

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: February 18, 2010

TO: Office of Commission Clerk (Cole)

FROM: Division of Regulatory Analysis (Curry) *KLC*
 Office of the General Counsel (Brooks) *BT*
 Division of Service, Safety, & Consumer Assistance (Lewis) *CL* *Just*

RE: Docket No. 100039-TL – Petition to Terminate Service Guarantee Plan, by Windstream Florida, Inc.

AGENDA: 03/02/10 – 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\100039.RCM.DOC

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Case Background

On January 20, 2010, Windstream Florida, Inc. (Windstream) filed a petition (Attachment A) with the Florida Public Service Commission (Commission) to terminate its Service Guarantee Plan (SGP). Windstream currently operates under a SGP, as well as the Commission's service quality rules.¹

Windstream is an incumbent local exchange company (ILEC) and is authorized by the Commission, pursuant to Certificate No. 10, to provide local exchange telecommunications

¹ Chapter 25-4, Florida Administrative Code (F.A.C.)

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services in Florida. By Order No. PSC-06-0425-PAA-TP,² issued May 19, 2006, the Commission accepted Windstream's offer to initiate a SGP, in addition to meeting the Commission's rules regarding customer service.

In 2009, the Florida Legislature amended Chapter 364, Florida Statutes (F.S.). These changes became effective July 1, 2009.³ The Legislative amendments to the statutes redefined the terms "basic local telecommunications service"⁴ and "nonbasic service."⁵ In October 2009, the Commission amended its rules to reflect the statutory changes. The Commission's rule amendments included amendments to the Commission's service quality rules. The service quality rules pertain to the establishment of primary service and repair of interrupted service within specific time frames, and the measurement of answer time for subscribers who call the residential business or repair office. As a result of these changes, Windstream believes that its current SGP and the Commission's service quality rules are duplicative and that operating under the Commission's rules will adequately protect its customers. Therefore, Windstream seeks to terminate its SGP.

On February 8, 2010, staff sent Windstream a data request. The primary purpose of the data request was to obtain Windstream's position on the various combinations of dial tone and associated services that would either qualify or disqualify customers' eligibility for coverage under the service quality rules. Windstream filed a response (Attachment B) to staff's data request on February 15, 2010. On February 16, 2010, staff e-mailed Windstream seeking further clarification of Windstream's February 15 response to staff's data request. Windstream's clarification was received via e-mail on February 17, 2010 (Attachment C).

The Commission is vested with jurisdiction over this matter pursuant to Sections 364.01, 364.03, 364.035, and 364.386, Florida Statutes.

² Docket No. 050938-TP, In Re: Joint application for approval of transfer of control of ALLTEL Florida, Inc., holder of ILEC Certificate No. 10 and PATS Certificate No. 5942, from Alltel Corporation to Valor Communications Group, and for waiver of carrier selection requirements of Rule 25-4.118, F.A.C., due to transfer of long distance customers of ALLTEL Communications, Inc. to Alltel Holding Corporate Services, Inc.

³ Chapter 2009-226, Laws of Florida.

⁴ Section 364.02(1), F.S.

⁵ Section 364.02(10), F.S.

Discussion of Issues

Issue 1: Should the Commission grant Windstream Florida, Inc.'s petition to terminate its Service Guarantee Plan?

Recommendation: Yes, the Commission should grant Windstream Florida, Inc.'s petition to terminate its Service Guarantee Plan. **(Curry, Brooks)**

Staff Analysis: Rule 25-4.085, Florida Administrative Code (F.A.C.), Service Guarantee Program, states that a company may petition the Commission for approval of a Service Guarantee Program, which would relieve the company from the rule requirement of each service standard addressed in the approved Service Guarantee Program.

As stated in the Case Background, by Order No. PSC-06-0425-PAA-TP, issued May 19, 2006, the Commission approved Windstream's SGP. The Commission's Order became final and effective, by Order No. PSC-06-0503-CO-TP, issued June 13, 2006. The SGP was granted in conjunction with the Commission's approval to transfer control of the company from Alltel Florida, Inc. to Windstream. In an effort to ensure the Commission that the transfer was in the public interest and that the company's service quality would not decline after the transfer was complete, Windstream agreed to operate under a SGP in addition to the Commission's service quality rules.

