

State of Florida



Public Service Commission  
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

COMMISSION  
CLERK

RECEIVED-FFSC  
OCT 22 PM 12:00

DATE: OCTOBER 22, 2003

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

FROM: DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT (CURRY, KLC  
HOWELL) EA  
DIVISION OF ECONOMIC REGULATION (MAUREY) DM  
OFFICE OF THE GENERAL COUNSEL (TEITZMAN) AT JLC

ALM  
JOS

RE: DOCKET NO. 030909-TI - INVESTIGATION AND DETERMINATION OF  
APPROPRIATE METHOD FOR REFUNDING OVERCHARGES ASSESSED ON  
INTRASTATE CALLS MADE USING CALLING CARD SERVICES PROVIDED  
BY EASTON TELECOM SERVICES, L.L.C.

AGENDA: 11/03/03 - REGULAR AGENDA - PROPOSED AGENCY ACTION -  
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\030909.RCM

CASE BACKGROUND

- April 1, 2002 - Easton Telecom Services, L.L.C. (Easton) obtained certificate No. 8068 authorizing the company to provide interexchange telecommunications services in Florida.
- September 9, 2002, through October 2, 2002 - Staff evaluated the quality of service from access lines presubscribed to Easton during a telephone service evaluation in the Lakeland exchange.
- March 3, 2003 - After performing the service evaluation tests on Easton's calling card services, staff determined that Easton was overtiming calls which resulted in overbilling charges. A letter (Attachment A) was mailed to Easton

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

informing the company of the service evaluation test results. Staff requested that Easton respond to the letter by March 24, 2003.

- April 2, 2003 - After not receiving a response from Easton by the deadline, staff mailed a second letter (Attachment B), via certified mail, to the company requesting again that the company respond to the service evaluation test results. The deadline for the company to respond was April 16, 2003.
- April 18, 2003 - Staff received a response, via facsimile, (Attachment C) from Easton regarding the timing and billing discrepancies that were identified during the service evaluation. The response stated that Easton had reviewed the service evaluation results and was in the process of forwarding the results to their underlying carrier for long distance services for corrective action on the timing errors, and would contact staff at a later date.
- June 30, 2003 - Staff mailed a third letter (Attachment D) to Easton concerning the overcharges and requested that the company submit a proposal for refunding the affected customers. The deadline for the company to respond was July 14, 2003.
- August 15, 2003 - Easton submitted a response to staff's letter. The response also included the company's proposed method to refund the overcharges (Attachment E).
- September 16, 2003 - Staff opened this docket to address Easton's proposed method to refund overcharges.
- October 21, 2003 - After receiving Easton's proposed method to refund the overcharges, staff used the proposed payment amount to calculate the interest to be paid by the company. Easton was notified of their requirement to pay interest and agreed to do so.

The Commission is vested with jurisdiction over this matter pursuant to Sections 364.04, 364.285, and 364.604, Florida Statutes. Staff believes that the following recommendations are appropriate.

### DISCUSSION OF ISSUES

**ISSUE 1:** Should the Commission accept Easton Telecom Services, L.L.C.'s proposal to submit a lump sum payment of \$190.35, plus interest of \$3.61, for a total of \$193.96, to the General Revenue Fund for overcharging end-users on intrastate calls made using calling card services provided by Easton Telecom Services, L.L.C. from July 5, 2002 to October 4, 2002?

**RECOMMENDATION:** Yes. The Commission should accept Easton Telecom Services, L.L.C.'s proposal to submit a lump sum payment of \$190.35, plus interest of \$3.61, for a total of \$193.96, to the General Revenue fund for overcharging end-users on intrastate calls made using calling card services provided by Easton Telecom Services, L.L.C. The payment should be received by the Commission within fourteen calendar days after the issuance of the Consummating Order and should identify the docket number and the company's name. The Commission should forward the contribution to the Division of Financial Services for deposit into the General Revenue Fund. If Easton Telecom Services, L.L.C. fails to pay in accordance with its proposal, the company's tariff should be canceled and registration number TJ623 should be removed from the register. If Easton Telecom, L.L.C.'s tariff is canceled and registration number TJ623 is removed from the register, then the company should be required to immediately cease and desist providing intrastate interexchange telecommunications services in Florida. (Curry, Howell, Teitzman)

### **STAFF ANALYSIS:**

#### APPARENT DEFICIENCY

On September 9, 2002, through October 4, 2002, staff evaluated the quality of service from access lines presubscribed to Easton Telecom Services, L.L.C.. During the evaluation of Easton's calling card services, staff determined that Easton was overtiming calls which resulted in overcharges. Staff later notified Easton of the timing and billing discrepancies and requested that the company investigate the matter and submit a proposal to refund the affected customers.

After investigating the matter, Easton informed staff that the company was taking corrective action to eliminate future timing and billing discrepancies and submitted the company's refund proposal.

Easton was unable to identify and make direct refunds to the affected customers, therefore, to resolve the overbilling issue Easton proposes to make a lump sum payment of \$190.35 to the Commission to be placed in the General Revenue Fund. The proposed amount to be paid was calculated by multiplying the total number of calling card minutes utilized by the customers in Florida (38,650) by the percentage of calls that were overtimed during the service evaluation tests (19.7%), times the effective tariff rate (0.0250):  $38,658 \text{ minutes} \times 19.7\% \times \$0.0250 = \$190.35$ . After receiving Easton's proposal, staff then used the proposed amount of \$190.35 as the basis for calculating interest of \$3.61. Easton understands that the preferred method would be to refund the overcharges to the individual customers; however, the company cannot identify the customers that were directly affected. Staff agrees with the rationale and approach Easton used to determine the amount of overcharges.

As stated above, Easton acknowledges and admits to overtiming calls which resulted in overcharges to some of their customers. Section 364.04, Florida Statutes, Schedules of Rates, Tolls, Rentals, Contracts, and Charges; Filing; Public Inspection; states, in pertinent part:

Companies shall charge only the rates contained in their tariff . . . .

Section 364.285(2), Florida Statutes, Penalties; states in pertinent part that

The Commission may, at its discretion, . . . compel the accounting and refund of any moneys collected in violation of this chapter or commission rule.

Inherent in the Commission's authority to refund moneys is the ability to calculate the refund with interest. Easton has therefore agreed to pay a lump sum payment of \$190.35, plus interest of \$3.61, for a total of \$193.96.

Based upon the aforementioned, staff recommends that the Commission approve Easton's proposal to pay a lump sum payment of \$190.35, plus interest of \$3.61, for a total of \$193.96, to the Commission to be deposited into the General Revenue Fund for overcharges on interstate calls made using Easton's calling card services from July 5, 2002 through October 4, 2002. Easton's payment proposal is consistent with similar proposals approved by the Commission in previous dockets.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should remain open pending the receipt of the \$193.96 payment. Upon receipt of the payment it should be forwarded to the Division of Financial Services for deposit in the General Revenue Fund, and this docket should be closed administratively. (Curry, Howell, Teitzman)

STAFF ANALYSIS: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interest are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should remain open pending the receipt of the \$193.96 payment. Upon receipt of the payment, it should be forwarded to the Division of Financial Services to be deposited into the General Revenue Fund, and this docket should be closed administratively. If the company fails to make the payment, this docket should be closed administratively upon the cancellation of the company's tariff and the removal of the company's registration number from the register.

STATE OF FLORIDA

Commissioners:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS  
AND ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

March 3, 2003

Mr. Robert Mocas  
President  
Easton Telecom Services, L.L.C.  
3046 Brecksville Road  
Richfield, OH 44286-9399

Dear Mr. Mocas:

From September 9 through October 4, 2002, the Florida Public Service Commission evaluated the quality of service from access lines presubscribed to your company during a comprehensive telephone service evaluation at Verizon Florida, Inc. in the Lakeland exchange.

A series of test calls were generated to measure the timing of toll calls for billing purposes. These tests were precisely timed to ensure that the elapsed times were the same for each carrier's series of calls. To evaluate the accuracy of each network, all test calls were completed using our computerized timing tester. Normally, calls are completed at each of the following intervals: 183, 182, 181, 180, 179, 178, 123, 122, 121, 120, 119, 118, 63, 62, 61, 60, 59, and 58 second intervals.

Bills for these calls were analyzed and compared to the records generated by the tester for origination and duration time to develop the timing and billing accuracy summary. While the accuracy of our tests can be measured in hundredths of a second, we allowed the company a tolerance of + or - two seconds.

Where timing or billing discrepancies were discovered, a copy of our worksheets is enclosed. Where rules or standards were not met, we request that you respond no later than March 24, 2003, outlining the corrective actions taken. No response is required for categories meeting the rules or standards.

Company: EASTON Product: Calling Card

Call Type: DDD 1+ \_\_\_\_\_ Calling Card **YES**

Calling Card Surcharge:	<u>None</u>	Tariff Ref.	<u>4.6</u>
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Originating Exchange: Lakeland, FL Mileage: N/A

Terminating Exchange: Tallahassee, FL

Timing Increment:	<u>6 Sec.</u>	Tariff Ref.	<u>4.6</u>
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<b>First Billing Increment (F. INCR.):</b>	<b>18 Sec.</b>	<b>Tariff Ref.</b>	<b>4.6</b>
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Additional Billing Increment (ADD. INCR):	6 Sec.	Tariff Ref.	4.6
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First Increment Rate:	<u>\$0.0750</u>	Tariff Ref.	<u>4.6</u>
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<b>Additional Increment Rate:</b>	<u>\$0.0250</u>	<b>Tariff Ref.</b>	<u>4.6</u>
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## TIMING AND BILLING ANALYSIS RESULTS

**Billing Increment Per Tariff:** Yes ☒ No ☐

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Verizon Florida  
September 9, 2002 through October 4, 2002

**BILLING AND TIMING**

Inter-Exchange Carrier	Total Calls	Inter-LATA-1+ Timing Accuracy				Billing Accuracy				Billing/ Tariff Yes/No
		Under Timed	Over Timed	% Correct	97% Std. Met	Under Billed	Over Billed	% Correct	97% Std. Met	
Easton	151	0	0	100.0%	Yes	0	0	100.0%	Yes	Yes

Inter-Exchange Carrier	Total Calls	Inter-LATA-Calling Card Timing Accuracy				Billing Accuracy				Billing/ Tariff Yes/No
		Under Timed	Over Timed	% Correct	97% Std. Met	Under Billed	Over Billed	% Correct	97% Std. Met	
Easton	142	0	28	80.3%	No	0	28	80.3%	No	Yes

Standard					97.0%				97.0%	Yes
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**EASTON TELECOM SERVICES, L.L.C.**

**FPSC Tariff No. 1**  
**Original Sheet No. 20**

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The rates shown in Section 4 apply as follows:

DAY: From 8:01 AM to 5:00 PM Monday - Friday

EVENING: From 5:01 PM to 11:00 PM Monday - Friday and Sunday

NIGHT/

WEEKEND: From 11:01 PM to 8:00 AM Everyday  
From 8:01 AM to 11:00 PM Saturday  
From 8:01 AM to 5:00 PM Sunday

**2.19. Special Customer Arrangements**

2.19.1. In cases where a Customer requests a special or unique arrangement which may include engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special Services not offered under this Tariff, the Company, at its option, may provide the requested Services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the Customer for the provisioning of such arrangements, and made part of this tariff and subject to approval by FPSC.

