

2007 BUSINESS SALES CENTER

Month	TOT ATMT /NCO	CALLS ANS / NCH	% ANS	OFFERED LOAD	BUSIES	ABAN	%ABAN	AHT	ACL/ ATT	Wrap/ AWT	AOT	HOLD TIME	AWVT	ASA	Unoff. SVL	APM/ PAPM	%OCC
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Month	SIGN IN TIME	AVAIL TIME	ACT WV	ATT WV	AWT WV	AOT WV	ACTCWV	HLDWV	CWS DELAYS	AUC	NOC	CAHT	WV
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GLOSSARY OF ACRONYMS USED IN RESPONSE 1A

NCO = Number of Calls Offered (a count of all calls sent to the agent queue)

NCH = Number of Calls Handled (a count of all calls handled/answered by an agent)

%ANS = Percent Answered (percentage of offered calls that are handled/answered)

Offered Load = Offered calls adjusted for the abandons for forecasting purposes

Busies = Number of Offered Calls that reach a busy signal or recording

ABAN = Abandoned Calls (calls where the customer hangs up prior to being answered)

%ABAN = Percent Abandoned (percentage of offered calls that abandoned prior to being answered)

AHT = Average Handled Time (total time the agent spends handling a call - talk time plus work time)

ATT = Average Talk Time (time the rep spends actually talking to the customer during the call)

AWT = Average Work Time (time an agent spends completing a call after the customer has left the line)

AOT = Average out Time (time an agent spends on outbound calls)

Hold Time = Average time the customer is placed in hold after being answered so the agent can contact another person or department in conjunction in order to complete the customer's request

AWVT = Additional Element Work Time (since we do not have any other components/elements in our handling times this measure is not used in the business offices)

ASA = Average Speed of Answer (average number of seconds the customer waits to be answered after being sent to the agent queue)

Unoff. SVL = Unofficial Service Level (percentage of customers that are answered within a predetermined threshold - unofficial because this column is a measure of how this specific center answered calls sent to them instead of measuring all calls for a specific state regulatory requirement)

APM = Actual Positions Manned (number of agents actually signed in to take calls)

%OCC = Percent Occupancy (percentage of time agents are actually busy handling customer calls)

SIGN IN TIME = Total seconds that agents are signed in to the switch

AVAIL TIME = Total seconds that agents are signed in and available to take calls

ACT WV = Actual Work Volume (total seconds that agents are busy handling calls - includes ATT and AWT seconds)

ATT WV = Actual Talk Time Work Volume (total seconds agents are talking to customers)

AWT WV = Actual Work Time Work Volume (total seconds agents spend completing after call work)

AOT WV = Actual Out Time Work Volume (total seconds agents are on outbound calls)

ACT CWV = Actual Cumulative Work Volume (seconds agents are busy handling any aspect of the customer contact - includes ATT WV, AWT WV and AOT WV)

HLDWV = Hold Work Volume (actual seconds that customer are placed on hold by an agent)

CWS = Call Waiting Seconds (Actual number of seconds customers wait to be answered)

DELAYS = Number of calls answered after the predetermined threshold used to calculate service levels

AUC = Answered Under Cutoff (number of calls answered before the predetermined threshold used to calculate service levels)

NOC = Number of Out Calls (number of outbound calls made by agents)

CAHT = Cumulative Average Handling Time (average seconds agents are busy handling any aspect of the customer contact - includes ATT, AWT and AOT)

WV = Work Volume (total seconds agents spend handling additional elements - this column is not in use)

Thursday, May 31, 2007

PSC MEASUREMENTS	Date Updated	TARGET	Day CMTD Prev M	Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	FL REGION	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION		MET
OOS 24 HOURS	05/31/07												
NOS 72 HOURS	05/31/07												
I & T ORDERS / 3 DAYS	05/31/07												

GENERAL BUSINESS	Date Updated	TARGET	Day CMTD Prev M	Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	FL REGION	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION		MET
% Troubles CIRD < 6 (Combined Bus - MTTR < 6)	05/31/07												
% 30 Day Repeaters (Combined Bus)	05/31/07												
% Repair Appts Met DO'ed (Combined Bus)	05/31/07												
% No Access - General Business	05/31/07												
% Installation Commit Met - DO (Combined Bus)	05/31/07												
Average Days to Install (Dispatched Only)	05/31/07												
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	05/24/07												