Typically, when a company operates under a SGP that company is not subject to the Commission's service quality rules. Subjecting a company to both a SGP and the service quality rules could cause the company economic hardship by imposing duplicate penalties. SGPs exempt the company from specific service quality rules but still allow the company to meet the quality of service provisions of Chapter 364, F.S., by providing a quick response time and compensation to qualifying customers should service issues arise. Windstream has operated under both a SGP and the Commission's service quality rules since June 2006. However, the company now seeks to terminate its SGP and operate solely under the Commission's service quality rules.

As a result of the statutory changes and the changes to the Commission's rules, the number of customers protected by the Commission's service quality rules has decreased. Only customers who receive services classified as basic telecommunications services, as defined by Section 364.02, F.S., are eligible for protections. Therefore, if the Commission grants Windstream's petition to terminate its SGP, Windstream customers who subscribe to nonbasic services are not eligible for protection under the service quality rules. As described later, use of certain nonbasic services will not disqualify customers for protection under the service quality rules.

On February 8, 2010, staff sent a data request to Windstream seeking clarification as to which services a Windstream customer is eligible for protection under the Commission's service quality rules. In its responses to staff's data requests filed on February 15 and 17, Windstream listed its rationale for classifying a service as basic or nonbasic. See Attachments B and C.

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Windstream identifies in Attachment B and in its clarification response to staff's February 16 e-mail (Attachment C) several nonbasic services, if used by a customer, that will not disqualify the eligibility of local service for protection under the Commission's service quality rules. Examples of these nonbasic services are 911 calls, directory assistance calls, relay calls, etc. Customers who subscribe to bundled packages which include Internet and video will not be protected.

Windstream concurs with the Commission's findings in Docket No. 090461-TL, In Re: Petition for modification of Service Guarantee Program by BellSouth Telecommunications, Inc. d/b/a AT&T Florida, that basic local telecommunications service as defined in Section 364.02, F.S., does not include a primary interexchange carrier (PIC) or a local primary interexchange carrier (LPIC). In other words, if a customer selects a local toll or long distance toll provider, the customer's line is not basic service and will not be protected by the Commission's service quality rules.

For more than three years Windstream has been subject to both the SGP and the Commission's service quality rules. Windstream has consistently exceeded the Commission's rules on service quality. Windstream will continue to submit reports that are currently required by the Commission's service standards rules. Windstream understands and has acknowledged that it will be subject to enforcement for the entire set of performance data it files with the Commission.

Based on the above, staff recommends that the Commission grant Windstream Florida, Inc.'s petition to terminate its Service Guarantee Plan.

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Issue 2: Should this docket be closed?

Recommendation: The Order issued from this recommendation will become final and effective upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest that identifies with specificity the issues in dispute, in the form provided by Rule 28-106.201, Florida Administrative Code, within 21 days of the issuance of the Proposed Agency Action Order. If the Commission's Order is not protested this docket should be closed administratively upon issuance of the Consummating Order. **(Brooks)**

Staff Analysis: Staff recommends that the Commission take action as set forth in the above staff recommendation.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of Windstream Florida, Inc.
To Terminate Service Guarantee Plan.

DOCKET NO. 100039
Date: January 20, 2010

**PETITION TO TERMINATE
SERVICE GUARANTEE PLAN**

Pursuant to Rules 28-106.201 and 25-4.085, Florida Administrative Code, Windstream Florida, Inc. ("Windstream") petitions the Florida Public Service Commission ("FPSC" or "Commission") for an order terminating its Service Guarantee Plan and authorizing the company to proceed under applicable FPSC rules, and states:

1. Windstream is an Incumbent Local Exchange Company ("ILEC") lawfully doing business in the State of Florida whose regulated operations are subject to the jurisdiction of this Commission pursuant to Chapter 364, Florida Statutes.

2. The name of the Petitioner is Windstream and its principal place of business is 206 White Avenue S.E., Live Oak, FL 32060-0343.

