

Order Completion Interval Distribution (Non Dispatch < 10) -- 2W Analog Loop w/LNP Non Design	\$ 10,400.00		
Order Completion Interval Distribution (Non Dispatch < 10) -- 2W Analog Loop Non Design	\$ 10,400.00		
Percent Flow-Through Service Requests (Summary) -- Total Business	\$ 1,400.00		
Percent Flow-Through Service Requests (Summary) -- Total LNP	\$ 1,400.00		
Percent Missed Installation Appointments (Dispatch < 10) -- EELs	\$ 10,400.00		
Percent Missed Installation Appointments (Dispatch < 10) -- UNE Digital Loop DS1	\$ 10,400.00		
Percent Missed Installation Appointments (Non Dispatch < 10) -- Resale Residence	\$ 3,550.00		
Percent Missed Repair Appointments Dispatch -- 2 w Analog Loop Non-Design	\$ 10,400.00		
Percent Provisioning Troubles w/in 30 Days of Service Order Completion (Dispatch < 10) -- UNE Digital Loop DS1	\$ 10,400.00		
Percent Provisioning Troubles w/in 30 Days of Service Order Completion (Non Dispatch < 10) -- 2W Analog Loop Non Design	\$ 10,400.00		
Percent Response Received [in X seconds] -- LENS CRIS-CRESCSRL	\$ 250.00		
Percent Response Received [in X seconds] -- TAG ATLAS	\$ 250.00		
Percent Response Received [in X seconds] -- TAG CRIS-TAG-CSR	\$ 250.00		
Percent Response Received [in X seconds] -- TAG PSIMS/ORB**	\$ 250.00		
Percent Response Received [in X seconds] -- TAG RSAG-TN	\$ 250.00		
Percent of Software Errors Corrected in X (10, 30, 45) Business Days	\$ 1,000.00		
Reject Interval (Fully Mechanized) -- LNP Standalone	\$ 700.00		
Reject Interval (Fully Mechanized) -- UNE Digital Loop DS1	\$ 700.00		
Reject Interval (Fully Mechanized) -- 2W Analog Loop Design	\$ 700.00		
Reject Interval (Fully Mechanized) -- UNE Loop + Port Combos	\$ 700.00		
Reject Interval (Fully Mechanized) -- UNE Other Non Design	\$ 700.00		
Reject Interval (Partially Mechanized) -- LNP Standalone	\$ 700.00		
Reject Interval (Partially Mechanized) -- Line Sharing	\$ 700.00		
Reject Interval (Partially Mechanized) -- 2W Analog Loop Design	\$ 700.00		
Reject Interval (Partially Mechanized) -- 2W Analog Loop w/LNP Non Design	\$ 700.00		
	\$ 700.00		
	260,900.00	\$ -	\$ 260,900.00

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TO DETACH CHECK, FOLD AND TEAR ALONG PERFORATION

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FLORIDA PUBLIC SVC COMMISSION

200 SHUMARD BLVD

MILWAUKEE, FL 32801-7015

UNRUSI

Date: 12/15/03

IN RECORDED

Author: [Signature]

DOCUMENT NUMBER - DATE
02913 FEB 27 03
PSC COMMISSION CLERK

Submetric	Remedy Amount	Previous Month \$ Adjustment	Total Paid
Customer Trouble Report Rate - Resale Business	\$ 3,550.00		
Customer Trouble Report Rate - Resale Design	\$ 3,550.00		
Customer Trouble Report Rate - Resale ISDN	\$ 3,550.00		
Customer Trouble Report Rate - Resale PBX	\$ 3,550.00		
Customer Trouble Report Rate - Local Interconnection Trunks	\$ 5,950.00		
Customer Trouble Report Rate - UNE Combo Other	\$ 10,400.00		
Customer Trouble Report Rate - UNE Digital Loop DS1	\$ 10,400.00		
Customer Trouble Report Rate - UNE ISDN (includes UDC)	\$ 10,400.00		
Customer Trouble Report Rate - UNE XDSL (ADSL-HDSL-UCL)	\$ 10,400.00		
FOC & Reject Completeness (Fully Mechanized) - UNE ISDN	\$ 700.00		
FOC & Reject Completeness (Fully Mechanized) - 2W Analog Loop w/LNP Non Design	\$ 700.00		
FOC & Reject Completeness (Non-Mechanized) - INP Standalone	\$ 700.00		
FOC & Reject Completeness (Partially Mechanized) - EELs	\$ 700.00		
FOC & Reject Completeness (Partially Mechanized) - UNE ISDN	\$ 700.00		
Firm Order Confirmation Timeliness (Fully Mechanized) - EELs	\$ 700.00		
Firm Order Confirmation Timeliness (Fully Mechanized) - UNE Digital Loop DS1	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - Resale Business	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - LNP Standalone	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - Line Sharing	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - Resale Residence	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - UNE Digital Loop DS1	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - UNE ISDN	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - 2W Analog Loop w/LNP Design	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - 2W Analog Loop w/LNP Non Design	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) - UNE Other Non Design	\$ 700.00		
LNP ADTI and Disconnect Timeliness Interval Distribution - Non-Trigger	\$ 5,950.00		
Maintenance Average Duration Non Dispatch - UNE Line Sharing	\$ 10,400.00		
Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)	\$ 10,400.00		
Maintenance Average Duration Non Dispatch - UNE XDSL (ADSL-HDSL-UCL)	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) - UNE Combo Other	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) - 2W Analog Loop Design	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) - 2W Analog Loop w/LNP Design	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) - 2W Analog Loop w/LNP Non Design	\$ 10,400.00		
Order Completion Interval (Dispatch < 10) - UNE UDC/DSL	\$ 10,400.00		
Order Completion Interval Distribution (Non Dispatch < 10) - 2W Analog Loop w/LNP Design	\$ 10,400.00		