

090552

STATE OF FLORIDA

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

March 24, 2010

Susan Masterton, Esquire
CenturyLink
FLTLHZ0501-507
315 S. Calhoun St., Suite 500
Tallahassee, FL 32301

RECEIVED *Janet Kelly*

DATE 4-15-10

Re: Return of Confidential Documents to the Source

PSC, CLK - CORRESPONDENCE		
<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>12274-09</u>		
DISTRIBUTION: _____		

Dear Ms. Masterton:

Commission staff have advised that the confidential documents listed below, filed on behalf of CenturyLink (f/k/a Sprint-Florida, Inc. and Embarq Florida, Inc.) in the dockets listed below can be returned to the source. The documents are enclosed.

<u>DOCKET NO.</u>	<u>DOCUMENT NO(S).</u>
050000-OT	09276-05
060476-TL	02999-07
080000-OT	05631-08
090464-TL	10155-09
090465-TL	10158-09
090466-TL	10161-09
090467-TL	10163-09
090552-TL	00946-10

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Ann Cole
Commission Clerk

AC:kmp
Enclosure

cc: Bob Casey; Kiwanis Curry; Jim Polk; Melinda Watts, Division Regulatory Analysis
Adam Teitzman; Richard Bellak; Lee Eng Tan, Office of the General Counsel

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

090552-TL

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP

STATE OF FLORIDA



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

June 10, 2010

Susan Masterton, Esquire
CenturyLink
FLTLHZ0501-507
315 S. Calhoun St., Suite 500
Tallahassee, FL 32301

PSC, CLK - CORRESPONDENCE		
<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 12274-09		
DISTRIBUTION:		

Re: Return of Confidential Documents to the Source, Docket 090552-TL

Dear Ms. Masterton:

Commission staff has advised that confidential Document No. 00970-10, filed on behalf of Embarq Florida, Inc. d/b/a CenturyLink, can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Kimberley M. Peña
Records Management Assistant

AC:kmp
Enclosure

cc: Melinda Watts, Division of Regulatory Analysis
Paul Vickery, Division of Service, Safety & Consumer Assistance
Lee Eng Tan, Office of General Counsel

RECEIVED Annale D. Kelly DATE 6-10-10

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Marguerite McLean

PSC-10-0306-CO-TL

090552-TL

From: Carolyn Craig
Sent: Thursday, May 13, 2010 10:29 AM
To: CLK - Orders / Notices; Adam Teitzman
Subject: Order / Notice Submitted

Date and Time: 5/13/2010 10:28:00 AM
Docket Number: 090552-TL
Filename / Path: 090552CO.05/12/10.ajt.doc

2 pgs

FILED
X
12274.09

Consummating Order

Carolyn Craig
Administrative Assistant III
Office of the General Counsel
Phone: (850) 413-6206

MCP
ILECS-10

faxed - 1
mailed - 0
emailed - 10

**FLORIDA PUBLIC SERVICE COMMISSION
CASE MANAGEMENT SYSTEM
PARTICIPATING EMAIL ADDRESSES FOR DOCKET 090552**

PARTY NAME	COMPANY CODE	EMAIL ADDRESS	ADDRESS IN MASTER COMMISSION DIRECTORY
AT&T Florida	TL720	greg.follensbee@att.com	Yes
CenturyLink	TL727	sandy.khazraee@centurylink.com	Yes
CenturyLink (10)		susan.masterton@centurylink.com	No
FairPoint Communications	TL719	lwood@fairpoint.com	Yes
Frontier Communications of the South, LLC	TL732	angie.mccall@frontiercorp.com	Yes
ITS Telecommunications Systems, Inc.	TL712	donnam@itstelecom.net	Yes
NEFCOM	TL715	dnobles@townes.net	Yes
Smart City Telecom	TL731	lbhall@smartcity.com	Yes
TDS Telecom/Quincy Telephone	TL718	Thomas.mccabe@tdstelecom.com	Yes
Verizon Florida LLC	TL710	david.christian@verizon.com	Yes
Windstream Florida, Inc.	TL716	bettye.j.willis@windstream.com	Yes