**2.20. Inspection**

2.20.1. The Company may, upon notice, make such tests and inspections as may be necessary to determine that the requirements of this Tariff are being complied with in the Installation, operation or maintenance of Customer or the Company equipment. The Company may interrupt the Service at any time, without penalty to the Company, should Customer violate any provision herein.

**2.21. Employee Concessions**

2.21.1. The Company does not offer concessions to employees.

**2.22. Rate Quotes**

2.22.1. Rate quotes will be provided to end users from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday by dialing (800) 222-8122.

**2.23. Bad Check Charges**

2.23.1. The Company charges Customers \$25.00 for checks that are returned.

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Issued: April 24, 2002

Effective: JUL 5 2003

Issued by: Robert Mocas, President  
Summit II  
3046 Brecksville Road  
Richfield, OH 44286

**EASTON TELECOM SERVICES, L.L.C.**

**FPSC Tariff No. 1**  
**Original Sheet No. 27**

**4.6. Calling Card Usage Rates**

**BUSINESS DAY**  
**EVENING/NIGHT/WEEKEND**

<b>Mileage</b>	<b>Initial 18 Seconds</b>	<b>Additional 6 Seconds</b>
<b>All</b>	<b>0.0750</b>	<b>0.0250</b>

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
3046 Brecksville Road  
Richfield, OH 44286

**EASTON TELECOM SERVICES, L.L.C.**

**FPSC Tariff No. 1**  
**Original Sheet No. 24**

**4.3. Switched Outbound Usage Rates**

**BUSINESS DAY**  
**EVENING/NIGHT/WEEKEND**

<b>Mileage</b>	<b>Initial 18 Seconds</b>	<b>Additional 6 Seconds</b>
<b>All</b>	<b>0.0537</b>	<b>0.0179</b>

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
3046 Brecksville Road  
Richfield, OH 44286

DATE	TIME	NUMBER	LOCATION	MIN	COST	ITEM	DATE	TIME	NUMBER	LOCATION	MIN	COST	
09/12	07:42P	850 575-0486	Tallahassee FL	2.0	0.36	181	09/23	09:06A	8505750486	Tallahassee FL	1.1	0.28	
09/12	07:44P	850 576-5711	Tallahassee FL	2.0	0.36				8636161581	Lakeland FL			
09/12	07:47P	850 577-0102	Tallahassee FL	2.0	0.36	192	09/23	09:06A	8505765711	Tallahassee FL	1.1	0.28	
09/12	07:49P	850 574-3805	Tallahassee FL	2.0	0.36				8636161581	Lakeland FL			
09/12	07:51P	850 575-0486	Tallahassee FL	2.0	0.36	183	09/23	09:10A	8505770102	Tallahassee FL	1.1	0.28	
09/12	07:53P	850 576-5711	Tallahassee FL	2.0	0.36				8636161581	Lakeland FL			
09/12	07:55P	850 577-0102	Tallahassee FL	2.0	0.36	194	09/23	09:11A	8505743805	Tallahassee FL	2.1	0.53	
	07:57P	850 574-3805	Tallahassee FL	0.0	0.00				8636161581	Lakeland FL			
09/12	07:59P	850 575-0486	Tallahassee FL	2.0	0.36	185	09/23	09:14A	8505750486	Tallahassee FL	2.1	0.53	
09/12	08:01P	850 576-5711	Tallahassee FL	2.1	0.38				8636161581	Lakeland FL			
09/12	08:03P	850 577-0102	Tallahassee FL	2.1	0.38	196	09/23	09:16A	8505765711	Tallahassee FL	2.1	0.53	
09/12	08:05P	850 574-3805	Tallahassee FL	2.1	0.38				8636161581	Lakeland FL			
09/12	08:07P	850 575-0486	Tallahassee FL	2.1	0.38	187	09/23	09:18A	8505770102	Tallahassee FL	2.1	0.53	
09/12	08:10P	850 576-5711	Tallahassee FL	2.1	0.38				8636161581	Lakeland FL			
09/12	08:12P	850 577-0102	Tallahassee FL	2.1	0.38	198	09/23	09:22A	8505743805	Tallahassee FL	2.1	0.53	
09/12	08:14P	850 574-3805	Tallahassee FL	2.1	0.38				8636161581	Lakeland FL			
09/12	08:16P	850 575-0486	Tallahassee FL	2.1	0.38	189	09/23	09:24A	8505750486	Tallahassee FL	2.1	0.53	
09/12	08:18P	850 576-5711	Tallahassee FL	2.1	0.38				8636161581	Lakeland FL			
09/12	08:21P	850 577-0102	Tallahassee FL	2.1	0.38	200	09/23	09:27A	8505765711	Tallahassee FL	2.1	0.53	
09/12	08:23P	850 574-3805	Tallahassee FL	3.0	0.54				8636161581	Lakeland FL			
09/12	08:26P	850 575-0486	Tallahassee FL	3.0	0.54	201	09/23	09:29A	8505770102	Tallahassee FL	2.1	0.53	
09/12	08:28P	850 576-5711	Tallahassee FL	3.0	0.54				8636161581	Lakeland FL			
09/12	08:32P	850 577-0102	Tallahassee FL	3.0	0.54	202	09/23	09:32A	8505743805	Tallahassee FL	2.1	0.53	
09/12	08:35P	850 574-3805	Tallahassee FL	3.0	0.54				8636161581	Lakeland FL			
09/12	08:38P	850 575-0486	Tallahassee FL	3.0	0.54	203	09/23	09:35A	8505750486	Tallahassee FL	2.1	0.53	
09/12	08:42P	850 576-5711	Tallahassee FL	3.0	0.54				8636161581	Lakeland FL			
09/12	08:45P	850 577-0102	Tallahassee FL	3.0	0.54	204	09/23	09:37A	8505765711	Tallahassee FL	2.1	0.53	
09/12	08:48P	850 574-3805	Tallahassee FL	3.0	0.54				8636161581	Lakeland FL			
09/12	08:51P	850 575-0486	Tallahassee FL	3.0	0.54	205	09/23	09:40A	8505770102	Tallahassee FL	2.1	0.53	
	08:54P	850 576-5711	Tallahassee FL	0.0	0.14				8636161581	Lakeland FL			
09/12	08:59P	850 577-0102	Tallahassee FL	3.1	0.55	206	09/23	09:43A	8505743805	Tallahassee FL	2.1	0.53	
09/12	09:02P	850 574-3805	Tallahassee FL	3.0	0.54				8636161581	Lakeland FL			
09/12	09:05P	850 575-0486	Tallahassee FL	3.0	0.54	207	09/23	09:45A	8505750486	Tallahassee FL	2.1	0.53	
09/12	09:08P	850 576-5711	Tallahassee FL	3.1	0.55				8636161581	Lakeland FL			
09/12	09:11P	850 577-0102	Tallahassee FL	3.1	0.55	208	09/23	09:48A	8505765711	Tallahassee FL	2.1	0.53	
09/12	09:14P	850 574-3805	Tallahassee FL	3.1	0.55				8636161581	Lakeland FL			
09/12	09:18P	850 575-0486	Tallahassee FL	3.1	0.55	209	09/23	09:51A	8505770102	Tallahassee FL	2.1	0.53	
09/12	09:21P	850 576-5711	Tallahassee FL	3.1	0.55				8636161581	Lakeland FL			
09/12	09:24P	850 577-0102	Tallahassee FL	3.1	0.55	210	09/23	09:54A	8505743805	Tallahassee FL	2.1	0.53	
09/12	09:27P	850 574-3805	Tallahassee FL	3.1	0.55				8636161581	Lakeland FL			
09/12	09:30P	850 575-0486	Tallahassee FL	3.1	0.55	211	09/23	09:56A	8505750486	Tallahassee FL	2.1	0.53	
09/12	09:34P	850 576-5711	Tallahassee FL	3.1	0.55				8636161581	Lakeland FL			
09/12	09:37P	850 577-0102	Tallahassee FL	3.1	0.55	212	09/23	09:59A	8505765711	Tallahassee FL	2.1	0.53	
09/12	09:38A	850 574-3805	Tallahassee FL	1.2	0.40				8636161581	Lakeland FL			
TOTAL FOR LINE: 863 616-1581					305.9	\$54.75	213	09/23	09:56A	8505750486	Tallahassee FL	2.1	0.53
									8636161581	Lakeland FL			
DATE	TIME	NUMBER	LOCATION	MIN	COST	214	09/23	09:59A	8505765711	Tallahassee FL	2.1	0.53	
USING CARD :86361615812000 Lakeland Main									8636161581	Lakeland FL			
09/23	08:32A	8505743805	Tallahassee FL	1.1	0.28	215	09/23	10:02A	8505770102	Tallahassee FL	2.1	0.53	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:33A	8505750486	Tallahassee FL	1.1	0.28	216	09/23	10:04A	8505743805	Tallahassee FL	2.2	0.55	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:35A	8505765711	Tallahassee FL	1.1	0.28	217	09/23	10:07A	8505750486	Tallahassee FL	2.2	0.55	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:36A	8505770102	Tallahassee FL	1.1	0.28	218	09/23	10:10A	8505765711	Tallahassee FL	2.1	0.53	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:38A	8505743805	Tallahassee FL	1.1	0.28	219	09/23	10:12A	8505770102	Tallahassee FL	2.1	0.53	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:40A	8505750486	Tallahassee FL	1.1	0.28	220	09/23	10:15A	8505743805	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:41A	8505765711	Tallahassee FL	1.1	0.28	221	09/23	10:19A	8505750486	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:43A	8505770102	Tallahassee FL	1.1	0.28	222	09/23	10:23A	8505765711	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:45A	8505743805	Tallahassee FL	1.1	0.28	223	09/23	10:27A	8505770102	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:46A	8505750486	Tallahassee FL	1.1	0.28	224	09/23	10:30A	8505743805	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:48A	8505765711	Tallahassee FL	1.1	0.28	225	09/23	10:34A	8505750486	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:49A	8505770102	Tallahassee FL	1.1	0.28	226	09/23	10:37A	8505765711	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:51A	8505743805	Tallahassee FL	1.1	0.28	227	09/23	10:41A	8505770102	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:53A	8505750486	Tallahassee FL	1.1	0.28	228	09/23	10:45A	8505743805	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:54A	8505765711	Tallahassee FL	1.1	0.28				8505750486	Tallahassee FL	1.1	N.A. 0.35	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
09/23	08:56A	8505770102	Tallahassee FL	1.1	0.28	229	09/23	10:53A	8505765711	Tallahassee FL	3.1	0.78	
FROM		8636161581	Lakeland FL						8636161581	Lakeland FL			
3/23	08:58A	8505743805	Tallahassee FL	1.1	0.28								
FROM		8636161581	Lakeland FL										
09/23	08:59A	8505750486	Tallahassee FL	1.1	0.28								
FROM		8636161581	Lakeland FL										
09/23	09:01A	8505765711	Tallahassee FL	1.1	0.28								
FROM		8636161581	Lakeland FL										
09/23	09:03A	8505770102	Tallahassee FL	1.1	0.28								
FROM		8636161581	Lakeland FL										
09/23	09:05A	8505743805	Tallahassee FL	1.1	0.28								

