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July 25, 2001

Ms. Blanca S. Bayo  
Division of the Commission Clerk  
and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 991376-TL  
Initiation of Show Cause Proceedings against GTE Florida, Inc., for  
Violation of Service Standards

Dear Ms. Bayo:

Please find enclosed an original and 15 copies of Verizon Florida Inc.'s Late-Filed Hearing Exhibit 12, which Commissioner Jaber requested at the June 21, 2001 hearing in the above matter. As requested, the exhibit provides details as to the amounts credited to customers since 1996 through Verizon's voluntary service performance guarantee program. If there are any questions regarding this exhibit, please contact me at 813-483-2617.

Sincerely,

Kimberly Caswell

KC:tas  
Enclosures

*Exhibit placed w/ transcript exhibits  
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FPSC-BUREAU OF RECORDS

**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that copies of Verizon Florida Inc.'s Late-Filed Hearing Exhibit 12 in Docket No. 991376-TL were sent via overnight delivery on July 24, 2001 to:

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

Charles J. Beck, Deputy Public Counsel  
Office of Public Counsel  
111 W. Madison Street, Room 812  
Tallahassee, FL 32399-1400

  
\_\_\_\_\_  
Kimberly Caswell

The chart below shows the credits made to customers under Verizon's voluntary service performance guarantee (SPG) program since 1996. This Commission approved Verizon's SPG as an experimental offering in July of 1993. In July of 1994, Verizon filed tariffs to make the SPG a permanent offering. Under its SPG tariff (General Services Tariff section A2.4.7), if Verizon fails to complete a repair or installation "as agreed" with the customer, that customer is eligible for the SPG credit of \$25 for residential customers and \$100 for business customers. In addition, the "Other" category in the chart reflects credits for circumstances that may not appear to fall squarely within missed repair or installation commitments, or instances where a representative uses a billing adjustment code other than those designated for SPG Repair or SPG Installation. The SPG credit is in addition to any credits of monthly service charges the customer may receive for service interruptions (see General Services Tariff section A2.4.4).

All customers who contact Verizon for repairs or installations are informed of the SPG and how to claim the SPG credit. If Verizon misses a commitment and the customer is dissatisfied, all he needs to do is call Verizon to receive the credit.

	Installation		Repair		Other		Total		GRAND TOTAL
	Residential	Business	Residential	Business	Residential	Business	Residential	Business	
1996*	251,270.00	433,911.00	212,935.00	180,448.00	-----	-----	464,205.00	614,359.00	1,078,564.00
1997	331,145.79	215,550.96	276,138.01	107,052.84	-----	-----	607,283.80	322,603.80	929,887.60
1998	419,976.02	228,894.55	475,955.29	201,658.85	235,690.00	354,975.00	1,131,621.31	785,528.40	1,917,149.71
1999	438,147.48	174,246.08	323,590.89	139,545.46	211,293.19	327,250.00	973,031.56	641,041.54	1,614,073.10
2000	318,986.45	89,485.54	249,644.35	83,434.34	229,016.05	173,450.00	797,646.85	346,369.88	1,144,016.73
YTD May 2001	82,263.61	21,065.00	73,585.17	24,250.00	106,564.00	57,225.00	262,412.78	102,565.00	364,977.78
1996 to May YTD	1,841,789.35	1,163,153.13	1,614,868.71	736,389.49	782,563.24	912,900.00	4,236,201.30	2,812,467.62	7,048,668.92

\* Verizon does not have actual data on SPG credits for 1996. As such, the chart reflects the projected payouts the Company provided the Commission when the SPG was made permanent.