

**Dorothy Menasco**

000121A-TP

**From:** Raquel Tully  
**Sent:** Thursday, July 15, 2010 8:50 AM  
**To:** Dorothy Menasco; Diamond Williams  
**Subject:** FW: FL Public Service Commission Tier II Payment  
**Attachments:** FL Public Service Commission Tier II Report May 2010.xlsx

FYI

---

**From:** JOHNSON, JERRY E (ATTOPS) [mailto:jj1881@att.com]  
**Sent:** Thursday, July 15, 2010 8:42 AM  
**To:** greg.follensbee@att.com; Jerry Hallenstein; SIRIANNI, MARYROSE (ATTSI); David Rich; Raquel Tully; Lisa Harvey  
**Cc:** HAWKINS, SHEILA (ATTOPS); DRUMMOND, MARYLEE (ATTOPS); JOHNSON, JERRY E (ATTOPS); GARNER, TREVA H (ATTOPS); RAINWATER JR., TOMMY (ATTOPS); PATE, RON (ATTOPS); MILLER, GLEN D (ATTOPS); DYSART, WILLIAM R (ATTOPS); HATCH, TRACY W (Legal)  
**Subject:** FL Public Service Commission Tier II Payment

In compliance with Florida Public Service Commission Order No. PSC-10-0016-PCO-TP, issued January 5, 2010, in Docket No. 000121A-TP, no Tier II payment was processed for May 2010 activity. Attached is a spreadsheet of the remedy amounts withheld and previous months' adjustments by submetric. If you require any additional information, please advise.

Jerry E. Johnson

Area Mgr. - Regulatory Relations

AT&T Southeast Network Services

404-927-5586

[jj1881@att.com](mailto:jj1881@att.com)

This communication may contain information that is privileged, or confidential. If you are not the intended recipient, please note that any dissemination, distribution or copying of this communication is strictly prohibited. Anyone who receives this message in error should notify the sender immediately by telephone or by return e-mail and delete it from his or her computer.

<<FL Public Service Commission Tier II Report May 2010.xlsx>>

DOCUMENT NUMBER-DATE

5881 JUL 16 2010

FPSC-COMMISSION CLERK

7/16/2010

**Florida PSC Tier II Report  
May 2010**

200806	OAAT - Ordering Average Answer Time		\$	(17,010.00)	
200903	PSC Fee for Reposting Reports		\$	(35,200.00)	
200907	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	1,000.00	
200907	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	28.60	
200908	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
200908	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	36.82	
200909	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	4,485.00	
200909	Order Completion Interval - UNE xDSL - without conditioning		\$	345.00	
200909	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		\$	805.00	
200909	Percent Missed Installation Appointments - UNE Loops - Design		\$	625.67	
200909	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		\$	8,860.33	
200909	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
200909	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	17.10	
200910	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design		\$	625.67	
200910	Percent Missed Installation Appointments - UNE Loops - Design		\$	715.33	
200910	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		\$	11,076.33	
200910	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	4,140.00	
200910	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
200911	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design		\$	625.67	
200911	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	4,485.00	
200911	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		\$	12,238.00	
200911	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
200912	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		\$	10,146.67	
200912	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
200912	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design		\$	421.00	
200912	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	6,210.00	
201001	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	6,210.00	
201001	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
201001	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		\$	920.00	
201002	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		\$	920.00	
201002	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	6,210.00	
201002	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
201003	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		\$	1,035.00	
201003	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	7,245.00	
201003	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	2,000.00	
201004	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		\$	5,865.00	
201004	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		\$	3,000.00	
201004	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		\$	805.00	
201005	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours	\$	5,175.00		
201005	Percent of Software Errors Corrected in X (10, 30, 45) Business Days	\$	3,000.00		
201005	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL	\$	805.00		
	<b>TOTALS</b>	\$	<b>8,980.00</b>	\$	<b>62,887.19</b>
		\$		\$	<b>71,867.19</b>
<p><b>NOTE: In accordance with Order No. PSC-10-0016-PCO-TP, issued January 5, 2010, in Docket No. 000121A-TP, AT&amp;T is withholding Tier 2 payments that may become due and payable under the current SEEM Plan on or after January 5, 2010, including interest subject to corporate undertaking until the Commission renders a final decision regarding AT&amp;T's request to eliminate Tier 2 penalties.</b></p>					DOCUMENT NUMBER-DATE

05881 JUL 16 09