BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 991376-TL

In the Matter of

INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST GTE FLORIDA INCORPORATED FOR APPARENT VIOLATION OF SERVICE STANDARDS

_____/

ELECTRONIC VERSIONS OF THIS TRANSCRIPT ARE A CONVENIENCE COPY ONLY AND ARE NOT THE OFFICIAL TRANSCRIPT OF THE HEARING. THE .PDF VERSION INCLUDES PREFILED TESTIMONY.

VOLUME 4

Pages 449 through 560

PROCEEDINGS:	HEARING
BEFORE:	CHAIRMAN E. LEON JACOBS, JR. COMMISSIONER J. TERRY DEASON COMMISSIONER LILA A. JABER
DATE:	Monday, September 10, 2001
TIME:	Commenced at 1:30 p.m. Concluded at 3:45 p.m.
PLACE:	Betty Easley Conference Center Room 148 4075 Esplanade Way Tallahassee, Florida
REPORTED BY:	KORETTA E. FLEMING, RPR Official FPSC Reporter

DOCUMENT NUMBER-DATE
11418 SEP 13 01
FPSC-COMMISSION CLERK

APPEARANCES:

CHARLES J. BECK and JACK SHREVE, Deputy Public Counsel, Office of Public Counsel, 111 West Madison Street, Room 812, Tallahassee, Florida 32399-1400, appearing on behalf of the Citizens of the State of Florida.

KIMBERLY CASWELL, Post Office Box 110, FLTC0007, Tampa, Florida 33601, appearing on behalf of Verizon Florida, Incorporated.

C. LEE FORDHAM, Florida Public Service Commission, Division of Legal Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870, appearing on behalf of the Commission Staff.

I N D E X

WITNESSES

NAME:	PAGE NO.
EARL POUCHER	
Direct Examination by Mr. Beck	453
Surrebuttal Testimony Inserted	455
Cross Examination by Ms. Caswell	490
Redirect Examination by Mr. Beck	555

EXHIBITS

NUMBER:		ID.	ADMTD.
15	REP 22 through REP-42	488	559
16	Key Performance Indicators	506	558
17	Verizon Responses to OPC 5th Interrogatories	510	558
18	5/14/96 Handwritten note from Appel	546	558
19	6/28/96 Office Memo from Peter Daks to John Appel	548	558
20	8/23/96 Office Memo from Myrt Mullins to Russ Diamond	548	558
21	7/26/96 Office Memo from Myrt Mullins to Leticia Carrizales	551	558
22	1/16/97 Letter from Peter Daks to John Appel re: Budget	552	558
23	1/28/98 Letter from John Appel to Red Keith and Brad Krall	553	558

CERTIFICATE 560

PROCEEDINGS

(Transcript follows in sequence from Volume 3.)

CHAIRMAN JACOBS: Good afternoon. We were tempted to say good morning, but we're here for the continuation and final episode of the hearing in this docket. Do we have a reading of the Notice?

MR. FORDHAM: Yes, Commissioner, we can. Pursuant to Notice given at the recess of this hearing on August 1st, 2001, this time and place was set for continuation of the evidentiary hearing in Docket Number 991376-TL, for the purposes set forth in the Notice.

CHAIRMAN JACOBS: Take appearances.

MS. CASWELL: Kim Caswell for Verizon Florida, Incorporated.

MR. BECK: Charlie Beck and Jack Shreve, Office of the Public Counsel, appearing on behalf of Florida citizens.

MR. FORDHAM: Lee Fordham with Legal Staff of the Florida Public Service Commission.

MR. BELLAK: Richard Bellak representing the Commission.

CHAIRMAN JACOBS: Very well. Are there any preliminary matters, counsel?

MR. FORDHAM: Staff has no preliminary matters, Commissioner.

CHAIRMAN JACOBS: Anything from the parties? And if

I'm not mistaken, we're here for the distinguished Mr. Poucher testimony, correct? Were you previously sworn, Mr. Poucher?

THE WITNESS: And I've been sworn, yes, sir.

CHAIRMAN JACOBS: Okay, very well. If there's nothing else, you may begin, Mr. Beck.

MR. BECK: Thank you, Mr. Chairman.

R. EARL POUCHER

continues his testimony under oath from Volume 2.

DIRECT EXAMINATION

BY MR. BECK:

Q Mr. Poucher, would you please state your name and position.

A R. Earl Poucher, Legislative Analyst for the Office of Public Counsel, 111 West Madison Street, Tallahassee 32399-1400.

Q Did you cause Surrebuttal Testimony to be filed in this case?

A Correct.

Q Do you have any changes to make to your testimony?

