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ORIGINAL

RECORDS AND
REPORTING

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January 11, 2000

Ms. Blanca Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL32399-0850

Re: Docket 991376-TP

Dear Ms. Bayo:

Yesterday I filed a pleading entitled "Motion to determine that GTEFL's willful violation of Commission's quality of service rules since January 1, 1996, will be at issue in this proceeding." Although the pleading refers to an Attachment 1, we inadvertently failed to include the attachment with the motion.

Accordingly, I am forwarding a copy of Attachment 1 for filing. Please call if you have any questions.

Sincerely,

Charles J. Beck
Deputy Public Counsel

- AFA _____
- APP _____
- CAF _____
- CRU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
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FPSC-RECORDS/REPORTING

GTE SERVICE QUALITY--REPAIR

NUMBER OF EXCHANGES FAILING TO MEET COMMISSION RULE

OUT OF SERVICE REPAIR WITHIN 24 HOURS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOT	%
1996	24	12	14	12	19	19	22	16	10	13	14	6	181	63 %
1997	0	0	0	4	0	14	15	10	11	22	24	24	124	43 %
1998	24	22	18	1	2	9	15	10	14	19	16	12	162	56 %
1999	13	0	1	3	6	18	17	20	17				95	44 %

TOTAL RULE VIOLATIONS 1996-1999

562

PSC Rule 25-4.070 (3) Service Objectives: (a) Service Interruption: Restoration of interrupted service shall be scheduled to insure at least 95 percent shall be cleared within 24 hours of report in each exchange as measured on a monthly basis.

GTE SERVICE QUALITY--INSTALLATION

NUMBER OF EXCHANGES FAILING TO MEET COMMISSION RULE

INSTALLATION OF PRIMARY SERVICE WITHIN THREE DAYS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOT	%
1996	0	0	0	0	1	0	1	4	3	6	9	2	26	9 %
1997	0	0	1	0	0	0	1	1	0	0	6	20	29	10 %
1998	2	1	1	2	1	1	0	1	6	0	0	3	18	6 %
1999	3	24	24	1	1	6	13	24	24				120	56 %

TOTAL RULE VIOLATIONS 1996-1999

193

PSC Rule 25-4.066 Availability of Service (2) Where central office and outside plant facilities are readily available, at least ninety (90%) percent of all requests for primary service in any calendar month shall normally be satisfied in each exchange or service center within an interval of three (3 working days....excepting those instances where a later installation date is requested by the applicant or where special equipment or services are involved.