3. All pleadings, notices and other documents filed in this proceeding should be served on Windstream's representatives as follows:

J. Jeffrey Wahlen
Ausley & McMullen
P. O. Box 391
Tallahassee, FL 32301
Phone: 850.425.5471
Fax: 850: 222.7560
Email: jwahlen@ausley.com

Bettye J. Willis
4001 Rodney Parham Road
Mailstop: 1170-B1F03-53A
Little Rock, Arkansas 72212
Phone: 501. 748.5692
Fax: 501.748.7996
Email: bettye.j.willis@windstream.com

4. The agency affected by this Petition is the Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850.

DOCUMENT NUMBER-DATE

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Discussion

5. FPSC Rule 25-4.085, F.A.C. addresses service guarantee programs, and states:

A company may petition the commission for approval of a Service Guarantee Program, which would relieve the company from the rule requirement of each service standard addressed in the approved Service Guarantee Program. When evaluating a Service Guarantee Program for approval, the Commission will consider the Program's benefits to the customers and whether the Program is in the public interest. The Commission shall have the right to enforce the provisions of the Service Guarantee Program.

6. The Commission approved a Service Guarantee Plan for Windstream in conjunction with a change of control by Order No. PSC-06-045-PAA-TP, issued May 19, 2006, in Docket No. 050938-TP. The terms of the Windstream service guarantee plan were listed on Attachment B of Order No. 06-0425 and are attached hereto as Exhibit A.

7. Windstream has operated under its Service Guarantee Plan and the Commission's rules for more than three years.

8. The Florida Legislature amended portions of Chapter 364, Florida Statutes, during the 2009 session and the FPSC amended certain rules governing telecommunications companies like Windstream in October 2009. Windstream believes that its SGP and the FPSC's rules are duplicative and that operating under the FPSC's rules will adequately protect Windstream's customers.

WHEREFORE, Windstream Florida, Inc. respectfully requests that the FPSC enter an order terminating its Service Guarantee Plan so that Windstream can proceed under applicable FPSC rules alone.

ORDER NO. PSC-06-0425-PAA-TP
DOCKET NO. 050938-TP
PAGE 13

ATTACHMENT B

Windstream Service Guarantee Program

Repair of Out of Service Troubles as Reported by Customer

Windstream shall make automatic credits in the amounts specified below for out of service troubles as reported by the customer:

Duration	
24 to 48 hours	\$ 12
> 2 days to 5 days	\$ 16
> 5 days	\$ 40

Sundays or holidays are not covered by the SGP and will be calculated and credited to customers consistent with Rule 25-4.110(6), F.A.C.

Customer Installations

Windstream shall make an automatic credit to the customer in the amount of \$25 for failure to install service on the agreed upon commitment date. Negotiated commitment dates shall not exceed 5 business days. Windstream shall continue to meet Rule 25-4.066, F.A.C.

Answer Time

Windstream shall establish a Community Service Fund (CSF) in the form of a corporate undertaking. Pursuant to the Service Guarantee Program, Windstream shall make credits to the CSF and such funds shall be disposed of in coordination with the Commission staff to promote Windstream's Lifeline service.

90% of all calls to the business and repair offices shall be answered by a live attendant prepared to give immediate assistance within 55 seconds of being transferred to the attendant. Windstream shall maintain 100% accessibility.

The amount of CSF credits shall be determined in accordance with the following parameters:

Less than 90%, but greater or equal to 80%	- \$2,000
Less than 80%, but greater or equal to 70%	- \$5,000
Less than 70%	- \$7,000

Force Majeure

In the event of named tropical or hurricane storms, Windstream may invoke Force Majeure by contacting the Director of the Division of Competitive Markets & Enforcement. Windstream shall at that time be relieved of the requirements of this SGP until Force Majeure is canceled.

Docket No. 100039-TL
 Date: February 18, 2010

**Windstream Florida, Inc. Responses to
 Data Request No. Windstream – 1 (Nos. 1-8)
 Docket No. 100039-TL**

UNRETRACTED

1. The definition of Basic Local Telecommunications Service in Section 364.02, F.S., in part requires that access be provided to all locally available interexchange companies. Please identify all of the method(s) (dialing pattern) that consumers may use to gain access to locally available interexchange companies.