Account Number: 2002240000-237677

Invoice Date: October 10, 2002

PAGE 4 of 6

-12-

Account Number: 2002240000-237677  
Invoice Date: October 10, 2002

-13-

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment A

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 6 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA DATE 9/12/02  
BILLING #  CARRIER EASTON SERVICE Calling Card  
CALLING CARD 86316115812000 ENGINEER EH VERIFIED BY PSD

INTRALATA ☐ INTERLATA ☒ BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Aronis Data	PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (SEC.)	TIMING ACCURACY			TARIFF STANDARD (SEC.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	RATE PERIOD	COR	UND	OVR
170	(850) 574-3805 58 09/23/02 06:33:09 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
171	(850) 575-0486 58 09/23/02 06:34:44 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
172	(850) 576-5711 58 09/23/02 06:36:19 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
173	(850) 577-0102 58 09/23/02 06:37:54 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
174	(850) 574-3805 59 09/23/02 08:39:32 Passed 2.8 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
175	(850) 575-0486 59 09/23/02 08:41:10 Passed 3.1 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
176	(850) 576-5711 59 09/23/02 08:42:48 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
177	(850) 577-0102 59 09/23/02 08:44:26 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
178	(850) 574-3805 60 09/23/02 08:46:04 Passed 1.9 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
179	(850) 575-0486 60 09/23/02 08:47:42 Passed 2.1 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
180	(850) 576-5711 60 09/23/02 08:49:20 Passed 2.1 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
181	(850) 577-0102 60 09/23/02 08:50:58 Passed 2.3 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
182	(850) 574-3805 61 09/23/02 08:52:36 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
183	(850) 575-0486 61 09/23/02 08:54:14 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
184	(850) 576-5711 61 09/23/02 08:55:52 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
185	(850) 577-0102 61 09/23/02 08:57:30 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
186	(850) 574-3805 62 09/23/02 08:59:09 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
187	(850) 575-0486 62 09/23/02 09:00:48 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
188	(850) 576-5711 62 09/23/02 09:02:27 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
189	(850) 577-0102 62 09/23/02 09:04:06 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
190	(850) 574-3805 63 09/23/02 09:06:10 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
191	(850) 575-0486 63 09/23/02 09:07:50 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
192	(850) 576-5711 63 09/23/02 09:09:30 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
193	(850) 577-0102 63 09/23/02 09:11:10 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
194	(850) 574-3805 118 09/23/02 09:13:45 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
195	(850) 575-0486 118 09/23/02 09:16:20 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
196	(850) 576-5711 118 09/23/02 09:18:55 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
197	(850) 577-0102 118 09/23/02 09:21:30 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
198	(850) 574-3805 119 09/23/02 09:24:08 Passed 3.5 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
199	(850) 575-0486 119 09/23/02 09:26:45 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
200	(850) 576-5711 119 09/23/02 09:29:23 Passed 3.5 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
201	(850) 577-0102 119 09/23/02 09:32:00 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		

as prescribed in section 122

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 7 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA DATE 9/12/02  
BILLING #  CARRIER EASTON SERVICE Celling Card  
CALLING CARD 86361615812000 ENGINEER EH VERIFIED BY PSD

INTRALATA ☐ INTERLATA ☒ BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Aronis Data	PSC TIME (SEC)	BILL TIME (MIN)	BILL STANDARD (MIN)	TIMING ACCURACY			TARIFF STANDARD (MIN)	BILLING ACCURACY				
					COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
202	(850) 574-3805 120 09/23/02 09:34:38 Passed 2.4 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
203	(850) 575-0486 120 09/23/02 09:37:17 Passed 2.6 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
204	(850) 576-5711 120 09/23/02 09:39:56 Passed 2.6 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
205	(850) 577-0102 120 09/23/02 09:42:36 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
206	(850) 574-3805 121 09/23/02 09:45:14 Passed 1.4 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
207	(850) 575-0486 121 09/23/02 09:47:54 Passed 1.8 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
208	(850) 576-5711 121 09/23/02 09:50:32 Passed 1.6 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
209	(850) 577-0102 121 09/23/02 09:53:12 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
210	(850) 574-3805 122 09/23/02 09:56:16 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
211	(850) 575-0486 122 09/23/02 09:58:56 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
212	(850) 576-5711 122 09/23/02 10:01:34 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
213	(850) 577-0102 122 09/23/02 10:04:13 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
214	(850) 574-3805 123 09/23/02 10:06:53 Passed 1.2 sec.	123	2.2	2.1			X	2.1	\$0.55	Day			X
215	(850) 575-0486 123 09/23/02 10:09:33 Passed 1.2 sec.	123	2.2	2.1			X	2.1	\$0.55	Day			X
216	(850) 576-5711 123 09/23/02 10:12:13 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
217	(850) 577-0102 123 09/23/02 10:14:53 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
218	(850) 574-3805 178 09/23/02 10:18:28 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
219	(850) 575-0486 178 09/23/02 10:22:03 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
220	(850) 576-5711 178 09/23/02 10:26:30 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
221	(850) 577-0102 178 09/23/02 10:30:05 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
222	(850) 574-3805 179 09/23/02 10:33:41 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
223	(850) 575-0486 179 09/23/02 10:37:17 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
224	(850) 576-5711 179 09/23/02 10:40:53 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
225	(850) 577-0102 179 09/23/02 10:44:28 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
226	(850) 574-3805 180 09/23/02 10:48:08 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
227	(850) 575-0486 180 09/23/02 10:51:57 117 Impropr X Exdu	N/A		N/A				N/A		N/A			
228	(850) 576-5711 180 09/23/02 10:56:41 Passed 3.1 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
229	(850) 577-0102 180 09/23/02 11:00:20 Passed 3.4 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
230	(850) 574-3805 181 09/23/02 11:04:25 Passed 1.9 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
231	(850) 575-0486 181 09/23/02 11:08:04 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
232	(850) 576-5711 181 09/23/02 11:11:43 Passed 2.2 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
233	(850) 577-0102 181 09/23/02 11:15:22 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		

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TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 8 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH  
DATE 9/12/02  
SERVICE Calling Card  
VERIFIED BY 850

INTRALATA ☐ INTERLATA ☒ BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Arrests Data	PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
234	(850) 574-3805 182 09/23/02 11:19:54 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
235	(850) 575-0486 182 09/23/02 11:23:33 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
236	(850) 576-5711 182 09/23/02 11:27:12 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
237	(850) 577-0102 182 09/23/02 11:30:51 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
238	(850) 574-3805 183 09/23/02 11:34:31 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
239	(850) 575-0486 183 09/23/02 11:38:11 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
240	(850) 576-5711 183 09/23/02 11:41:51 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
241	(850) 577-0102 183 09/23/02 11:45:31 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
242	(850) 574-3805 58 09/23/02 11:47:28 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
243	(850) 575-0486 58 09/23/02 11:49:03 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
244	(850) 576-5711 58 09/23/02 11:50:38 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
245	(850) 577-0102 58 09/23/02 11:52:13 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
246	(850) 574-3805 59 09/23/02 11:53:51 Passed 3.0 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
247	(850) 575-0486 59 09/23/02 11:55:29 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
248	(850) 576-5711 59 09/23/02 11:57:08 Passed 3.3 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
249	(850) 577-0102 59 09/23/02 11:58:46 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
250	(850) 574-3805 60 09/23/02 12:00:24 Passed 1.9 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
251	(850) 575-0486 60 09/23/02 12:02:02 Passed 2.2 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
252	(850) 576-5711 60 09/23/02 12:03:41 Passed 2.4 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
253	(850) 577-0102 60 09/23/02 12:05:20 Passed 2.3 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
254	(850) 574-3805 61 09/23/02 12:06:58 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
255	(850) 575-0486 61 09/23/02 12:08:36 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
256	(850) 576-5711 61 09/23/02 12:10:14 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
257	(850) 577-0102 61 09/23/02 12:11:53 Passed 1.3 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
258	(850) 574-3805 62 09/23/02 12:13:31 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
259	(850) 575-0486 62 09/23/02 12:15:10 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
260	(850) 576-5711 62 09/23/02 12:16:49 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
261	(850) 577-0102 62 09/23/02 12:18:28 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
262	(850) 574-3805 63 09/23/02 12:20:32 Passed 1.2 sec.	63	1.2	1.1			X	1.1	\$0.30	Day			X
263	(850) 575-0486 63 09/23/02 12:22:12 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
264	(850) 576-5711 63 09/23/02 12:23:52 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
265	(850) 577-0102 63 09/23/02 12:25:32 Passed 1.2 sec.	63	1.2	1.1			X	1.1	\$0.30	Day			X



DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment A

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 9 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH

