



REPORT ON TELECOMMUNICATIONS
SERVICE QUALITY

For

SUPRA TELECOMMUNICATIONS and
INFORMATION SYSTEMS, INC.

Ft. Lauderdale Area

June 20, 2005, through September 27, 2005

Division of Competitive Markets & Enforcement

September 15, 2006

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Report on Telecommunications Service Quality

For

Supra Telecommunications and Information Systems, Inc.

The Bureau of Service Quality, Certification, and Enforcement Engineers of the Florida Public Service Commission's Division of Competitive Markets and Enforcement conduct field evaluations of the telecommunications services provided by Incumbent Local Exchange Companies (ILECs), Interexchange Companies (IXCs), and Competitive Local Exchange Companies (CLECs) operating within the state of Florida. Section 364.337(5), Florida Statutes, mandates that "The Commission shall have continuing regulatory oversight over the provision of basic local exchange telecommunications service provided by a certificated competitive local exchange telecommunications company or a certificated alternative access vendor for purposes of establishing reasonable service quality criteria, assuring resolution of service complaints, and ensuring the fair treatment of all telecommunications providers in the telecommunications marketplace."

Staff performed a service evaluation on Supra Telecommunications and Information Systems, Inc. (Supra), during the period of June 20, 2005, through September 27 2005. The area reviewed for the evaluation was the Ft. Lauderdale exchange. The categories reviewed were:

- Availability of Service (Installation), which includes Average Days to Complete Order, Order Completion Interval, and Workdays to Issue Order,
- Subscriber Loops - Transmission,
- Repair Service, which includes Out of Service Restored Time, Service Affecting Restored Time, and Rebates, and
- Safety, which includes Ground Deficiencies.

I. Availability of Service (Installation)

Staff reviewed a sample of Supra's installation orders in the Ft. Lauderdale exchange area for the months of January, February, and March 2005.

When a customer calls a CLEC to request service, a CLEC and an ILEC must follow a process. Normally, customers call the CLEC to request service and the CLEC will send a Local Service Request (LSR) to the ILEC to transfer the customer's service from the ILEC to the CLEC. Once an acceptable LSR has been received from the CLEC, the ILEC will return a Firm Order Confirmation (FOC) to the CLEC. The ILEC will process a service order to move the customer to the CLEC. The ILEC should treat this order as it would an order from its own customer.

A. Workdays to Issue Order

Workdays to Issue Order is the interval of time it takes the CLEC to forward a LSR to the ILEC. The interval is the elapsed time from when the customer contacts the CLEC for service to when the CLEC sends the ILEC an acceptable LSR.

Staff reviewed 80 orders for the Ft. Lauderdale area for the month of January 2005. Thirty-nine orders were excluded from the calculation. Orders are excluded from the calculation when the CLEC sent a change request to the ILEC after the service order was issued. For the month of January 2005, the Workdays to Issue Order were 2.6 days. For February 2005, staff reviewed 84 orders and 24 orders were excluded. The Workdays to Issue Order was 3.3 days for February 2005. Staff reviewed 84 orders for March 2005, and 19 orders were excluded. The Workdays to Issue Order for March 2005, was 2.6 days.

Workdays to Issue Order						
Area	Month	Total Orders Reviewed	Orders Excluded	Orders Delayed for Construction	Net Orders	Workdays to Issue Order
Ft. Lauderdale	January 2005	80	39	0	41	2.6 days
	February 2005	84	24	0	60	3.3 days
	March 2005	84	19	0	65	2.6 days
Company Total		248	82	0	166	2.8 days

Table 1

B. Order Completion Interval

The Order Completion Interval is the interval of time, in days, that it takes the ILEC to provide service for the CLEC. The completion interval is the elapsed time from when the ILEC issues a Firm Order Confirmation (FOC) to the order completion date.

In the Ft. Lauderdale area for the month of January 2005, staff reviewed 80 orders. Forty-seven orders were excluded from the calculations and no orders were delayed for construction. The net number of orders for the calculation of the Order Completion Interval was 33 orders. The Order Completion Interval for January 2005 was 3.0 days. For February 2005, staff reviewed 84 orders and 26 of the orders were excluded. The Order Completion Interval for February 2005 was 2.9 days. Staff reviewed 84 orders for March 2005, and 28 orders were excluded. For March 2005, the Order Completion Interval was 2.8 days.

Order Completion Interval						
Area	Month	Total Orders Reviewed	Orders Excluded	Orders Delayed for Construction	Net Orders	Order Completion Interval
Ft. Lauderdale	January 2005	80	47	0	33	3.0 days
	February 2005	84	26	0	58	2.9 days
	March 2005	84	28	0	56	2.8 days
Company Total		248	101	0	147	2.9 days

Table 2

Some orders were excluded when the customer or CLEC requested a later date than offered by the ILEC. Other exclusions occurred when customer actions caused a missed installation date or when the CLEC requested an installation date change after the service order was issued.

C. Average Days to Complete Order

The Average Days to Complete the Order is the total average days from start to finish that it took both the CLEC and ILEC to complete the installation order.

For the month January 2005 in the Ft. Lauderdale area, staff reviewed 80 orders. Forty-seven orders were excluded. It took an average of 5.7 days to complete the order and provide service to Supra’s customer. For the month of February 2005, staff reviewed 84 and 30 orders were excluded. The average days to complete the orders in February were 6.3 days. Staff reviewed 84 orders for the period of March 2005, and 28 orders were excluded. The average days to complete the orders in March were 5.1 days.