Commission Clerk

From: Commission Clerk
Sent: Thursday, May 13, 2010 3:29 PM
Subject: Order or Notice issued by the Public Service Commission (Email ID = 786686)
Attachments: 04002-10.pdf

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

Matilda Sanders

PSC-10-0233-PAA-TL

090552-TL

From: Gloria Ross
Sent: Wednesday, April 14, 2010 1:17 PM
To: CLK - Orders / Notices
Cc: Lee Eng Tan; Adam Teitzman
Subject: Order / Notice Submitted

Date and Time: 4/14/2010 1:15:00 PM
Docket Number: 090552-TL
Filename / Path: I:\2009\090552\090552 PAA Order 04-07-10.tlt.doc

13
Attached online

PSC, CLK - CORRESPONDENCE		
<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 122-74-09		
DISTRIBUTION:		

NOTICE OF PROPOSED AGENCY ACTION
ORDER APPROVING MODIFICATION OF SERVICE GUARANTEE PLAN

MCD
1 Lec 5-10

faxed 1
mailed 0
emailed 11

Gloria Ross
Commission Deputy Clerk II
Office of the General Counsel
Florida Public Service Commission
850-413-6214

**FLORIDA PUBLIC SERVICE COMMISSION
CASE MANAGEMENT SYSTEM
PARTICIPATING EMAIL ADDRESSES FOR DOCKET 090552**

PARTY NAME	COMPANY CODE	EMAIL ADDRESS	ADDRESS IN MASTER COMMISSION DIRECTORY
AT&T Florida	TL720	greg.follensbee@att.com	Yes
CenturyLink	TL727	sandy.khazraee@centurylink.com	Yes
CenturyLink (10)		susan.masterton@centurylink.com	No
FairPoint Communications	TL719	lwood@fairpoint.com	Yes
Frontier Communications of the South, LLC	TL732	AmcCall@czn.com	Yes
ITS Telecommunications Systems, Inc.	TL712	donnam@itstelecom.net	Yes
NEFCOM	TL715	dnobles@townes.net	Yes
Smart City Telecom	TL731	lbhall@smartcity.com	Yes
TDS Telecom/Quincy Telephone	TL718	Thomas.mccabe@tdstelecom.com	Yes
Verizon Florida LLC	TL710	david.christian@verizon.com	Yes
Windstream Florida, Inc.	TL716	bettye.j.willis@windstream.com	Yes

Commission Clerk

From: Commission Clerk
Sent: Wednesday, April 14, 2010 4:04 PM
Subject: Order or Notice issued by the Public Service Commission (Email ID = 584086)
Attachments: 02803-10.pdf

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

4/14/2010

090552

FLORIDA PUBLIC SERVICE COMMISSION
CASE MANAGEMENT SYSTEM
PARTICIPATING EMAIL ADDRESSES FOR DOCKET 090552

PARTY NAME	COMPANY CODE	EMAIL ADDRESS	ADDRESS IN MASTER COMMISSION DIRECTORY
CenturyLink (09b)		susan.masterton@embarq.com	No

F/SC, CLK - CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 2274-09
DISTRIBUTION: _____

faxed 1
mailed 0
emailed 1

Commission Clerk

From: Commission Clerk
Sent: Thursday, March 25, 2010 3:14 PM
Subject: Order or Notice issued by the Public Service Commission (Email ID = 538213)
Attachments: Recommendation 02115-10.pdf

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

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-

TO: Parties and Interested Persons
FROM: Ann Cole, Commission Clerk, Office of Commission Clerk
RE: Notice of Filing of Staff Recommendation

Notice is being given that a staff recommendation has been filed with the Office of Commission Clerk for the upcoming Commission Conference Agenda. See attached page one for filing date, docket number, and document number information.

Complete staff recommendations for items on the agenda are available from the Commission's Web site <http://www.floridapsc.com> by selecting the **Agendas & Hearings** tab and then selecting **Commission Conference Agendas**. Vote sheets, transcripts, and minutes are also viewable once they become available. Records of Commission actions can also be viewed by selecting **Dockets & Filings, Dockets** and the docket number or document number.