DATE 9/12/02  
SERVICE Calling Card  
VERIFIED BY 850

INTRALATA ☐ INTERLATA ☒

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

Arbeits Data			PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
						COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
266	(850) 574-3805	118 09/23/02 12:28:07 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
267	(850) 575-0486	118 09/23/02 12:30:42 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
268	(850) 576-5711	118 09/23/02 12:33:17 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
269	(850) 577-0102	118 09/23/02 12:35:52 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
270	(850) 574-3805	119 09/23/02 12:38:31 Passed 3.4 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
271	(850) 575-0486	119 09/23/02 12:41:07 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
272	(850) 576-5711	119 09/23/02 12:43:43 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
273	(850) 577-0102	119 09/23/02 12:46:18 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
274	(850) 574-3805	120 09/23/02 12:48:57 Passed 2.3 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
275	(850) 575-0486	120 09/23/02 12:51:35 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
276	(850) 576-5711	120 09/23/02 12:54:14 Passed 2.8 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
277	(850) 577-0102	120 09/23/02 12:56:53 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
278	(850) 574-3805	121 09/23/02 12:59:32 Passed 1.4 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
279	(850) 575-0486	121 09/23/02 13:02:11 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
280	(850) 576-5711	121 09/23/02 13:04:50 Passed 1.6 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
281	(850) 577-0102	121 09/23/02 13:07:29 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
282	(850) 574-3805	122 09/23/02 13:10:32 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
283	(850) 575-0486	122 09/23/02 13:13:11 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
284	(850) 576-5711	122 09/23/02 13:15:50 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
285	(850) 577-0102	122 09/23/02 13:18:29 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
286	(850) 574-3805	123 09/23/02 13:21:09 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
287	(850) 575-0486	123 09/23/02 13:23:49 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
288	(850) 576-5711	123 09/23/02 13:26:29 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
289	(850) 577-0102	123 09/23/02 13:29:09 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
290	(850) 574-3805	178 09/23/02 13:32:44 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
291	(850) 575-0486	178 09/23/02 13:36:19 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
292	(850) 576-5711	178 09/23/02 13:39:54 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
293	(850) 577-0102	178 09/23/02 13:43:29 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
294	(850) 574-3805	179 09/23/02 13:47:05 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
295	(850) 575-0486	179 09/23/02 13:50:41 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
296	(850) 576-5711	179 09/23/02 13:54:17 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
297	(850) 577-0102	179 09/23/02 13:57:53 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		

a/c calculation 123

TIMING AND BILLING-RECONCILIATION WORKSHEET

PAGE 10 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA

DATE 9/23/02

BILLING # CARRIER EASTON

SERVICE Calling Card

CALLING CARD 86361615812000 ENGINEER EH

VERIFIED BY RSD

INTRALATA INTERLATA

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Arans Data	PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
298	(850) 574-3805 180 09/23/02 14:01:32 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
299	(850) 575-0486 180 09/23/02 14:05:20 117 Impropr X Exclud	N/A		N/A				N/A		N/A			
300	(850) 576-5711 180 09/23/02 14:10:05 Passed 3.1 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
301	(850) 577-0102 180 09/23/02 14:13:44 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
302	(850) 574-3805 181 09/23/02 14:17:49 Passed 1.9 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
303	(850) 575-0486 181 09/23/02 14:21:28 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
304	(850) 576-5711 181 09/23/02 14:25:07 Passed 2.0 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
305	(850) 577-0102 181 09/23/02 14:28:46 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
306	(850) 574-3805 182 09/23/02 14:32:25 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
307	(850) 575-0486 182 09/23/02 14:36:04 Passed 1.3 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
308	(850) 576-5711 182 09/23/02 14:39:44 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
309	(850) 577-0102 182 09/23/02 14:43:23 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
310	(850) 574-3805 183 09/23/02 14:47:03 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
311	(850) 575-0486 183 09/23/02 14:50:43 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
312	(850) 576-5711 183 09/23/02 14:54:23 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
313	(850) 577-0102 183 09/23/02 14:58:03 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
314	END OF CALLING CARD TEST												
315													
316													
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318													
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STATE OF FLORIDA

Commissioners:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE SERVICES  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

April 2, 2003

**CERTIFIED**

Mr. Robert Mocas  
President  
Easton Telecom Services, L.L.C.  
3046 Brecksville Road  
Richfield, OH 44286-9399

**Re: Inter-Exchange Service Evaluation**

Dear Mr. Mocas:

Mr. Don McDonald sent you a letter dated March 3, 2003 (copy enclosed) concerning the IXC service evaluation for your company. A response was requested by March 24, 2003. As of today, I have not received a response from your company. A copy of the evaluation is also enclosed.

Please respond to me no later than April 16, 2003 by fax (850) 413-6577 or E-mail at [ehowell@psc.state.fl.us](mailto:ehowell@psc.state.fl.us) or the Commission will consider taking further action against your company. If you have any questions, please call me at (850) 413-6576.

Sincerely,

A handwritten signature in cursive script that reads "Elton Howell".

Elton Howell, Engineer  
Bureau of Service Quality

Enclosure

cc: File: TL710, Verizon/2002 IXC Serv Eval

STATE OF FLORIDA

Commissioners:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS  
AND ENFORCEMENT  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

March 3, 2003

Mr. Robert Mocas  
President  
Easton Telecom Services, L.L.C.  
3046 Brecksville Road  
Richfield, OH 44286-9399

Dear Mr. Mocas:

From September 9 through October 4, 2002, the Florida Public Service Commission evaluated the quality of service from access lines presubscribed to your company during a comprehensive telephone service evaluation at Verizon Florida, Inc. in the Lakeland exchange.

A series of test calls were generated to measure the timing of toll calls for billing purposes. These tests were precisely timed to ensure that the elapsed times were the same for each carrier's series of calls. To evaluate the accuracy of each network, all test calls were completed using our computerized timing tester. Normally, calls are completed at each of the following intervals: 183, 182, 181, 180, 179, 178, 123, 122, 121, 120, 119, 118, 63, 62, 61, 60, 59, and 58 second intervals.

Bills for these calls were analyzed and compared to the records generated by the tester for origination and duration time to develop the timing and billing accuracy summary. While the accuracy of our tests can be measured in hundredths of a second, we allowed the company a tolerance of + or - two seconds.

Where timing or billing discrepancies were discovered, a copy of our worksheets is enclosed. Where rules or standards were not met, we request that you respond no later than March 24, 2003, outlining the corrective actions taken. No response is required for categories meeting the rules or standards.

Company:	EASTON		Product:	Calling Card	
Call Type:	DDD 1+		Calling Card	YES	
Calling Card Surcharge:	None		Tariff Ref:	4.6	
Originating Exchange:	Lakeland, FL		Mileage:	N/A	
Terminating Exchange:	Tallahassee, FL				
Timing Increment:	6 Sec.		Tariff Ref:	4.6	
First Billing Increment (F. INCR.):	18 Sec.		Tariff Ref:	4.6	
Additional Billing Increment (ADD. INCR):	6 Sec.		Tariff Ref:	4.6	
First Increment Rate:	\$0.0750		Tariff Ref:	4.6	
Additional Increment Rate:	\$0.0250		Tariff Ref:	4.6	

[illegible]

Billing Increment Per Tariff: Yes ☒ No ☐

	Timing Accuracy	Billing Accuracy
Over	28	28
Under	0	0
Correctly	114	114
Total Calls	142	142

September 9, 2002 through October 4, 2002

**BILLING AND TIMING**

**Inter-LATA-1+**

Inter-Exchange Carrier	Total Calls	Timing Accuracy				Billing Accuracy				Billing/ Tariff Yes/No
		Under Timed	Over Timed	% Correct	97% Std. Met	Under Billed	Over Billed	% Correct	97% Std. Met	
Easton	151	0	0	100.0%	Yes	0	0	100.0%	Yes	Yes

**Inter-LATA-Calling Card**

Inter-Exchange Carrier	Total Calls	Timing Accuracy				Billing Accuracy				Billing/ Tariff Yes/No
		Under Timed	Over Timed	% Correct	97% Std. Met	Under Billed	Over Billed	% Correct	97% Std. Met	
Easton	142	0	28	80.3%	No	0	28	80.3%	No	Yes

Standard

97.0%

97.0%

Yes

**EASTON TELECOM SERVICES, L.L.C.**

**FPSC Tariff No. 1  
Original Sheet No. 20**

The rates shown in Section 4 apply as follows:

DAY: From 8:01 AM to 5:00 PM Monday - Friday

EVENING: From 5:01 PM to 11:00 PM Monday - Friday and Sunday

NIGHT/

WEEKEND: From 11:01 PM to 8:00 AM Everyday  
From 8:01 AM to 11:00 PM Saturday  
From 8:01 AM to 5:00 PM Sunday

**2.19. Special Customer Arrangements**

2.19.1. In cases where a Customer requests a special or unique arrangement which may include engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special Services not offered under this Tariff, the Company, at its option, may provide the requested Services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the Customer for the provisioning of such arrangements, and made part of this tariff and subject to approval by FPSC.

**2.20. Inspection**

2.20.1. The Company may, upon notice, make such tests and inspections as may be necessary to determine that the requirements of this Tariff are being complied with in the Installation, operation or maintenance of Customer or the Company equipment. The Company may interrupt the Service at any time, without penalty to the Company, should Customer violate any provision herein.

**2.21. Employee Concessions**

2.21.1. The Company does not offer concessions to employees.

**2.22. Rate Quotes**

2.22.1. Rate quotes will be provided to end users from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday by dialing (800) 222-8122.

**2.23. Bad Check Charges**

2.23.1. The Company charges Customers \$25.00 for checks that are returned.

Issued: April 24, 2002

Effective: JUL 5 2003

Issued by: Robert Mocas, President  
Summit II  
3046 Brecksville Road  
Richfield, OH 44286

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment B

**EASTON TELECOM SERVICES, L.L.C.**

**FPSC Tariff No. 1**  
**Original Sheet No. 27**

**4.6. Calling Card Usage Rates**

**BUSINESS DAY**  
**EVENING/NIGHT/WEEKEND**

<b>Mileage</b>	<b>Initial 18 Seconds</b>	<b>Additional 6 Seconds</b>
<b>All</b>	<b>0.0750</b>	<b>0.0250</b>

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
3046 Brecksville Road  
Richfield, OH 44286



DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment B

EASTON TELECOM SERVICES, L.L.C.

