

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 000121B-TP

INVESTIGATION INTO THE  
ESTABLISHMENT OF OPERATIONS  
SUPPORT SYSTEMS PERMANENT  
PERFORMANCE MEASURES FOR  
INCUMBENT LOCAL EXCHANGE  
TELECOMMUNICATIONS COMPANIES.  
(CENTURYLINK FLORIDA TRACK)

COMMISSION  
CLERK

13 JUN 11 PM 4:33

RECEIVED-EPSC

PROCEEDINGS: COMMISSION CONFERENCE AGENDA  
ITEM NO. 5

COMMISSIONERS  
PARTICIPATING: CHAIRMAN RONALD A. BRISÉ  
COMMISSIONER LISA POLAK EDGAR  
COMMISSIONER ART GRAHAM  
COMMISSIONER EDUARDO E. BALBIS  
COMMISSIONER JULIE I. BROWN

DATE: Tuesday, May 14, 2013

PLACE: Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR  
Official FPSC Reporter  
(850) 413-6732



1 I wanted to follow up with staff, and I  
2 have a few questions for CenturyLink concerning this  
3 revised plan. When I met with staff and reviewed  
4 the existing measurements of the 44 measures that  
5 are in place, one of the concerns that I had is in  
6 looking at the 2011 and 2012 performance, that there  
7 were a number of measures that CenturyLink did not  
8 meet. And my concern was that we are changing the  
9 measurement from a pass/fail to more of a reporting  
10 and review. And so what measures are in place to  
11 make sure that CenturyLink meets these performance  
12 measures, addresses them, and so that their  
13 wholesale customers are treated fairly as their own  
14 customers?

15 **MS. MASTERTON:** Mr. Chairman, I didn't  
16 know if you wanted us to go first or staff, but I'm  
17 Susan Masterton, Counsel for CenturyLink. And with  
18 me is Sandy Khazraee, she is our Director of  
19 Regulatory, and I'm going to let her respond to your  
20 questions, Commissioner Balbis, because she is the  
21 technical expert here.

22 **COMMISSIONER BALBIS:** Thank you.

23 **MS. KHAZRAEE:** Or as close as it comes to  
24 one. Sandy Khazraee.

25 The issues, and I think probably the

1 issues you are talking about are mostly Measure 1,  
2 2, 3, and 18, perhaps. And let me just say, first  
3 of all, we converted from IRES to EASE in late 2009,  
4 which EASE is a much better system than IRES was.  
5 And we did not start reporting EASE against EASE,  
6 because we had not brought that to this Commission.  
7 Because we knew there was going to be a period of  
8 time where we were trying to finish up all the  
9 systems that report into EASE and getting interfaces  
10 between them. And so we continued to report IRES,  
11 even though we had EASE in place. So a lot of the  
12 misses that you are seeing now are where we have  
13 tried to force EASE reporting against an IRES base  
14 that we had down there and there are some misses  
15 because of reporting issues.

16 But to specifically address your question,  
17 we will continue to report results, and the CLECs  
18 have access to see the results. So even though it  
19 goes to diagnostic, they will still be able to see  
20 if there are misses, and they will still have their  
21 way to contact the company. They have their people  
22 that they contact that are specific to each  
23 individual CLEC, and they would be able to contact  
24 us if they saw any problems with what we are showing  
25 as the results and have any questions.

1                   **COMMISSIONER BALBIS:** Okay. Thank you.

2                   And a follow-up question for staff. What  
3 will staff be reviewing just to ensure, again, that  
4 the wholesale customers will be treated equally if  
5 these measures are modified?

6                   **MS. FOGLEMAN:** Staff will continue to  
7 receive the monthly reports that outlines these  
8 measures, all of the measures that are on this. So  
9 basically we will still get -- if it changes from a  
10 benchmark to just a reporting, we will still see  
11 that information.

12                   **COMMISSIONER BALBIS:** Okay. Thank you.

13                   And then one final question for  
14 CenturyLink. So with the changing of the system and  
15 the shifting of the performance measures to  
16 accurately match the system, you expect that we're  
17 going to see more greens on this table, or continue  
18 with the reds?

19                   **MS. KHAZRAEE:** We expect to see more  
20 greens. And, in fact, there was one area, firm  
21 order commitment, which I think is Measure 2, and  
22 that was the one area where EASE was not better than  
23 IRES. And as of this time last month, the week of  
24 April 7th, we made a fix in EASE, and those  
25 results -- EASE is now doing a better job than IRES.

1 So with that I can say that in every one of these  
2 cases the results should be better.

3 **COMMISSIONER BALBIS:** Okay. Thank you.

4 And, Mr. Chairman, based on staff's assurances that  
5 we are going to continue to monitor this, I move  
6 staff's recommendation on all issues on this docket.

7 **CHAIRMAN BRISÉ:** Just one second.

8 Ms. Scott, is there anything that you  
9 would like to add?

10 **MS. SCOTT:** Sure. If I could just comment  
11 briefly. I'm Kelly Scott. I'm with the Gunster Law  
12 Firm, and we represent CompSouth.

13 As you can see from the staff  
14 recommendations, there still are concerns we have  
15 with some of CenturyLink's changes. Specifically,  
16 the added value of the EASE system and changes from  
17 some of those performance measures to diagnostic  
18 only.

19 Now, with that being said, we are not here  
20 to oppose staff's recommendation today, but what we  
21 would like to do is to urge the Commission to  
22 continue to closely monitor these changes and  
23 monitor the impact and performance associated with  
24 the new changes as CompSouth plans on doing. That's  
25 it.

1                   **CHAIRMAN BRISÉ:** All right. Thank you  
2 very much.

3                   Commissioner Balbis.

4                   **COMMISSIONER BALBIS:** Mr. Chairman, I'd  
5 like to apologize. It was my understanding that  
6 this was not opposed, so I was not expecting  
7 comments from the law firm. So with that, I still  
8 move staff's recommendation on all issues.

9                   **CHAIRMAN BRISÉ:** All right. It has been  
10 moved and seconded. Any further comments?

11                   All right. All in favor say aye.

12                   (Vote taken.)

13                   **CHAIRMAN BRISÉ:** All right. Thank you  
14 very much.

15                   \* \* \* \* \*

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

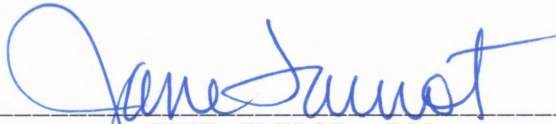
STATE OF FLORIDA )  
 : CERTIFICATE OF REPORTER  
 COUNTY OF LEON )

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 11th day of June, 2013.

  
-----  
JANE FAUROT, RPR  
Official FPSC Hearings Reporter  
(850) 413-6732