I hope you find this information helpful. If you have any questions concerning this information, please feel free to contact the Office of Commission Clerk at (850) 413-6770.

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-

DATE: March 25, 2010

TO: Office of Commission Clerk (Cole)

FROM: Division of Regulatory Analysis (M. Watts) *MW*
Office of the General Counsel (Tan) *Tan*
Division of Service, Safety & Consumer Assistance (Vickery) *Vickery*

RE: Docket No. 090552-TL – Petition for modification of Service Guarantee Program by Embarq Florida, Inc. d/b/a CenturyLink.

AGENDA: 04/06/10 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Administrative

CRITICAL DATES: None

SPECIAL INSTRUCTIONS: None

FILE NAME AND LOCATION: S:\PSC\RAD\WP\090552.RCM.DOC

RECEIVED-FPSC
10 MAR 25 AM 11:16
COMMISSION
CLERK

Case Background

On December 20, 2000, and January 12, 2001, the Florida Public Service Commission (Commission) issued Order Nos. PSC-00-2462-PAA-TL and PSC-00-2462A-PAA-TL (Docket No. 991377-TL),¹ respectively, approving the Settlement Agreement between the Office of Public Counsel and Sprint-Florida, Incorporated (n/k/a Embarq Florida, Inc. d/b/a CenturyLink and hereinafter referred to as CenturyLink), addressing CenturyLink's quality of service and granting a limited waiver of certain service quality rules. This resulted in CenturyLink's first

¹ Docket No. 991377-TL - Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

DOCUMENT NUMBER-DATE
02115 MAR 25 09
FPSC-COMMISSION CLERK

STATE OF FLORIDA



OFFICE OF COMMISSION
CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

COMMISSIONERS:
MATTHEW M. CARTER II,
CHAIRMAN
LISA POLAK EDGAR
NANCY ARGENZIANO
NATHAN A. SKOP
DAVID E. KLEMENT

Public Service Commission

ADMINISTRATIVE

December 31, 2009

CenturyLink
Susan S. Masterton
1313 Blairstone Rd.
Tallahassee FL 32301

Re: Docket No. 090552-TL

Dear Ms. Masterton:

This will acknowledge receipt of the Petition for modification of Service Guarantee Program by Embarq Florida, Inc. d/b/a Centurylink, which was filed in this office on December 30, 2009, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Office of Commission Clerk

DOCUMENT NUMBER-DATE

12274 DEC31%

FPSC-COMMISSIONER

Section 1 - Office of Commission Clerk

Docket No. 090552-TL Date Docketed: 12/30/2009 Title: Petition for modification of Service Guarantee Program by Embarq Florida, Inc. d/b/a Centurylink.

Company: Embarq Florida, Inc. d/b/a CenturyLi

FPSC, CLK - CORRESPONDENCE
~~Administrative Parties Consumer~~
 DOCUMENT NO. 12274-09
 DISTRIBUTION: _____

Official Filing Date: _____ Expiration: _____

Last Day to Suspend: _____

Referred to: _____

("O" indicates OPR)

ADM	APA	CLK	ECR	GCL	PIF	(RAD)	SSC
				X		X	X

Section 2 - OPR Completes and returns to CLK in 10 workdays. Time Schedule

Program Module B7(b)

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

Current CASR revision level

Due Dates
 Previous Current

	1.			
	2.			
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Staff Counsel	8.			
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OCRs	10.			
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Recommended assignments for hearing and/or deciding this case:	30.			
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	32.			
Full Commission ___ Commission Panel ___	33.			
Hearing Examiner ___ Staff ___	34.			
	35.			
Date filed with CLK: _____	36.			
	37.			
Initials OPR _____	38.			
Staff Counsel _____	39.			
	40.			