Response: Below is a list of the methods Windstream believes customers may use to gain access to available interexchange companies.

1. 1+ 10 digit number (subscription to IXC service)
2. 1+ 8XX NXX-XXX
3. 1010XXX + 1+ 10 digit number
4. 0+ 10 digit number
5. Calling Cards

2. For each example provided in the table below, please state, using Y (Yes) or N (No), if the Windstream customer is eligible for protection under the Commission's SQRs. Assume the customer has Windstream's dial tone service and only has the specific feature or only completes a specific action as presented in the table.

No.	Feature	SQR Eligible	Rationale Label
a.	Inside wire maintenance	N	A
b.	Caller ID	N	B
c.	Call Forwarding	N	B
d.	Call Waiting	N	B
e.	Any combination of Caller ID/Call Forwarding/Call Waiting	N	B
f.	Caller ID Blocking	N	B
g.	Anonymous Call Rejection	N	B
h.	Three-way calling	N	B
i.	Return Call	N	B
j.	Repeat Dial	N	B
k.	Call Trace	N	B
l.	User-ordered third party product submitted by a clearinghouse and billed via the LEC	Y	
m.	Windstream Internet Service	N	A
n.	Windstream Unlimited toll calling plan (With LPIC/PIC)	N	A
o.	PIC and LPIC to Windstream LD without selection of a Windstream LD calling plan	N	A
p.	PIC and LPIC to Windstream LD with selection of a Windstream LD calling plan	N	A
q.	Completes a 911 call	Y	D
r.	Completes 0+ call billed via the LEC	Y	D
s.	Completes 0+ call not billed via the LEC	Y	D

COM _____
 APA _____
 ECR _____
 GCL _____
 RAD /
 SSC _____
 ADM _____
 OPC _____
 CLK _____

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

t.	Completes Relay Call via 711 billed via the LEC	Y	E
u.	Completes Relay Call via 711 not billed via the LEC	Y	F
v.	Completes Relay Call via toll-free access billed via the LEC	Y	E
w.	Completes Relay Call via toll-free access not billed via the LEC	Y	F
x.	Completes DA Call – service provided and billed by the LEC	Y	D
y.	Completes DA Call – service not provided by the LEC but billed via the LEC	Y	D
z.	Completes DA Call – service not provided by the LEC and not billed via the LEC	Y	E
aa.	No LPIC/No PIC	Y	G
ab.	No LPIC/No PIC and Local Toll Call completed by dial around code, billed by LEC.	Y	D
ac.	No LPIC/No PIC and Local Toll Call completed by dial around code, not billed by LEC.	Y	F
ad.	No LPIC/No PIC and LD Toll Call completed by dial around code, billed by LEC.	Y	D
ae.	No LPIC/No PIC and LD Toll Call completed by dial around code, not billed by LEC.	Y	F
af.	No LPIC/With PIC	N	H
ag.	No LPIC/With PIC – LD calls billed by LEC	N	H
ah.	No LPIC/With PIC – LD calls not billed by LEC	N	H
ai.	No LPIC/with PIC and Local Toll Call completed by dial around code, billed by LEC.	N	H
aj.	No LPIC/with PIC and Local Toll Call completed by dial around code, not billed by LEC.	N	H
ak.	No LPIC/with PIC and LD Toll Call completed by dial around code, billed by LEC.	N	H
al.	No LPIC/With PIC and LD Toll Call completed by dial around code, not billed by LEC.	N	H
am.	With LPIC/No PIC and Local Toll Call completed by dial around code, billed by LEC.	N	H
an.	With LPIC/No PIC and Local Toll Call completed by dial around code, not billed by LEC.	N	H
ao.	With LPIC/No PIC and LD Toll Call completed by dial around code, billed by LEC.	N	H
ap.	With LPIC/No PIC and LD Toll Call completed by dial around code, not billed by LEC.	N	H
aq.	With LPIC/With PIC	N	H
ar.	With LPIC/With PIC and Local Toll Call completed by dial around code, billed by LEC.	N	H
as.	With LPIC/With PIC and Local Toll Call completed by dial around code, not billed by LEC.	N	H
at.	With LPIC/With PIC and LD Toll Call completed by	N	H

	dial around code, billed by LEC.		
au.	With LPIC/With PIC and LD Toll Call completed by dial around code, not billed by LEC.	N	H
av.	With LPIC/With PIC – all toll calls billed via LEC	N	H
aw.	With LPIC/With PIC – all toll calls not billed via LEC	N	H
ax.	Collect Call billed via the LEC	Y	D
ay.	Collect Call not billed via the LEC	Y	F
az.	900 Service Calls billed via the LEC	Y	D
ba.	PIC and LPIC to an IXC other than Windstream affiliate	N	H