FPSC Tariff No. 1  
Original Sheet No. 24

4.3. Switched Outbound Usage Rates

BUSINESS DAY  
EVENING/NIGHT/WEEKEND

Mileage	Initial 18 Seconds	Additional 6 Seconds
All	0.0537	0.0179

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
3046 Brecksville Road  
Richfield, OH 44286

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment B

DATE	TIME	NUMBER	LOCATION	MIN	COST	DATE	TIME	NUMBER	LOCATION	MIN	COST	
09/12	07:42P	850 575-0486	Tallahassee FL	2.0	0.36	191	09/23 09:06A	8505750486	Tallahassee FL	1.1	0.26	
09/12	07:44P	850 576-5711	Tallahassee FL	2.0	0.36		FROM	8636161581	Lakeland FL			
09/12	07:47P	850 577-0102	Tallahassee FL	2.0	0.36	192	09/23 09:08A	8505765711	Tallahassee FL	1.1	0.26	
09/12	07:49P	850 574-3805	Tallahassee FL	2.0	0.36		FROM	8636161581	Lakeland FL			
09/12	07:51P	850 575-0486	Tallahassee FL	2.0	0.36	193	09/23 09:10A	8505770102	Tallahassee FL	1.1	0.26	
09/12	07:53P	850 576-5711	Tallahassee FL	2.0	0.36		FROM	8636161581	Lakeland FL			
09/12	07:55P	850 577-0102	Tallahassee FL	2.0	0.36	194	09/23 09:11A	8505743805	Tallahassee FL	2.1	0.53	
09/12	07:57P	850 574-3805	Tallahassee FL	2.0	0.36		FROM	8636161581	Lakeland FL			
09/12	07:59P	850 575-0486	Tallahassee FL	2.0	0.36	195	09/23 09:14A	8505750486	Tallahassee FL	2.1	0.53	
09/12	08:01P	850 576-5711	Tallahassee FL	2.1	0.36		FROM	8636161581	Lakeland FL			
09/12	08:03P	850 577-0102	Tallahassee FL	2.1	0.36	196	09/23 09:16A	8505765711	Tallahassee FL	2.1	0.53	
09/12	08:05P	850 574-3805	Tallahassee FL	2.1	0.36		FROM	8636161581	Lakeland FL			
09/12	08:07P	850 575-0486	Tallahassee FL	2.1	0.36	197	09/23 09:18A	8505770102	Tallahassee FL	2.1	0.53	
09/12	08:10P	850 576-5711	Tallahassee FL	2.1	0.36		FROM	8636161581	Lakeland FL			
09/12	08:12P	850 577-0102	Tallahassee FL	2.1	0.36	198	09/23 09:22A	8505743805	Tallahassee FL	2.1	0.53	
09/12	08:14P	850 574-3805	Tallahassee FL	2.1	0.36		FROM	8636161581	Lakeland FL			
09/12	08:16P	850 575-0486	Tallahassee FL	2.1	0.36	199	09/23 09:24A	8505750486	Tallahassee FL	2.1	0.53	
09/12	08:18P	850 576-5711	Tallahassee FL	2.1	0.36		FROM	8636161581	Lakeland FL			
09/12	08:21P	850 577-0102	Tallahassee FL	2.1	0.36	200	09/23 09:27A	8505765711	Tallahassee FL	2.1	0.53	
09/12	08:23P	850 574-3805	Tallahassee FL	3.0	0.54		FROM	8636161581	Lakeland FL			
09/12	08:26P	850 575-0486	Tallahassee FL	3.0	0.54	201	09/23 09:29A	8505770102	Tallahassee FL	2.1	0.53	
09/12	08:29P	850 576-5711	Tallahassee FL	3.0	0.54		FROM	8636161581	Lakeland FL			
09/12	08:32P	850 577-0102	Tallahassee FL	3.0	0.54	202	09/23 09:32A	8505743805	Tallahassee FL	2.1	0.53	
09/12	08:35P	850 574-3805	Tallahassee FL	3.0	0.54		FROM	8636161581	Lakeland FL			
09/12	08:39P	850 575-0486	Tallahassee FL	3.0	0.54	203	09/23 09:35A	8505750486	Tallahassee FL	2.1	0.53	
09/12	08:42P	850 576-5711	Tallahassee FL	3.0	0.54		FROM	8636161581	Lakeland FL			
09/12	08:45P	850 577-0102	Tallahassee FL	3.0	0.54	204	09/23 09:37A	8505765711	Tallahassee FL	2.1	0.53	
09/12	08:48P	850 574-3805	Tallahassee FL	3.0	0.54		FROM	8636161581	Lakeland FL			
09/12	08:51P	850 575-0486	Tallahassee FL	3.0	0.54	205	09/23 09:40A	8505770102	Tallahassee FL	2.1	0.53	
09/12	08:54P	850 576-5711	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
09/12	08:58P	850 577-0102	Tallahassee FL	3.1	0.55	206	09/23 09:43A	8505743805	Tallahassee FL	2.1	0.53	
09/12	09:02P	850 574-3805	Tallahassee FL	3.0	0.54		FROM	8636161581	Lakeland FL			
09/12	09:06P	850 575-0486	Tallahassee FL	3.0	0.54	207	09/23 09:45A	8505750486	Tallahassee FL	2.1	0.53	
09/12	09:09P	850 576-5711	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
09/12	09:11P	850 577-0102	Tallahassee FL	3.1	0.55	208	09/23 09:48A	8505765711	Tallahassee FL	2.1	0.53	
09/12	09:14P	850 574-3805	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
09/12	09:18P	850 575-0486	Tallahassee FL	3.1	0.55	209	09/23 09:51A	8505770102	Tallahassee FL	2.1	0.53	
09/12	09:21P	850 576-5711	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
09/12	09:24P	850 577-0102	Tallahassee FL	3.1	0.55	210	09/23 09:54A	8505743805	Tallahassee FL	2.1	0.53	
09/12	09:27P	850 574-3805	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
09/12	09:30P	850 575-0486	Tallahassee FL	3.1	0.55	211	09/23 09:56A	8505750486	Tallahassee FL	2.1	0.53	
09/12	09:34P	850 576-5711	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
09/12	09:37P	850 577-0102	Tallahassee FL	3.1	0.55	212	09/23 09:59A	8505765711	Tallahassee FL	2.1	0.53	
09/12	09:40P	850 574-3805	Tallahassee FL	3.1	0.55		FROM	8636161581	Lakeland FL			
TOTAL FOR LINE: 863 616-1581					305.9	554.75	213	09/23 10:02A	8505770102	Tallahassee FL	2.1	0.53
								FROM	8636161581	Lakeland FL		
							214	09/23 10:04A	8505743805	Tallahassee FL	2.2	0.55
								FROM	8636161581	Lakeland FL		
							215	09/23 10:07A	8505750486	Tallahassee FL	2.2	0.55
								FROM	8636161581	Lakeland FL		
							216	09/23 10:10A	8505765711	Tallahassee FL	2.1	0.53
								FROM	8636161581	Lakeland FL		
							217	09/23 10:12A	8505770102	Tallahassee FL	2.1	0.53
								FROM	8636161581	Lakeland FL		
							218	09/23 10:15A	8505743805	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							219	09/23 10:19A	8505750486	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							220	09/23 10:23A	8505765711	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							221	09/23 10:27A	8505770102	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							222	09/23 10:30A	8505743805	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							223	09/23 10:34A	8505750486	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							224	09/23 10:37A	8505765711	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							225	09/23 10:41A	8505770102	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							226	09/23 10:45A	8505743805	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							227	09/23 10:48A	8505750486	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
							228	09/23 10:53A	8505765711	Tallahassee FL	3.1	0.76
								FROM	8636161581	Lakeland FL		
Account Number: 2002240000-237577												
Invoice Date: October 10, 2002												
PAGE 4 of 6												
-26-												

Account Number: 2002240000-237877

Invoice Date: October 10, 2002

PAGE 4 of 6

## Attachment B

PAGE 5 of 6

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment B

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 6 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86316115812000 ENGINEER EH  
DATE 9/12/02  
SERVICE Calling Card  
VERIFIED BY PSD

INTRALATA ☐ INTERLATA ☒ BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Arms Data	PSC TIME (SEC)	BILL TIME (MIN)	BILL STANDARD (MIN)	TIMING ACCURACY			TARIFF STANDARD (MIN)	BILLING ACCURACY				
					COR	UND	OVR		AMT	RATE PERCENT	COR	UND	OVR
170	(850) 574-3805 58 09/23/02 06:33:08 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
171	(850) 575-0486 58 09/23/02 06:34:44 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
172	(850) 576-5711 58 09/23/02 06:36:18 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
173	(850) 577-0102 58 09/23/02 06:37:54 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
174	(850) 574-3805 59 09/23/02 06:39:32 Passed 2.8 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
175	(850) 575-0486 59 09/23/02 06:41:10 Passed 3.1 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
176	(850) 576-5711 59 09/23/02 06:42:48 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
177	(850) 577-0102 59 09/23/02 06:44:26 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
178	(850) 574-3805 60 09/23/02 06:46:04 Passed 1.9 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
179	(850) 575-0486 60 09/23/02 06:47:42 Passed 2.1 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
180	(850) 576-5711 60 09/23/02 06:49:20 Passed 2.1 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
181	(850) 577-0102 60 09/23/02 06:50:58 Passed 2.3 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
182	(850) 574-3805 61 09/23/02 06:52:36 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
183	(850) 575-0486 61 09/23/02 06:54:14 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
184	(850) 576-5711 61 09/23/02 06:55:52 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
185	(850) 577-0102 61 09/23/02 06:57:30 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
186	(850) 574-3805 62 09/23/02 06:59:09 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
187	(850) 575-0486 62 09/23/02 07:00:48 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
188	(850) 576-5711 62 09/23/02 07:02:27 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
189	(850) 577-0102 62 09/23/02 07:04:06 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
190	(850) 574-3805 63 09/23/02 07:06:10 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
191	(850) 575-0486 63 09/23/02 07:07:50 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
192	(850) 576-5711 63 09/23/02 07:09:30 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
193	(850) 577-0102 63 09/23/02 07:11:10 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
194	(850) 574-3805 118 09/23/02 09:13:45 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
195	(850) 575-0486 118 09/23/02 09:16:20 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
196	(850) 576-5711 118 09/23/02 09:18:55 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
197	(850) 577-0102 118 09/23/02 09:21:30 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
198	(850) 574-3805 119 09/23/02 09:24:08 Passed 3.5 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
199	(850) 575-0486 119 09/23/02 09:26:45 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
200	(850) 576-5711 119 09/23/02 09:29:23 Passed 3.5 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
201	(850) 577-0102 119 09/23/02 09:32:00 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		

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TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 7 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH

DATE 9/12/02

SERVICE Calling Card

VERIFIED BY *PSD*

INTRALATA ☐ INTERLATA ☒

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Arants Data	PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
202	(850) 574-3805 120 09/23/02 09:34:38 Passed 2.4 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
203	(850) 575-0486 120 09/23/02 09:37:17 Passed 2.6 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
204	(850) 576-5711 120 09/23/02 09:38:56 Passed 2.6 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
205	(850) 577-0102 120 09/23/02 09:42:36 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
206	(850) 574-3805 121 09/23/02 09:45:14 Passed 1.4 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
207	(850) 575-0486 121 09/23/02 09:47:54 Passed 1.8 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
208	(850) 576-5711 121 09/23/02 09:50:32 Passed 1.6 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
209	(850) 577-0102 121 09/23/02 09:53:12 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
210	(850) 574-3805 122 09/23/02 09:56:16 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
211	(850) 575-0486 122 09/23/02 09:58:55 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
212	(850) 576-5711 122 09/23/02 10:01:34 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
213	(850) 577-0102 122 09/23/02 10:04:13 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
214	(850) 574-3805 123 09/23/02 10:06:53 Passed 1.2 sec.	123	2.2	2.1			X	2.1	\$0.55	Day			X
215	(850) 575-0486 123 09/23/02 10:09:33 Passed 1.2 sec.	123	2.2	2.1			X	2.1	\$0.55	Day			X
216	(850) 576-5711 123 09/23/02 10:12:13 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
217	(850) 577-0102 123 09/23/02 10:14:53 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
218	(850) 574-3805 178 09/23/02 10:18:28 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
219	(850) 575-0486 178 09/23/02 10:22:03 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
220	(850) 576-5711 178 09/23/02 10:26:30 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
221	(850) 577-0102 178 09/23/02 10:30:05 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
222	(850) 574-3805 179 09/23/02 10:33:41 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
223	(850) 575-0486 179 09/23/02 10:37:17 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
224	(850) 576-5711 179 09/23/02 10:40:53 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
225	(850) 577-0102 179 09/23/02 10:44:29 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
226	(850) 574-3805 180 09/23/02 10:48:08 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
227	(850) 575-0486 180 09/23/02 10:51:57 117 Impropr X Exclud	N/A		N/A				N/A		N/A			
228	(850) 576-5711 180 09/23/02 10:56:41 Passed 3.1 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
229	(850) 577-0102 180 09/23/02 11:00:20 Passed 3.4 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
230	(850) 574-3805 181 09/23/02 11:04:25 Passed 1.9 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
231	(850) 575-0486 181 09/23/02 11:08:04 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
232	(850) 576-5711 181 09/23/02 11:11:43 Passed 2.2 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
233	(850) 577-0102 181 09/23/02 11:15:22 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		