Average Days to Complete Orders						
Area	Month	Total Orders Reviewed	Orders Excluded	Orders Delayed for Construction	Net Orders	Average Days to Complete Orders
Ft. Lauderdale	January 2005	80	47	0	33	5.7 days
	February 2005	84	30	0	54	6.3 days
	March 2005	84	28	0	56	5.1 days
Company Total		248	105	0	56	5.7 days

Table 3

An example of an exclusion would be invalid data where the LSRs from the CLEC did not match the service order from the ILEC; the order would be

taken out of the count of the average. In addition, if the order was delayed for construction, the order would not be counted toward the average.

II. Subscriber Loops – Transmission

Staff performs transmission tests as recommended by the ANSI/IEEE Standard 820-1984. The tests measure Loop Current, Decibel Loss, Power Influence, Metallic Noise, and Balance. The loop is the facility that runs from the customer's house to the telecommunications company's office and equipment. The measurements recommended by the ANSI/IEEE Standard 820-1984 are transmission characteristics of the loop that indicate acceptable performance criteria. Staff performs subscriber loop measurements during service evaluations to verify that industry standards are being met. In addition, if two or more measurements fall within the marginal range for Loop Current, Decibel Loss, or Metallic Noise, the loop is considered to be unsatisfactory and should be referred to maintenance for repair.

Staff tested 60 Supra customers' loops in the Ft. Lauderdale area. None of the loops were unsatisfactory. Ten loops were marginal, where only one area of measurement was in the marginal range, and fifty loops were satisfactory. The result for the evaluation is 100.0 percent, which is the marginal percentage plus the satisfactory percentage.

Subscriber Loops – Transmission								
Area	Total Tested	Unsatisfactory		Marginal		Satisfactory		Evaluation Results
		Number	Percentage	Number	Percentage	Number	Percentage	
Ft. Lauderdale	60	0	0.0%	10	16.7%	50	83.3%	100.0%
Company Total	60	0	0.00%	10	16.7%	50	83.3%	
Marginal + Satisfactory								

Table 4

III. Repair Service Summary

Staff reviews repair reports, which are in three categories: Excluded, Out of Service or Service Interruptions, and Service Affecting. Service interruptions include conditions such as no dial tone or not being able to originate a phone call. Service affecting includes conditions such as noise on the line or the telephone rings when no one is on the line.

Staff reviewed 830 trouble reports in the Ft. Lauderdale area for the month of March 2005. Fifty-two reports were excluded from the calculations. Reports were excluded if they concerned unregulated features such as voice mail, or if the customer

canceled the trouble call. Of the remaining 778 reports reviewed, 640 reports were out-of-service reports and 138 reports were Service Affecting reports.

Repair Service Summary					
Area	Month	Reports Reviewed	Excluded Reports	Out of Service Reports	Service Affecting Reports
Ft. Lauderdale	March 2005	830	52	640	138
Company Total		830	52	640	138

Table 5

A. Out of Service Restored Time

Staff reviewed 640 out of service reports for the Ft. Lauderdale area for the month of March 2005. Of the reports reviewed, the average time to clear a report was 12.7 hours.

Out of Service Restored Time			
Area	Month	Total Out of Service Reports	Average Hours to Restore Service
Ft. Lauderdale	March 2005	640	12.7 hours
Company Total		640	12.7 hours

Table 6

B. Service Affecting Restored Time

Staff reviewed 138 service affecting reports for the Ft. Lauderdale area for the time period of March 2005. The average time to clear the service affecting reports was 17.4 hours.

Service Affecting Restored Time			
Area	Month	Total Service Affecting Reports	Average Hours to Clear Reports
Ft. Lauderdale	March 2005	138	17.4 hours
Company Total		138	17.4 hours

Table 7

C. Rebates

Supra’s price list states that the company will give a credit allowance or rebate for interrupted service because of a failure of any component furnished by the company. The price list also states that no credit will be issued for an outage or interrupted service less than 24 hours. In reviewing the out of service reports for the Ft. Lauderdale area for the month of March 2005, staff found that 27 rebates were owed to customers for their service being interrupted for longer than 24 hours. Staff investigated the 27 rebates that were due and found that Supra only provided two rebates.

Staff asked Supra to investigate this issue. Supra reported that according to its price list, the customer has the responsibility to notify Supra that he or she desires a credit for the telephone service being out of service and that is why staff only found that 7.4 percent of the rebates were provided. Supra is stating that only two customers requested refunds out of the reports that staff reviewed. Staff found on Supra’s website, under the terms and conditions section, that after the customer notifies Supra of the service outage, Supra would refund the customer for the interrupted service. The website is unclear that the customer has to request a refund from Supra.

Rebates			
Month	Rebates Due	Rebates Made	Percent of Rebates Made
March 2005	27	2	7.4%

Table 8

IV. Safety – Ground Deficiencies

The National Electric Codes gives specific guidance about grounding telephone systems. Grounding the subscriber loop helps protect the subscriber and their property.

Staff tested 62 loops in the Ft. Lauderdale area all of which were properly grounded. All the loops tested were new installations of service.

Safety - Ground Deficiencies – New Installs			
Area	Number of Loops Tested	Loops with Poor Grounds	Percentage of Loops with Adequate Grounds
Ft. Lauderdale	62	0	100.0%
Company Total	62	0	100.0%

Table 9