3. Please provide Windstream’s legal and/or policy rationale for why each example in the table above is or is not SQR eligible. Assuming some of the examples may have the same rationale, please list the various rationales as a response to this question, assign each rationale a label, and identify the rationale label in the column titled “Rationale Label” in the above table.

Rationale Labels

- A. The service added is an unregulated service.**
- B. The service added is a nonbasic service.**
- C. The service added is unregulated, however, Windstream does not have the capability to distinguish these customers from basic customers and therefore would include them in SQR reporting.**
- D. The service added is a nonbasic service.**
- E. The service added is a nonbasic service, resulting in the line being classified as nonbasic. However, for purposes of SQR reporting, Windstream will treat the line as basic. It should be noted that Windstream provides this service at no charge to the customer so the scenario would not occur.**
- F. The service added is a nonbasic service, resulting in the line being classified as nonbasic. However, Windstream is not aware of any instances where other carriers are billing these services; these services are typically billed by the LEC. Windstream would include customers as basic for SQR reporting purposes.**
- G. Meets definition of basic service per statute.**
- H. The scenario identifies a PIC and/or LPIC, which indicate the customer has long distance service on their account, and therefore makes the line nonbasic as concluded by the Commission in Docket No. 090461-TL. Windstream will exclude any customer with a PIC and/or LPIC from SQR reporting consistent with the Commission’s findings regardless of how the customer chooses to dial. Whether a customer chooses to dial a carrier other than the one selected by the PIC or LPIC does not change the fact that the customer has a nonbasic or unregulated service combined with their basic service.**

4. Please add any combination of dial tone service, along with a feature or specific action that is not listed that Windstream believes should be listed in the table.

Response: Any additional combinations would include any nonbasic service offered by Windstream, billed on a monthly basis, and/or any unregulated service billed to the customer.

5. If a Windstream customer is not eligible for the SQRs due to some combination(s) of dial tone services and feature(s), and the service is changed to a status that qualifies for the SQRs, will Windstream automatically qualify the customer for SQR eligibility?

Response: Yes.

6. Does a Windstream customer stay nonbasic if there is a one time use of a non-SQR eligible feature or service?

Response: No. While one time use features are nonbasic and would qualify the customer as nonbasic, for purposes of SQR reporting, Windstream will treat these customers as basic service customers.

7. Please estimate the number of residential customers that will be covered by the SQRs based on Windstream's interpretation of the definition of Basic Local Telecommunications Service in Section 364.02 F.S.

Response: Windstream concurs with the Commission's findings in Docket No. 090461-TL in concluding that basic local telecommunications service as defined in Section 364.02, F.S. does not include a PIC/LPIC. As of 12/31/09, Windstream had [REDACTED] customers that fit this definition of basic local telecommunications service.

8. How many residential customers will or would be covered by the SQRs if Windstream concludes that residential customers with the PIC/LPIC are SQR eligible?

Response: See response to question 7 for number of customers Windstream considers SQR eligible. Windstream does not consider customers with a PIC and/or LPIC SQR eligible. However, for Windstream the difference between residential customers with no other combination of nonbasic and/or unregulated service (basic service) with a PIC/LPIC and basic service customers with no PIC/LPIC is immaterial.

Docket No. 100039-TL
Date: February 18, 2010

From: Willis, Bettye J [Bettye.J.Willis@windstream.com]
Sent: Wednesday, February 17, 2010 9:00 AM
To: Ray Kennedy; jwahlen@ausley.com; White, James
Subject: Re: Follow-up to Windstream Florida, Inc.'s Response to Staff's Data Request No. 1 (Nos. 1-8)

Ray as we discussed on the phone the service rules will apply to all of the lines Windstream reports. Also I agree with your assessment of the responses which we also discussed.