CONSUMER	Date Updated	TARGET	Day CMTD Prev M	Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	FL REGION	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION		MET
% OOS Cleared < 24 (Out of Service) NON PSC	05/31/07												
% 30 Day Repeaters	05/31/07												
% Repair Appts Met Dispatched	05/31/07												
% No Access - Consumer	05/31/07												
% Installation Commit Met - DO	05/31/07												
Average Days to Install (Dispatched Only)	05/31/07												
% 7 Day I Codes 7 Days in Arrears	05/24/07												

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

VZ 7

Saturday, June 30, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	06/30/07		Day CMTD Prev M									
NOS 72 HOURS	06/30/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	06/30/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Clrd < 6 (Combined Bus - MTTR < 6)	06/30/07		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	06/30/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	06/30/07		Day CMTD Prev M									
% No Access - General Business	06/30/07		Day CMTD Prev M									
% Installation Commt Met - DO (Combined Bus)	06/30/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	06/30/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	06/23/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NONPSC	06/30/07		Day CMTD Prev M									
% 30 Day Repeaters	06/30/07		Day CMTD Prev M									
% Repair Appts met Dispatched	06/30/07		Day CMTD Prev M									
% No Access - Consumer	06/30/07		Day CMTD Prev M									
% Installation Commt Met - DO	06/30/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	06/30/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	06/23/07		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
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Prepared by: Service Center Administration
727-465-7222

Tuesday, July 31, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	07/31/07		Day CMTD Prev M									MET
NOS 72 HOURS	07/31/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	07/31/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Ctrd < 6 (Combined Bus - MTTR < 6)	07/31/07		Day CMTD Prev M									MET
% 30 Day Repeaters (Combined Bus)	07/31/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	07/31/07		Day CMTD Prev M									
% No Access - General Business	07/31/07		Day CMTD Prev M									
% Installation Commit Met - DO (Combined Bus)	07/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	07/31/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	07/24/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	07/31/07		Day CMTD Prev M									MET
% 30 Day Repeaters	07/31/07		Day CMTD Prev M									
% Repair Appts Met Dispatched	07/31/07		Day CMTD Prev M									
% No Access - Consumer	07/31/07		Day CMTD Prev M									
% Installation Commit Met - DO	07/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	07/31/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	07/24/07		CMTD Prev M									

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Prepared by: Service Center Administration
727-465-7222

VZ 9

FLORIDA REGION SCORECARD RESULTS BY DISTRICT

REDACTED

Friday, August 31, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	08/31/07		Day CMTD Prev M									
NOS 72 HOURS	08/31/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	08/31/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Clrd < 6 (Combined Bus - MTTR < 6)	08/31/07		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	08/31/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	08/31/07		Day CMTD Prev M									
% No Access - General Business	08/31/07		Day CMTD Prev M									
% Installation Commit Met - DO (Combined Bus)	08/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	08/31/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	08/24/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	08/31/07		Day CMTD Prev M									
% 30 Day Repeaters	08/31/07		Day CMTD Prev M									
% Repair Appts Met Dispatched	08/31/07		Day CMTD Prev M									
% No Access - Consumer	08/31/07		Day CMTD Prev M									
% Installation Commit Met - DO	08/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	08/31/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	08/24/07		CMTD Prev M									

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Prepared by: Service Center Administration
727-465-7222

VZ 10

FLORIDA REGION SCORECARD RESULTS BY DISTRICT

REDACTED

Sunday, September 30, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	09/30/07		Day CMTD Prev M									
NOS 72 HOURS	09/30/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	09/30/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles CIRD < 6 (Combined Bus - MTTR < 6)	09/30/07		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	09/30/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	09/30/07		Day CMTD Prev M									
% No Access - General Business	09/30/07		Day CMTD Prev M									
% Installation Commit Met - DO (Combined Bus)	09/30/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	09/30/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	09/23/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	09/30/07		Day CMTD Prev M									
% 30 Day Repeaters	09/30/07		Day CMTD Prev M									
% Repair Appts met Dispatched	09/30/07		Day CMTD Prev M									
% No Access - Consumer	09/30/07		Day CMTD Prev M									
% Installation Commit Met - DO	09/30/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	09/30/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	09/23/07		CMTD Prev M									

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Prepared by: Service Center Administration
727-465-7222