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Attachment B

PAGE 6 OF 10

DATE 9/12/02

SERVICE **Calling Card**

VERIFIED BY 151

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

**• Text & Images 123**

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment B

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 9 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH  
DATE 9/12/02  
SERVICE Calling Card  
VERIFIED BY P5D

INTRALATA ☐ INTERLATA ☒ BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

Aron's Data			SEC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (SEC.)	TIMING ACCURACY			TARIFF STANDARD (SEC.)	BILLING ACCURACY				
						COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
266	(850) 574-3805	118 09/23/02 12:28:07 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
267	(850) 575-0486	118 09/23/02 12:30:42 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
268	(850) 576-5711	118 09/23/02 12:33:17 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
269	(850) 577-0102	118 09/23/02 12:35:52 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
270	(850) 574-3805	119 09/23/02 12:38:31 Passed 3.4 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
271	(850) 575-0486	119 09/23/02 12:41:07 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
272	(850) 576-5711	119 09/23/02 12:43:43 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
273	(850) 577-0102	119 09/23/02 12:46:19 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
274	(850) 574-3805	120 09/23/02 12:48:57 Passed 2.3 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
275	(850) 575-0486	120 09/23/02 12:51:35 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
276	(850) 576-5711	120 09/23/02 12:54:14 Passed 2.8 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
277	(850) 577-0102	120 09/23/02 12:56:53 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
278	(850) 574-3805	121 09/23/02 12:59:32 Passed 1.4 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
279	(850) 575-0486	121 09/23/02 13:02:11 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
280	(850) 576-5711	121 09/23/02 13:04:50 Passed 1.6 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
281	(850) 577-0102	121 09/23/02 13:07:29 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
282	(850) 574-3805	122 09/23/02 13:10:32 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
283	(850) 575-0486	122 09/23/02 13:13:11 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
284	(850) 576-5711	122 09/23/02 13:15:50 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
285	(850) 577-0102	122 09/23/02 13:18:29 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
286	(850) 574-3805	123 09/23/02 13:21:09 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
287	(850) 575-0486	123 09/23/02 13:23:49 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
288	(850) 576-5711	123 09/23/02 13:26:29 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
289	(850) 577-0102	123 09/23/02 13:29:09 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
290	(850) 574-3805	178 09/23/02 13:32:44 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
291	(850) 575-0486	178 09/23/02 13:36:19 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
292	(850) 576-5711	178 09/23/02 13:39:54 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
293	(850) 577-0102	178 09/23/02 13:43:29 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
294	(850) 574-3805	179 09/23/02 13:47:05 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
295	(850) 575-0486	179 09/23/02 13:50:41 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
296	(850) 576-5711	179 09/23/02 13:54:17 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
297	(850) 577-0102	179 09/23/02 13:57:53 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		

reconciliation.123

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment B

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 10 OF 10

COMPANY VERIZON

LOCATION LAKELAND, FLORIDA

DATE 9/23/02

BILLING #

CARRIER EASTON

SERVICE Calling Card

CALLING CARD 86361615812000

ENGINEER EH

VERIFIED BY RSD

INTRALATA

INTERLATA

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Arants Data	PSC TIME (SEC.)	BILL TIME (MIN)	BILL STANDARD (SEC.)	-TIMING ACCURACY			TARIFF STANDARD (SEC.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	RATE PERIOD	COR	UND	OVR
298	(850) 574-3805 180 09/23/02 14:01:32 Passed 3.0 sec	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
299	(850) 575-0486 180 09/23/02 14:05:20 117 Impropr X Exclud	N/A		N/A				N/A		N/A			
300	(850) 576-5711 180 09/23/02 14:10:05 Passed 3.1 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
301	(850) 577-0102 180 09/23/02 14:13:44 Passed 3.0 sec	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
302	(850) 574-3805 181 09/23/02 14:17:49 Passed 1.9 sec	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
303	(850) 575-0486 181 09/23/02 14:21:28 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
304	(850) 576-5711 181 09/23/02 14:25:07 Passed 2.0 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
305	(850) 577-0102 181 09/23/02 14:28:46 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
306	(850) 574-3805 182 09/23/02 14:32:25 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
307	(850) 575-0486 182 09/23/02 14:36:04 Passed 1.3 sec	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
308	(850) 576-5711 182 09/23/02 14:39:44 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
309	(850) 577-0102 182 09/23/02 14:43:23 Passed 1.2 sec	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
310	(850) 574-3805 183 09/23/02 14:47:03 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
311	(850) 575-0486 183 09/23/02 14:50:43 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
312	(850) 576-5711 183 09/23/02 14:54:23 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
313	(850) 577-0102 183 09/23/02 14:58:03 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
314	END OF CALLING CARD TEST												
315													
316													
317													
318													
319													
320													
321													
322													
323													
324													
325													
326													
327													
328													
329													

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Mr. Elton Howell  
Engineer  
Bureau of Service Quality  
Capital Circle Office Center  
2340 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

April 18, 2003

Dear Mr. Howell,

I appreciate your patience while we researched the recent results of your quality of service test-calls for our company. The discrepancies are very concerning to my staff and me since we have continually provided quality service and adherence to your standards. We have conducted an exhausting review of the errors you addressed and are taking action to prevent these errors in the future.

Timing accuracy is a concern of ours. Your review of the Calling Card Service Usage Rate Product indicates 28 calls over timed. We have requested and received the call detail records for these 28 calls from Global Crossing, our underlying carrier for long distance services. The timing detail recorded on the records matches our billed time on your report. However, as you indicate there is a one-second, or 28 seconds in total over billed. We are in the process of forwarding your report, to Global Crossing for their corrective action on the timing errors. I will provide their result to you as soon as I receive their findings.

I sincerely apologize for the discrepancies you have detailed. You have my commitment that the staff of Easton Telecom Services LLC, will make every effort to eliminate these errors in the future.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rob Mocas", is written over a light-colored background.

Rob Mocas  
President  
Easton Telecom Services, LLC.

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Services

330 659-9379

Attachment C

3046 Brecksville Road  
Richfield, OH 44286-9399  
Phone: 330-659-6700  
Fax: 330-659-9379

**Easton Telecom Services, LLC**

# Fax

**To:** Mr. Elton Howell

**From:** Robert E. Mocas

**Fax:** (850) 413-6577

**Date:** April 18, 2003

**Phone:** (850) 413-6576

**Pages:** 2

**Re:** Inter-Exchange Service Evaluation

**CC:**

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

☐ Please Recycle

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment D

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
RUDOLPH "RUDY" BRADLEY  
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &  
ENFORCEMENT  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

## Public Service Commission

June 30, 2003

Mr. Robert Mocas  
President  
Easton Telecom Services, L.L.C.  
3046 Brecksville Road, Unit A  
Richfield, OH 44286-9399

Dear Mr. Mocas:

Attached is a copy of the results of the service evaluation performed September 9, 2002 through October 4, 2002, on the Calling Card tests. Apparently, there were 28 overtimed calls which resulted in overbilling charges.

Please provide responses to the following questions:

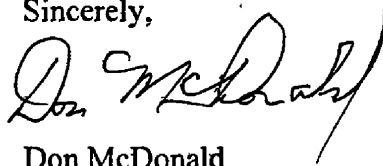
1. The total number of calls placed using the calling card plan since the effective date of tariff, 4.6.
2. The total number of minutes utilized by customers of the card plan since the July 5, 2002 effective date of the tariff.
3. The total amount of the additional revenue collected because of the discrepancy in the calling card rate charged to customers?
4. Can Easton Telecom Services identify and make direct refunds to the affected customers? If not, please provide a proposal to remedy the overcharging issue.

Your April 18, 2003, letter mentioned Global Crossing as your underlying carrier. However, it is incumbent upon Easton to refund any overcharges that may have occurred. All refunds, including interest, must be approved by the Commission prior to settlement.

Mr. Mocas  
Page 2  
June 30, 2003

Please respond to the above questions by July 14, 2003. If you have questions, please contact Elton Howell at (850) 413-6576 or [ehowell@psc.state.fl.us](mailto:ehowell@psc.state.fl.us)

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald", written over a horizontal line.

Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Quality

Attachments

cc: Elton Howell,  
TMS 485  
*File: TL 710 Verizon/2002 LXC Serv Eval*



Mr. Elton Howell  
Engineer  
Bureau of Service Quality  
Capital Circle Office Center  
2340 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

April 18, 2003

Dear Mr. Howell,

I appreciate your patience while we researched the recent results of your quality of service test calls for our company. The discrepancies are very concerning to my staff and me since we have continually provided quality service and adherence to your standards. We have conducted an exhausting review of the errors you addressed and are taking action to prevent these errors in the future.

Timing accuracy is a concern of ours. Your review of the Calling Card Service Usage Rate Product indicates 28 calls over timed. We have requested and received the call detail records for these 28 calls from Global Crossing, our underlying carrier for long distance services. The timing detail recorded on the records matches our billed time on your report. However, as you indicate there is a one-second, or 28 seconds in total over billed. We are in the process of forwarding your report, to Global Crossing for their corrective action on the timing errors. I will provide their result to you as soon as I receive their findings.

I sincerely apologize for the discrepancies you have detailed. You have my commitment that the staff of Easton Telecom Services LLC, will make every effort to eliminate these errors in the future.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rob Mocas".

Rob Mocas  
President  
Easton Telecom Services, LLC.

Company: EASTON

**Product: Calling Card**

**Call Type:**

DDD 1+

Calling Card YES

**Calling Card Surcharge:**

None

Tariff Ref.