A Yes, I do. On Page 5, Line 25, residential should be changed to retail. That's on Line 25 of Page 5, and instead of residential, replace that with retail. Also, on Page 19 Lines 15 through 23 should be deleted. And that's all the corrections.

Q And do you have exhibits marked REP-22 through REP-42

attached to your testimony?

A Yes, I do.

Q If I were to ask you the same questions as are contained in your testimony as amended today, would your answers be the same today?

A Yes, they would.

MR. BECK: I'd ask that Mr. Poucher's testimony be inserted into the record as though read.

CHAIRMAN JACOBS: Without objection, show Mr. Poucher's testimony is entered into the record as though read.

SURREBUTTAL TESTIMONY
OF
R. EARL POUCHER
FOR
THE OFFICE OF PUBLIC COUNSEL
BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL

Q. Please state your name, business address and title.

A. My name is R. Earl Poucher. My title is Legislative Analyst for the Office of Public Counsel, 111 West Madison St., Tallahassee, FL 32399-1400.

Q. What is the purpose of your testimony?

A. I will provide surrebuttal testimony to the rebuttal testimony provided by the Verizon witnesses John A. Ferrell, John C. Appel and Russell B. Diamond.

Q. What is Verizon's position in their rebuttal versus that of Public Counsel?

A. All three Verizon witnesses maintain that compliance with the PSC's service standards was the top priority for Verizon's management in Florida and at Verizon Headquarters (Ferrell, Page 33, L10) Verizon points to a number of factors as justification for the company's rule violations, including rain, lightning, early retirements, tight job market, and the difficulties the company has in complying with the rules in all 24 of its exchanges.

Public Counsel's position is that:

- The company committed 773 rule violations between January 1, 1996 and December 31, 1999.

DOCUMENT NUMBER-DATE
05696 MAY-4 0
FPSC-RECORDS/REPORTING

- The company failed to timely repair and replace its defective outside plant facilities.
- The company failed to implement needed programs to improve service quality.
- Corporate Headquarters refused to provide needed resources when asked.
- The Verizon budgetary process consistently produced inadequate resources needed to meet the PSC standards
- Verizon's significant and continuing violations over a 4 year period demonstrate the company's willful failure to take the steps necessary to comply with the Commission's rules.

Q. In Mr Ferrell's testimony, he states that since the fourth quarter of 1999 that Verizon has sustained compliance with the installation and repair standards for almost all of its exchanges for the past 15 months. Is he correct?

A. Yes. Three months after the initiation of the show cause order, starting in December 1999, Verizon has complied with the PSC rules for installation and repair based on its quarterly reports to the Commission. It is unfortunate that the same corporate resolve was not demonstrated far earlier in order to avoid the necessity of this docket.

However, I would point out three significant facts that the Commission should consider. Verizon's Florida Region was badgered, in writing, about both its poor financial and service results consistently during the 1996-1999 time frame, without significant change. The only event that was different in late 1999 was the Show Cause Order originated by this Commission.

Second, the time frame for this docket is January 1, 1996 to December 31, 1999. The period of reported compliance is outside our discovery and outside the scope of this docket.

Third, Florida is now in its third year of drought, and it is quite possible that the reported

improvement Verizon has mentioned may be more due to below average rainfall starting in 1999 than anything the company may have done.

Q. Mr. Ferrell states there is no evidence that Verizon refused to comply with the PSC service standards or that it intentionally violated those standards. What is your response?

A. GTE violated the Commission's installation and repair rules 205 times in 1996, 137 times in 1997, 182 times in 1998 and 242 times in 1999. I find it difficult to reach a conclusion that these violations were solely due to natural disasters, unfortunate circumstances or bad luck. To be certain, there are specific times in Florida when dramatic weather phenomena should allow the Commission to overlook failures to meet its rules. However, the Verizon continuing service violations over an extended four-year period demonstrates that unless this Commission enforces its rules aggressively under price cap regulation there is motivation for the companies to sacrifice service for financial gain of their stockholders.

Q. Is that what happened with Verizon?

A. We are already aware of the service violations. Exhibit REP-22 shows that the company implemented huge reductions in its cost per line over the period 1996 through 1999 while its was violating Commission service rules. Page 1 of REP-22 shows a year end 1995 cost per line of $62.33 being reduced $54.74 for the 1996 original budget. The 1997 preliminary budget shows this decreasing further to $49.75.

Page 2 of REP-22 may have used a somewhat different base for the total number of lines, but the impact and direction in continuing reductions in the cost per access line is clear. The exhibit shows a 1998 actual normalized cost per access line of $54.44. The projected normalized 1999 cost per access line drops to $46.06. From there, it shows a 2000 region plan to decrease this cost to $40.35, and a 2000 "affordability level" of $36.52 per access

line.