VZ 11

Wednesday, October 31, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	10/31/07		Day CMTD Prev M									MET
NOS 72 HOURS	10/31/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	10/31/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Cld < 6 (Combined Bus - MTTR < 6)	10/31/07		Day CMTD Prev M									MET
% 30 Day Repeaters (Combined Bus)	10/31/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	10/31/07		Day CMTD Prev M									
% No Access - General Business	10/31/07		Day CMTD Prev M									
% Installation Commt Met - DO (Combined Bus)	10/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	10/31/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	10/24/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	10/31/07		Day CMTD Prev M									MET
% 30 Day Repeaters	10/31/07		Day CMTD Prev M									
% Repair Appts Met Dispatched (Combined Bus)	10/31/07		Day CMTD Prev M									
% No Access - Consumer	10/31/07		Day CMTD Prev M									
% Installation Commt Met - DO	10/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	10/31/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	10/24/07		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
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Prepared by: Service Center Administration
727-465-7222

FLORIDA REGION SCORECARD RESULTS BY DISTRICT

REDACTED

Friday, November 30, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
QOS 24 HOURS	11/30/07		Day CMTD Prev M									
NOS 72 HOURS	11/19/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	11/30/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Cld < 6 (Combined Bus - MTTR < 6)	11/30/07		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	11/30/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	11/30/07		Day CMTD Prev M									
% No Access - General Business	11/30/07		Day CMTD Prev M									
% Installation Commt Met - DO (Combined Bus)	11/30/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	11/30/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	11/23/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	11/30/07		Day CMTD Prev M									
% 30 Day Repeaters	11/30/07		Day CMTD Prev M									
% Repair Appts Met Dispatched	11/30/07		Day CMTD Prev M									
% No Access - Consumer	11/30/07		Day CMTD Prev M									
% Installation Commt Met - DO	11/30/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	11/30/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	11/23/07		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

FLORIDA REGION SCORECARD RESULTS BY DISTRICT

REDACTED

Monday, December 31, 2007

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	12/31/07		Day CMTD Prev M									
NOS 72 HOURS	12/31/07		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	12/31/07		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles CIRD < 6 (Combined Bus - MTTR < 6)	12/31/07		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	12/31/07		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	12/31/07		Day CMTD Prev M									
% No Access - General Business	12/31/07		Day CMTD Prev M									
% Installation Commt Met - DO (Combined Bus)	12/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	12/31/07		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	12/24/07		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	12/31/07		Day CMTD Prev M									
% 30 Day Repeaters	12/31/07		Day CMTD Prev M									
% Repair Appts Met Dispatched Out	12/31/07		Day CMTD Prev M									
% No Access - Consumer	12/31/07		Day CMTD Prev M									
% Installation Commt Met - DO	12/31/07		CMTD Prev M									
Average Days to Install (Dispatched Only)	12/31/07		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	12/24/07		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

Thursday, January 31, 2008

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ	MET
				Central	North	South	DIVISION	South	North	Haven	DIVISION		
OOS 24 HOURS	01/31/08		Day CMTD Prev M										
NOS 72 HOURS	01/31/08		Day CMTD Prev M										
I & T ORDERS / 3 DAYS	01/31/08		Day CMTD Prev M										

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ	MET
				Central	North	South	DIVISION	South	North	Haven	DIVISION		
% Troubles Cld < 6 (Combined Bus - MTTR < 6)	01/31/08		Day CMTD Prev M										
% 30 Day Repeaters (Combined Bus)	01/31/08		Day CMTD Prev M										
% Repair Appts Met DO'ed (Combined Bus)	01/31/08		Day CMTD Prev M										
% No Access - General Business	01/31/08		Day CMTD Prev M										
% Installation Commit Met - DO (Combined Bus)	01/31/08		CMTD Prev M										
Average Days to Install (Dispatched Only)	01/31/08		CMTD Prev M										
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	01/24/08		CMTD Prev M										

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ	MET
				Central	North	South	DIVISION	South	North	Haven	DIVISION		
% OOS Cleared < 24 (Out of Service) NON PSC	01/31/08		Day CMTD Prev M										
% 30 Day Repeaters	01/31/08		Day CMTD Prev M										
% Repair Appts met Dispatched	01/31/08		Day CMTD Prev M										
% No Access - Consumer	01/31/08		Day CMTD Prev M										
% Installation Commit Met - DO	01/31/08		CMTD Prev M										
Average Days to Install (Dispatched Only)	01/31/08		CMTD Prev M										
% 7 Day I Codes 7 Days in Arrears	01/24/08		CMTD Prev M										