## 4.6

**Originating Exchange:**

Lakeland, FL

**Mileage:**

**N/A**

**Terminating Exchange:**

**Tallahassee, FL**

**Timing Increment:**

**6 Sec.**

**Tariff Ref.**

## 4.6

**First Billing Increment (F. INCR.):**

**18 Sec.**

**Tariff Ref:**

## 4.6

**Additional Billing Increment (ADD. INCR):**

**6 Sec.**

Tariff Ref.

4.6

**First Increment Rate:**

**\$0.0750**

Tariff Ref.

## 4.6

**Additional Increment Rate:**

**\$0.0250**

Tariff Ref.

## 4.6

## TIMING AND BILLING ANALYSIS RESULTS

Billing Increment Per Tariff: Yes ☒ No ☐

C:\FORMS\123\RATECALC.WK4, revised 8/30/2000  
extension\CalifOrdRateCalc.123

**BILLING AND TIMING**

Inter-Exchange Carrier	Total Calls	Inter-LATA-1+ Timing Accuracy				Billing Accuracy				Billing/ Tariff Yes/No
		Under Timed	Over Timed	% Correct	97% Std. Met	Under Billed	Over Billed	% Correct	97% Std. Met	
Easton	151	0	0	100.0%	Yes	0	0	100.0%	Yes	Yes

Inter-Exchange Carrier	Total Calls	Inter-LATA-Calling Card Timing Accuracy				Billing Accuracy				Billing/ Tariff Yes/No
		Under Timed	Over Timed	% Correct	97% Std. Met	Under Billed	Over Billed	% Correct	97% Std. Met	
Easton	142	0	28	80.3%	No	0	28	80.3%	No	Yes

Standard					97.0%				97.0%	Yes
----------	--	--	--	--	-------	--	--	--	-------	-----

**EASTON TELECOM SERVICES, L.L.C.**

**FPSC Tariff No. 1  
Original Sheet No. 20**

The rates shown in Section 4 apply as follows:

**DAY:** From 8:01 AM to 5:00 PM Monday - Friday

**EVENING:** From 5:01 PM to 11:00 PM Monday - Friday and Sunday

**NIGHT/**

**WEEKEND:** From 11:01 PM to 8:00 AM Everyday

From 8:01 AM to 11:00 PM Saturday

From 8:01 AM to 5:00 PM Sunday

**2.19. Special Customer Arrangements**

2.19.1. In cases where a Customer requests a special or unique arrangement which may include engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special Services not offered under this Tariff, the Company, at its option, may provide the requested Services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the Customer for the provisioning of such arrangements, and made part of this tariff and subject to approval by FPSC.

**2.20. Inspection**

2.20.1. The Company may, upon notice, make such tests and inspections as may be necessary to determine that the requirements of this Tariff are being complied with in the Installation, operation or maintenance of Customer or the Company equipment. The Company may interrupt the Service at any time, without penalty to the Company, should Customer violate any provision herein.

**2.21. Employee Concessions**

2.21.1. The Company does not offer concessions to employees.

**2.22. Rate Quotes**

2.22.1. Rate quotes will be provided to end users from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday by dialing (800) 222-8122.

**2.23. Bad Check Charges**

2.23.1. The Company charges Customers \$25.00 for checks that are returned.

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
5040 BUCKS VILLAGE ROAD  
Richfield, OH 44869



EASTON TELECOM SERVICES, L.L.C.

FPSC Tariff No. 1  
Original Sheet No. 27

4.6. Calling Card Usage Rates

BUSINESS DAY  
EVENING/NIGHT/WEEKEND

Mileage	Initial 18 Seconds	Additional 6 Seconds
All	0.0750	0.0250

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
3040 BUCKSVILLE ROAD  
THUNDERBOLT, MISSOURI

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment D

EASTON TELECOM SERVICES, L.L.C.

FPSC Tariff No. 1  
Original Sheet No. 24

4.3. Switched Outbound Usage Rates

BUSINESS DAY  
EVENING/NIGHT/WEEKEND

Mileage	Initial 18 Seconds	Additional 6 Seconds
All	0.0537	0.0179

Issued: April 24, 2002

Effective: JUL 5 2002

Issued by: Robert Mocas, President  
Summit II  
Richfield, OH 44286

Account Number: 2002240000-237877  
Invoice Date: October 10, 2002

## Attachment D

PAGE 5 of 6

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment D

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 6 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA DATE 9/12/02  
BILLING #                      CARRIER EASTON SERVICE Celling Card  
CALLING CARD 86316115812000 ENGINEER EH VERIFIED BY PSD  
INTRALATA ☐ INTERLATA ☒ BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

Arbitrator Data			PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			STANDARD (MIN.)	BILLING ACCURACY				
						COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
170	(850) 574-3805	58 09/23/02 06:33:09 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
171	(850) 575-0486	58 09/23/02 06:34:44 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
172	(850) 576-5711	58 09/23/02 06:36:19 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
173	(850) 577-0102	58 09/23/02 06:37:54 Passed 1.2 sec.	58	1.1	1.0			X	1.0	\$0.28	Day			X
174	(850) 574-3805	59 09/23/02 06:39:32 Passed 2.5 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
175	(850) 575-0486	59 09/23/02 06:41:10 Passed 3.1 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
176	(850) 576-5711	59 09/23/02 06:42:48 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
177	(850) 577-0102	59 09/23/02 06:44:26 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
178	(850) 574-3805	60 09/23/02 06:46:04 Passed 1.9 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
179	(850) 575-0486	60 09/23/02 06:47:42 Passed 2.1 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
180	(850) 576-5711	60 09/23/02 06:49:20 Passed 2.1 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
181	(850) 577-0102	60 09/23/02 06:50:58 Passed 2.3 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
182	(850) 574-3805	61 09/23/02 06:52:36 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
183	(850) 575-0486	61 09/23/02 06:54:14 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
184	(850) 576-5711	61 09/23/02 06:55:52 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
185	(850) 577-0102	61 09/23/02 06:57:30 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
186	(850) 574-3805	62 09/23/02 06:59:09 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
187	(850) 575-0486	62 09/23/02 07:00:48 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
188	(850) 576-5711	62 09/23/02 07:02:27 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
189	(850) 577-0102	62 09/23/02 07:04:06 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
190	(850) 574-3805	63 09/23/02 07:06:10 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
191	(850) 575-0486	63 09/23/02 07:07:50 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
192	(850) 576-5711	63 09/23/02 07:09:30 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
193	(850) 577-0102	63 09/23/02 07:11:10 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.28	Day	✓		
194	(850) 574-3805	118 09/23/02 09:13:45 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
195	(850) 575-0486	118 09/23/02 09:16:20 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
196	(850) 576-5711	118 09/23/02 09:18:55 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
197	(850) 577-0102	118 09/23/02 09:21:30 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
198	(850) 574-3805	119 09/23/02 09:24:06 Passed 3.5 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
199	(850) 575-0486	119 09/23/02 09:26:45 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
200	(850) 576-5711	119 09/23/02 09:29:23 Passed 3.5 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
201	(850) 577-0102	119 09/23/02 09:32:00 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment D

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 7 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH

DATE 9/12/02

SERVICE Calling Card

VERIFIED BY PSD

INTRALATA ☐ INTERLATA ☒

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Aravis Data	PSC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	RATE PERIOD	COR	UND	OVR
202	(850) 574-3805 120 09/23/02 09:34:38 Passed 2.4 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
203	(850) 575-0486 120 09/23/02 09:37:17 Passed 2.6 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
204	(850) 576-5711 120 09/23/02 09:39:56 Passed 2.6 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
205	(850) 577-0102 120 09/23/02 09:42:36 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
206	(850) 574-3805 121 09/23/02 09:45:14 Passed 1.4 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
207	(850) 575-0486 121 09/23/02 09:47:54 Passed 1.8 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
208	(850) 576-5711 121 09/23/02 09:50:32 Passed 1.6 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
209	(850) 577-0102 121 09/23/02 09:53:12 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
210	(850) 574-3805 122 09/23/02 09:56:16 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
211	(850) 575-0486 122 09/23/02 09:58:55 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
212	(850) 576-5711 122 09/23/02 10:01:34 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
213	(850) 577-0102 122 09/23/02 10:04:13 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
214	(850) 574-3805 123 09/23/02 10:06:53 Passed 1.2 sec.	123	2.2	2.1			X	2.1	\$0.55	Day			X
215	(850) 575-0486 123 09/23/02 10:09:33 Passed 1.2 sec.	123	2.2	2.1			X	2.1	\$0.55	Day			X
216	(850) 576-5711 123 09/23/02 10:12:13 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
217	(850) 577-0102 123 09/23/02 10:14:53 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
218	(850) 574-3805 178 09/23/02 10:18:28 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
219	(850) 575-0486 178 09/23/02 10:22:03 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
220	(850) 576-5711 178 09/23/02 10:26:30 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
221	(850) 577-0102 178 09/23/02 10:30:05 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.78	Day			X
222	(850) 574-3805 179 09/23/02 10:33:41 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
223	(850) 575-0486 179 09/23/02 10:37:17 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
224	(850) 576-5711 179 09/23/02 10:40:53 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
225	(850) 577-0102 179 09/23/02 10:44:29 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
226	(850) 574-3805 180 09/23/02 10:48:08 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
227	(850) 575-0486 180 09/23/02 10:51:57 117 Improp X Exdu	N/A		N/A				N/A		N/A			
228	(850) 576-5711 180 09/23/02 10:56:41 Passed 3.1 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
229	(850) 577-0102 180 09/23/02 11:00:20 Passed 3.4 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
230	(850) 574-3805 181 09/23/02 11:04:25 Passed 1.9 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
231	(850) 575-0486 181 09/23/02 11:08:04 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
232	(850) 576-5711 181 09/23/02 11:11:43 Passed 2.2 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
233	(850) 577-0102 181 09/23/02 11:15:22 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		

3. \*Notable to station 11.