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	CT	ED	AG	SK	KL		

Prehearing Officer

Commissioners					ADM
CT	ED	AG	SK	KL	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
 Date: _____

Section 1 - Office of Commission Clerk

Docket No. 090552-TL Date Docketed: 12/30/2009 Title: Petition for modification of Service Guarantee Program by Embarq Florida, Inc. d/b/a Centurylink.

Company: Embarq Florida, Inc. d/b/a CenturyLi

Official Filing Date: _____

Expiration: _____

Last Day to Suspend: _____

Referred to:

("O" indicates OPR)

ADM	APA	CLK	ECR	GCL	PIF	(RAD)	SSC
				X		X	X

Section 2 - OPR Completes and returns to CLK in 10 workdays.

Time Schedule

Program Module B7(b)

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff	M Watts	0	Due Dates		
			Previous	Current	
		1.	FAW Notice Filed	NONE	01/12/2010
		2.	Staff Recommendation	NONE	02/18/2010
		3.	Agenda	NONE	03/02/2010
		4.	PAA Order	NONE	03/22/2010
		5.	Close Docket or Revise CASR	NONE	05/27/2010
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		7.			
Staff Counsel	L Tan	8.			
		9.			
OCRs (SSC)	P Vickery	10.			
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Recommended assignments for hearing and/or deciding this case:		30.			
		31.			
		32.			
Full Commission <input checked="" type="checkbox"/> Commission Panel _____		33.			
Hearing Examiner _____ Staff _____		34.			
		35.			
Date filed with CLK: 01/15/2010		36.			
		37.			
Initials OPR _____		38.			
Staff Counsel _____		39.			
		40.			

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	AG	ED	SK	KL	ST		
X							

Prehearing Officer

Commissioners					ADM
AG	ED	SK	KL	ST	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: AG/mm
Date: 01/15/2010

Section 1 - Office of Commission Clerk

Docket No. 090552-TL Date Docketed: 12/30/2009 Title: Petition for modification of Service Guarantee Program by Embarq Florida, Inc. d/b/a Centurylink.

Company: Embarq Florida, Inc. d/b/a CenturyLi

Official Filing Date: _____
 Last Day to Suspend: _____

Expiration: _____

Referred to:

("O") indicates OPR)

ADM	APA	CLK	ECR	GCL	PIF	(RAD)	SSC
				X		X	X

Section 2 - OPR Completes and returns to CLK in 10 workdays.

Time Schedule

Program Module B7(b)

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

M Watts

Current CASR revision level

Due Dates
 Previous Current

Staff Counsel

L Tan

OCRs (SSC)

P Vickery

Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CLK: 02/17/2010

Initials OPR _____

Staff Counsel _____

1.	Close Docket or Revise CASR	SAME	05/27/2010
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	AG	ED	SK	KL	ST		
X							

Prehearing Officer

Commissioners					ADM
AG	ED	SK	KL	ST	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
 Date: Pending

AG/MM

2/26/10

Section 1 - Office of Commission Clerk

Docket No. 090552-TL Date Docketed: 12/30/2009 Title: Petition for modification of Service Guarantee Program by Embarq Florida, Inc. d/b/a Centurylink.

Company: Embarq Florida, Inc. d/b/a CenturyLi

Official Filing Date: _____

Expiration: _____

Last Day to Suspend: _____

Referred to:

("O" indicates OPR)

ADM	APA	CLK	ECR	GCL	PIF	(RAD)	SSC
				X		X	X

Section 2 - OPR Completes and returns to CLK in 10 workdays.

Time Schedule

Program Module B7(b)

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff

M Watts

2 Current CASR revision level

Due Dates
Previous Current

Staff Counsel

L Tan

OCRs (SSC)

P Vickery

1.	Staff Recommendation	SAME	03/25/2010
2.	Agenda	SAME	04/06/2010
3.	PAA Order	SAME	04/26/2010
4.	Close Docket or Revise CASR	05/27/2010	06/30/2010
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with CLK: 03/17/2010

Initials OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	AG	ED	SK	KL	ST		
X							

Prehearing Officer

Commissioners					ADM
AG	ED	SK	KL	ST	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: AG / MM
Date: 03/17/2010