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

Friday, February 29, 2008

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ MET
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	02/29/08		Day CMTD Prev M									
NOS 72 HOURS	02/29/08		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	02/29/08		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ MET
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles CIRD < 6 (Combined Bus - MTTR < 6)	02/29/08		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	02/29/08		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	02/29/08		Day CMTD Prev M									
% No Access - General Business	02/29/08		Day CMTD Prev M									
% Installation Commit Met - DO (Combined Bus)	02/29/08		CMTD Prev M									
Average Days to Install (Dispatched Only)	02/29/08		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	02/22/08		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ MET
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	02/29/08		Day CMTD Prev M									
% 30 Day Repeaters	02/29/08		Day CMTD Prev M									
% Repair Appts Met Dispatched	02/29/08		Day CMTD Prev M									
% No Access - Consumer	02/29/08		Day CMTD Prev M									
% Installation Commit Met - DO	02/29/08		CMTD Prev M									
Average Days to Install (Dispatched Only)	02/29/08		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	02/22/08		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

FLORIDA REGION SCORECARD RESULTS BY DISTRICT

REDACTED

Monday, March 31, 2008

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	03/31/08		Day CMTD Prev M									
NOS 72 HOURS	03/31/08		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	03/31/08		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Clrd < 6 (Combined Bus - MTTR < 6)	03/31/08		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	03/31/08		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	03/31/08		Day CMTD Prev M									
% No Access - General Business	03/31/08		Day CMTD Prev M									
% Installation Commt Met - DO (Combined Bus)	03/31/08		CMTD Prev M									
Average Days to Install (Dispatched Only)	03/31/08		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	03/24/08		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NON PSC	03/31/08		Day CMTD Prev M									
% 30 Day Repeaters	03/31/08		Day CMTD Prev M									
% Repair Appts met Dispatched	03/31/08		Day CMTD Prev M									
% No Access - Consumer	03/31/08		Day CMTD Prev M									
% Installation Commt Met - DO	03/31/08		CMTD Prev M									
Average Days to Install (Dispatched Only)	03/31/08		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	03/24/08		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

VZ 17

FLORIDA REGION SCORECARD RESULTS BY DISTRICT

REDACTED

Wednesday, April 30, 2008

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
OOS 24 HOURS	04/30/08		Day CMTD Prev M									
NOS 72 HOURS	04/30/08		Day CMTD Prev M									
I & T ORDERS / 3 DAYS	04/30/08		Day CMTD Prev M									

GENERAL BUSINESS	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% Troubles Cld < 6 (Combined Bus - MTTR < 6)	04/30/08		Day CMTD Prev M									
% 30 Day Repeaters (Combined Bus)	04/30/08		Day CMTD Prev M									
% Repair Appts Met DO'ed (Combined Bus)	04/30/08		Day CMTD Prev M									
% No Access - General Business	04/30/08		Day CMTD Prev M									
% Installation Commt Met - DO (Combined Bus)	04/30/08		CMTD Prev M									
Average Days to Install (Dispatched Only)	04/30/08		CMTD Prev M									
% 7 Day I Codes (Combined Bus) 7 Days in Arrears	04/23/08		CMTD Prev M									

CONSUMER	Date Updated	TARGET		Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	OBJ
				Central	North	South	DIVISION	South	North	Haven	DIVISION	
% OOS Cleared < 24 (Out of Service) NONPSC	04/30/08		Day CMTD Prev M									
% 30 Day Repeaters	04/30/08		Day CMTD Prev M									
% Repair Appts Met Dispatched	04/30/08		Day CMTD Prev M									
% No Access - Consumer	04/30/08		Day CMTD Prev M									
% Installation Commt Met - DO	04/30/08		CMTD Prev M									
Average Days to Install (Dispatched Only)	04/30/08		CMTD Prev M									
% 7 Day I Codes 7 Days in Arrears	04/23/08		CMTD Prev M									

Month end results MAY or MAY NOT tie to monthly results from QMR.
All results are unofficial.

Prepared by: Service Center Administration
727-465-7222

Customer Response - West
 2007 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

REDACTED

Call Volumes-Rep Answered	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Call Volumes-Voice Portal	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Call Volumes-Total Contacts	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

CAHT	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Productive Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Overtime Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Associate Force	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Calls/Productive Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

VZ
19

Customer Response - West
 2007 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

REDACTED

OEW	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Occupancy	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Admin/Offline Time	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

Surplus Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u>														
SE VRRC														

VZ 20

Customer Response - West
 2008 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

REDACTED

Call Volumes-Rep Answered	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Call Volumes-Voice Portal	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Call Volumes-Total Contacts	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