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment D

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 6 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH

DATE 9/12/02  
SERVICE Calling Card  
VERIFIED BY 950

INTRALATA INTERLATA BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

Arbitrator Data	PAC TIME (SEC.)	BILL TIME (MIN)	BILL STANDARD (MIN)	TIMING ACCURACY			TARIFF STANDARD (MIN)	BILLING ACCURACY				
				COR	UND	OVR		AMT	RATE PERIOD	COR	UND	OVR
234 (850) 574-3805 182 09/23/02 11:19:54 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
235 (850) 575-0486 182 09/23/02 11:23:32 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
236 (850) 576-5711 182 09/23/02 11:27:12 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
237 (850) 577-0102 182 09/23/02 11:30:51 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
238 (850) 574-3805 183 09/23/02 11:34:31 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
239 (850) 575-0486 183 09/23/02 11:38:11 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
240 (850) 576-5711 183 09/23/02 11:41:51 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
241 (850) 577-0102 183 09/23/02 11:45:31 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
242 (850) 574-3805 58 09/23/02 11:47:28 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
243 (850) 575-0486 58 09/23/02 11:49:03 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
244 (850) 576-5711 58 09/23/02 11:50:38 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
245 (850) 577-0102 58 09/23/02 11:52:13 Passed 1.2 sec.	58	1.1	1.0			X	1.1	\$0.28	Day			X
246 (850) 574-3805 59 09/23/02 11:53:51 Passed 3.0 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
247 (850) 575-0486 59 09/23/02 11:55:29 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
248 (850) 576-5711 59 09/23/02 11:57:08 Passed 3.3 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
249 (850) 577-0102 59 09/23/02 11:58:46 Passed 3.2 sec.	59	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
250 (850) 574-3805 60 09/23/02 12:00:24 Passed 1.9 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
251 (850) 575-0486 60 09/23/02 12:02:02 Passed 2.2 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
252 (850) 576-5711 60 09/23/02 12:03:41 Passed 2.4 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
253 (850) 577-0102 60 09/23/02 12:05:20 Passed 2.3 sec.	60	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
254 (850) 574-3805 61 09/23/02 12:06:58 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.26	Day	✓		
255 (850) 575-0486 61 09/23/02 12:08:36 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
256 (850) 576-5711 61 09/23/02 12:10:14 Passed 1.2 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
257 (850) 577-0102 61 09/23/02 12:11:53 Passed 1.3 sec.	61	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
258 (850) 574-3805 62 09/23/02 12:13:31 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
259 (850) 575-0486 62 09/23/02 12:15:10 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
260 (850) 576-5711 62 09/23/02 12:16:48 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.26	Day	✓		
261 (850) 577-0102 62 09/23/02 12:18:26 Passed 1.2 sec.	62	1.1	1.0/1.1	✓			1.0/1.1	\$0.28	Day	✓		
262 (850) 574-3805 63 09/23/02 12:20:32 Passed 1.2 sec.	63	1.2	1.1			X	1.1	\$0.30	Day			X
263 (850) 575-0486 63 09/23/02 12:22:12 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.26	Day	✓		
264 (850) 576-5711 63 09/23/02 12:23:52 Passed 1.2 sec.	63	1.1	1.1	✓			1.1	\$0.26	Day	✓		
265 (850) 577-0102 63 09/23/02 12:25:32 Passed 1.2 sec.	63	1.2	1.1			X	1.1	\$0.30	Day			X

DOCKET NO. 03-0909-TI  
DATE: October 22, 2003

Attachment D

TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 9 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING #                      CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH

DATE 9/12/02  
SERVICE Calling Card  
VERIFIED BY PSD

INTRALATA ☐ INTERLATA ☒

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Aronis Data	SEC TIME (SEC.)	BILL TIME (MIN.)	BILL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	UNIT PERIOD	COR	UND	OVR
266	(850) 574-3805 118 09/23/02 12:28:07 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
267	(850) 575-0486 118 09/23/02 12:30:42 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
268	(850) 576-5711 118 09/23/02 12:33:17 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
269	(850) 577-0102 118 09/23/02 12:35:52 Passed 1.2 sec.	118	2.1	2.0			X	2.0	\$0.53	Day			X
270	(850) 574-3805 118 09/23/02 12:38:31 Passed 3.4 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
271	(850) 575-0486 118 09/23/02 12:41:07 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
272	(850) 576-5711 118 09/23/02 12:43:43 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
273	(850) 577-0102 118 09/23/02 12:46:19 Passed 1.2 sec.	119	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
274	(850) 574-3805 120 09/23/02 12:48:57 Passed 2.3 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
275	(850) 575-0486 120 09/23/02 12:51:35 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
276	(850) 576-5711 120 09/23/02 12:54:14 Passed 2.8 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
277	(850) 577-0102 120 09/23/02 12:56:53 Passed 2.7 sec.	120	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
278	(850) 574-3805 121 09/23/02 12:59:32 Passed 1.4 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
279	(850) 575-0486 121 09/23/02 13:02:11 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
280	(850) 576-5711 121 09/23/02 13:04:50 Passed 1.6 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
281	(850) 577-0102 121 09/23/02 13:07:29 Passed 1.7 sec.	121	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
282	(850) 574-3805 122 09/23/02 13:10:32 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
283	(850) 575-0486 122 09/23/02 13:13:11 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
284	(850) 576-5711 122 09/23/02 13:15:50 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
285	(850) 577-0102 122 09/23/02 13:18:29 Passed 1.2 sec.	122	2.1	2.0/2.1	✓			2.0/2.1	\$0.53	Day	✓		
286	(850) 574-3805 123 09/23/02 13:21:09 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
287	(850) 575-0486 123 09/23/02 13:23:49 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
288	(850) 576-5711 123 09/23/02 13:26:29 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
289	(850) 577-0102 123 09/23/02 13:29:09 Passed 1.2 sec.	123	2.1	2.1	✓			2.1	\$0.53	Day	✓		
290	(850) 574-3805 178 09/23/02 13:32:44 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.76	Day			X
291	(850) 575-0486 178 09/23/02 13:36:19 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.76	Day			X
292	(850) 576-5711 178 09/23/02 13:39:54 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.76	Day			X
293	(850) 577-0102 178 09/23/02 13:43:29 Passed 1.2 sec.	178	3.1	3.0			X	3.0	\$0.76	Day			X
294	(850) 574-3805 179 09/23/02 13:47:05 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.76	Day	✓		
295	(850) 575-0486 179 09/23/02 13:50:41 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.76	Day	✓		
296	(850) 576-5711 179 09/23/02 13:54:17 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.76	Day	✓		
297	(850) 577-0102 179 09/23/02 13:57:53 Passed 1.2 sec.	179	3.1	3.0/3.1	✓			3.0/3.1	\$0.76	Day	✓		



TIMING AND BILLING RECONCILIATION WORKSHEET

PAGE 10 OF 10

COMPANY VERIZON LOCATION LAKELAND, FLORIDA  
BILLING # CARRIER EASTON  
CALLING CARD 86361615812000 ENGINEER EH

DATE 9/23/02  
SERVICE Calling Card  
VERIFIED BY RSD

INTRALATA ☐ INTERLATA ☒

BILLING INCREMENT PER TARIFF? YES ☒ NO ☐

	Aronis Data	PDC TIME (SEC.)	BLL TIME (MIN.)	BLL STANDARD (MIN.)	TIMING ACCURACY			TARIFF STANDARD (MIN.)	BILLING ACCURACY				
					COR	UND	OVR		AMT	DATE PERIOD	COR	UND	OVR
298	(850) 574-3805 180 09/23/02 14:01:32 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
299	(850) 575-0486 180 09/23/02 14:05:20 117 Impropr X Exclud	N/A		N/A				N/A		N/A			
300	(850) 576-5711 180 09/23/02 14:10:05 Passed 3.1 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
301	(850) 577-0102 180 09/23/02 14:13:44 Passed 3.0 sec.	180	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
302	(850) 574-3805 181 09/23/02 14:17:48 Passed 1.9 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
303	(850) 575-0486 181 09/23/02 14:21:28 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
304	(850) 576-5711 181 09/23/02 14:25:07 Passed 2.0 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
305	(850) 577-0102 181 09/23/02 14:28:46 Passed 2.1 sec.	181	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
306	(850) 574-3805 182 09/23/02 14:32:25 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
307	(850) 575-0486 182 09/23/02 14:36:04 Passed 1.3 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
308	(850) 576-5711 182 09/23/02 14:39:44 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
309	(850) 577-0102 182 09/23/02 14:43:23 Passed 1.2 sec.	182	3.1	3.0/3.1	✓			3.0/3.1	\$0.78	Day	✓		
310	(850) 574-3805 183 09/23/02 14:47:03 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
311	(850) 575-0486 183 09/23/02 14:50:43 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
312	(850) 576-5711 183 09/23/02 14:54:23 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
313	(850) 577-0102 183 09/23/02 14:58:03 Passed 1.2 sec.	183	3.1	3.1	✓			3.1	\$0.78	Day	✓		
314	END OF CALLING CARD TEST												
315													
316													
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323													
324													
325													
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327													
328													
329													

DATE: October 22, 2003

Attachment E



**EASTON**

TELECOM SERVICES, L.L.C.

2003 AUG 15 10 01 35

VIA FAX AND U.S.MAIL

COMPETITIVE SERVICES

Mr. Elton Howell  
Engineer  
Bureau of Service Quality  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

August 15, 2003

Dear Mr. Howell,

I sincerely appreciate your cooperation in resolving the questions raised during your service evaluation performed September 9, 2002 through October 4, 2002 on the Calling Card tests. In response to your letter of June 30, 2003 we are providing the following replies to your questions:

Question 1. What are the total number of calls placed using the calling card plan since the effective date of the tariff, 4.6

Answer 1. The total number of calls placed using the calling card plan sine the effective date of tariff, 4.6 is 5,930 calls (in all of Florida).

Question 2. What are the total number of minutes utilized by customers of the card plan since the July 5, 2002 effective date of the tariff?

Answer 2. The total number of minutes utilized by customers (in all of Florida) of the card plan since the July 5, 2002 effective date of the tariff is 38,650. We could not isolate the amount from Lakeland to Tallahassee. Therefore, these numbers are grossly overstated.

Question 3. What is the total amount of the additional revenue collected because of the discrepancy in the calling card rate charged to customers?

Answer 3. The total amount of the additional revenue collected because of the discrepancy in the calling card rate charged to the customer is undeterminable. The rate is correct. However, in 28 instances out of 142 attempts (19.7 percent) there were minimal timing discrepancies.

Question 4. Can Easton Telecom Services identify and make direct refunds to the affected customers? If not, please provide a proposal to remedy the overcharging issue.

Answer 4. Easton Telecom Services cannot identify and make direct refunds to the affected customers. However, we can offer an alternative remedy. We suggest multiplying the total number of minutes in all of Florida during the time studied until now times 19.7 percent (the percentage of overtimed calls in the

DOCKET NO. 030909-TI  
DATE: October 22, 2003

Attachment E

Lakeland test), times .0250 tariff rate rounded). This calculation would be:  $38,650 \times 19.7\% \times .0250 = \$190.35$ . We suggest sending the Public Service Commission a check for the \$190.35 to be applied to your General Fund. We hope this resolution meets with your approval.

We have been unable to obtain any detail timing records from our underlying carrier, Global Crossing. They have told us that they do not have records for those calls listed. We ask that you establish another test to assure both you and Easton Telecom Services that these calls are being accurately timed.

If you have any questions please contact Jim Kolezynski at (330) 659-6700 or [jkolezynski@eastontelecom.com](mailto:jkolezynski@eastontelecom.com).

Sincerely,



Rob Mocas  
President  
Easton Telecom Services, LLC.

Cc. Jim Kolezynski