

J. Jeffrey Wahlen, Esq.

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- e. How has or will the purposes of sections 364.01(4), 364.386, and 365.171, F.S., be achieved if the Commission waives Rule 25-4.073, F.A.C.?
 - f. How has or will the purpose of sections 364.602 and 364.604, F.S., be achieved if the Commission waives Rule 25-4.110(6), F.A.C., which requires a pro-rata refund to customers that experience service outages (OOS) greater than 24 hours?
 - g. In light of Sections 364.602(3) and 364.604(2), F.S., to whom do the small LECs currently provide pro-rata OOS refunds, e.g., for BASIC, NON-BASIC, etc.?
2. Please define the terms "competitive forces" and "market forces," as they are used within the context of the Petition.
 3. Please explain what the phrase "reasonable customer service" means as it is used within the context of the Petition, and how the small LECs will determine that "reasonable customer service" is being provided if the Commission grants the rule waiver request.
 4. What measures would the small LECs implement to replace the service quality measures contained within the rules that would be in the public interest?

Please submit the requested additional information to the Office of the Commission Clerk by Tuesday, June 15, 2010. If you have any questions about this data request, please feel free to contact me at (850) 413-6224 or by e-mail at rgervasi@psc.state.fl.us; or Melinda Watts at (850) 413-6952 or by e-mail at mwatts@psc.state.fl.us.

Sincerely,



Rosanne Gervasi
Associate General Counsel

RG/md

cc: Office of the Commission Clerk
All Parties of Record