CAHT	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Productive Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Overtime Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Associate Force	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Calls/Productive Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

VZ
21

Customer Response - West
 2008 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

REDACTED

OEW	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Occupancy	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Admin/Offline Time	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

Surplus Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC														

VZ 22

Response to Data Request Question 2a, 2b and 2c. **REDACTED**

2007 Florida Management

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Provisioning & Maintenance												
Repair Center												
CSSC												
BSBC												

CSSC = Consumer Sales Solution Center
BSBC = Business Sales Center

2007 Florida Associates

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Provisioning & Maintenance												
Repair Center												
CSSC												
BSBC												

2008 Florida Management

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Provisioning & Maintenance												
Repair Center												
CSSC												
BSBC												

2008 Florida Associates

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Provisioning & Maintenance												
Repair Center												
CSSC												
BSBC												

SERVICE QUALITY DATA REQUEST

VERIZON FLORIDA LLC

RESPONSE TO DR NO. 3

SEE PROPRIETARY CD – VZ 24

Response 4

Florida Core Consumer Complaints by Business Process
Received April 2007-March 2008

	2007										2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Billing													
Provisioning													
Repair													
Engineering													
Other													
Total													

SERVICE QUALITY DATA REQUEST

VERIZON FLORIDA LLC

RESPONSE TO DR NO. 5

SEE PROPRIETARY CD – VZ 26

ATTACHMENT 6a

REDACTED

Response 6a Attachment 1 – REDACTED

Sales targets (in units or dollars)

Month	Business Sales (1)(2)		Consumer Sales
	Strategic	General	
April 2007			
May 2007			
June 2007			
July 2007			
August 2007			
September 2008			
October 2007			
November 2007			
December 2007			
January 2008			
February 2008			
March 2008			

(1)

(2)

Consumer Sales Center Incentive Award Structure

% Threshold Met (1)	Required to meet Monthly Quota	Monthly Base Award (2)	Monthly Bonus Award in Revenue Points	Quarterly Bonus (3)

- (1)
- (2)
- (3)

2008 Sales Incentive Compensation Plan

Business Unit: Regional Business Sales
Sales Channel: Business Sales & Billing Centers: Business Solutions Center
Sales Position: Business Sales Representative (FL)
Effective Date: January 1, 2008

RESPONSE 6a Attachment 3

REDACTED

ENTIRE DOCUMENT IS PROPRIETARY

NOS. VZ 30 – VZ 35

Response 7c- REDACTED

Percentage of Employees who have met their sales targets

Month	Business Sales (1)		Consumer Sales
	Strategic	General	
April 2007			
May 2007			
June 2007			
July 2007			
August 2007			
September 2008			
October 2007			
November 2007			
December 2007			
January 2008			
February 2008			
March 2008			

(1)

RESPONSE TO REQUEST 8 (a-f)

a) Please describe the company's current practices regarding the monitoring of sales calls to detect and deter Florida employees from adding unauthorized products to a customer's account. (Please include how frequently done, is monitoring done remotely or sitting with employee, is employee aware when monitoring is in progress, what notes or records are made, how situations are resolved when violations occur).

RESPONSE:

REDACTED

b) Please describe any efforts to track calls from customers who report unauthorized additions of services or products to their accounts. (Please include any investigation done to determine which employee placed the order in question, who conducts this investigation, what disciplinary or corrective action was taken).

RESPONSE:

REDACTED

c) If a particular sales is determined to have been improper, does the company remove the sales credit, and/or any related compensation, from the employee responsible? If so, please explain the process.

RESPONSE:

REDACTED

d) If the company does track calls from Florida customers who report unauthorized additions of services or products to their accounts, please provide the numbers of such calls reported to each of the last 12 months.

RESPONSE:

REDACTED

e) Please describe any other controls currently in place that are designed to detect or deter Florida employees from adding unauthorized products to a customer's account.

RESPONSE:

REDACTED

f) Please describe any changes made regarding monitoring practices within the last year.

RESPONSE:

REDACTED

RESPONSE TO REQUEST 10 (a-c)

10. a) Please describe what criteria are currently used in evaluating the performance of Florida employees with sales responsibilities regarding quality of customer service provided. Please describe any changes made to the criteria within the last year.

RESPONSE:

REDACTED

- b) Please describe how this evaluation is communicated to the employees and how it is recorded and maintained.

RESPONSE:

REDACTED

- c) Are annual or more frequent evaluations of sales efforts and customer service quality performed? Please describe.

RESPONSE:

REDACTED