Bettye Willis
Sent from My Blackberry

----- Original Message -----

From: Ray Kennedy <RKennedy@psc.state.fl.us>
To: Jeff Wahlen <jwahlen@ausley.com>
Cc: Willis, Bettye J
Sent: Tue Feb 16 13:20:12 2010
Subject: RE: Follow-up to Windstream Florida, Inc.'s Response to Staff's Data Request No. 1 (Nos. 1-8)

Thank you. In addition, I need to clarify one more thing. In Item 3 below, I also need Windstream's understanding and confirmation that the service quality rules are enforceable on all lines Windstream reports to the Commission. I suspect that is understood, but just need to make sure we are all on the same page.

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Phone: 850-413-6584
Fax: 850-413-6585
E-Mail: rkennedy@psc.state.fl.us

-----Original Message-----

From: Jeff Wahlen [mailto:jwahlen@ausley.com]
Sent: Tuesday, February 16, 2010 2:16 PM
To: Ray Kennedy
Subject: RE: Follow-up to Windstream Florida, Inc.'s Response to Staff's Data Request No. 1 (Nos. 1-8)

Got it. I will check with Bettye.

J. Jeffry Wahlen
Ausley & McMullen
123 South Calhoun
P. O. Box 391 (32302)
Tallahassee, FL 32301
850.425.5471 (direct)
850.558.1315 (fax)
850.556.0357 (cell)

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Date: February 18, 2010

ATTACHMENT C

>>> "Ray Kennedy" <RKennedy@PSC.STATE.FL.US> 2/16/2010 1:54 PM >>>
Good Afternoon Jeff,

I am not convinced that I got this e-mail out of our computer because of the large files attached. So I am sending it again. Please let me know if you got this one.

Thank you,

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Phone: 850-413-6584
Fax: 850-413-6585
E-Mail: rkennedy@psc.state.fl.us

From: Ray Kennedy
Sent: Tuesday, February 16, 2010 11:17 AM
To: 'bettye.j.willis@windstream.com'
Cc: 'jwahlen@ausley.com'; Kiwanis Curry
Subject: Follow-up to Windstream Florida, Inc.'s Response to Staff's Data Request No. 1 (Nos. 1-8)

Good Morning Ms. Willis,

Staff is seeking clarification to Windstream's response. The clarifications generally relate to the table in which services were identified as SQR Eligible or not.

1. Rationale Labels: Windstream identified a Rationale Label C, but failed to mark any services in the table with this Rationale Label. In reviewing the table, Item 1. "User-ordered third party product submitted by a clearinghouse and billed via the LEC", no Rationale Label was identified. Was this item supposed to have been identified as Rationale Label C?

2. Rationale Label D states: "The service added is a nonbasic service." Windstream has identified several items in the table with Rationale Label D and has indicated SQR Eligible as Y, meaning that they are all SQR Eligible. Do you agree that for a complete definition of Rationale Label D, it should have read as "The service added is a nonbasic service, resulting in the line being classified as nonbasic. However, for purposes of the SQR reporting, Windstream will treat the line as basic."

3. For all items in the table that have the SQR Eligible box annotated Y, Windstream is including those lines in its SQR reporting to the Commission. Just to clarify, do you agree that for all lines reported to the Commission, the customers will receive the benefits of the SQR as if the line is basic. For example, customer calls 911, but is still classified Basic for reporting and will receive pro-rata credit for time out of service in accordance with the service quality rules.

Please provide a response no later than Wednesday morning (2/17) if possible. An e-mail response is acceptable. We will file your response in the docket file with the Commission Clerk.

I have also attached a copy of Certificate No. 10, pdf file. There are two copies, one may be better than the other.

Thank you,

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Phone: 850-413-6584

The information contained in this message, including attachments, may contain privileged or confidential information that is intended to be delivered only to the person identified above. If you are not the intended recipient, or the person responsible for delivering this message to the intended recipient, Windstream requests that you immediately notify the sender and asks that you do not read the message or its attachments, and that you delete them without copying or sending them to anyone else.