This data is but one example of Verizon's corporate strategies that improved corporate profits while the Florida Region was failing to comply with PSC rules. Verizon's corporate strategies obviously failed to provide the resources needed to enable the company to meet its obligations to Florida consumers during the time frame of this docket. Verizon was fully aware of its violations over the four year period and failed to take effective action to deal with its violations. That's willful as opposed to accidental or just plain old bad luck. My testimony will demonstrate that Verizon Headquarters ignored requests for increased funding and refused to provide funds for recommended programs that would have significantly improved service quality. In addition the Verizon budgetary process consistently underestimates the necessary workforce to provide good service.

Q. Mr Ferrell states that you summarily dismissed the Commission's audits as simply a means to verify Company procedures and practices. He adds that it is his belief that "the real reason why Mr. Poucher has chosen not to consider service audits in evaluating Verizon's service quality is that Verizon generally achieved good total scores on these audits..." What is your response?

A. It is strange that the Company would have passed its service audits by the Commission Staff when it was continually failing to meet its self-reported violations of the Commission's service rules over a four year period. The PSC Staff, however, schedules its audits in advance, and the Verizon regulatory personnel are in constant touch with the Commission Staff personnel. You only need look at Exhibit REP 23 to understand why Verizon is able to pass an audit by the PSC Staff. Verizon took a series of extraordinary actions just prior to the audit. In Exhibit REP-23, we find that prior to the scheduled arrival of the PSC audit team on October 25, 1999, that the Verizon organization discussed openly the preparations

it was making to pass the audit, including a 100% review of all repair tickets and 10 specific operational "fixes" to provide the illusion that Florida business office and repair answer time service was better than it actually was on the month before the audit and the month following the audit. Verizon rescheduled vacations. Verizon put management, THC's and Coaching personnel on telephone lines to meet the load. Verizon scheduled for the maximum overtime and six day work weeks for its personnel. Verizon arranged for call centers in other states to work overtime to minimize calls being routed from out of state to Tampa and they arranged for additional headcount in Garland, Texas to be available to handle Florida traffic after the Tampa call center closed.

What the staff auditors saw in October 1999 was not a sample of Verizon's typical operations. Instead, they saw the result of unusual preparations made just for the purposes of the audit. I am extremely disappointed that Verizon does not take these extra measures at all times in order to provide good service in Florida. However, most of the actions specifically taken during the period of this audit also have budgetary implications. I can only conclude that profitability takes priority at Verizon. This document was distributed to a dozen top level Verizon executives, including John Ferrell, one week before the audit was to take place.

Q. Mr. Ferrell states that Verizon has a powerful incentive to provide quality service because of today's competitive market choices. What is your response?

A. While that assumption may have appeared to be correct when Florida adopted its price cap regulation in January 1996, it is obvious that effective competition for Verizon's largest market, residential customers, has not yet arrived. According to Verizon's own data, competitive market share in the residential market was 99.2% in late 1998 (Exhibit REP-24) There is little true competition in the ~~residential~~ retail market today, and much of that consists of

resellers and companies that engage in resale to disconnected customers at exorbitant prices. Neither of these activities qualify as true competition. The Consumer Federation of America issued a special report in January 2001 regarding telecom competition in Florida with a banner headline that states: **"Five Years After Passage Of The Federal Telecommunications Act of 1996 There is Virtually No Competition in Local Phone Markets."** This report states that BellSouth, Verizon and Sprint "control more than 97% of the residential market and 93.9% of the total market in Florida. Seventy percent of the telephone lines in Florida are residential.

Q. Mr. Ferrell states that the Commission's rules are outdated, that he thinks the Commission recognizes the need to change and that he disputes your theory that the corporate solution was to change the rules rather than to comply with them. What is your response?

A. My direct testimony included the documents clearly showing that Verizon was trying to get the Commission to adopt less rigid standards. It is true that the installation and repair rules have been in place since the sixties. Yet there is no evidence that they are outmoded as it relates to the rules in this docket. Telephone customers still expect and deserve prompt installation of new service. When this rule was originally crafted, telephone companies were required to dispatch at least one employee for every single installation. In today's environment, the majority of installations are completed without the need for a dispatch visit and Verizon has specific plans to increase that number in order to reduce work volumes, reduce expense, and and improve service. The completion of new installations without the need for premise visits makes it much easier for the company to comply with the PSC rules in today's environment. The use of software provisioning systems today speeds the necessary time for order processing that runs circles around the old manual practices that existed in the 1960s. There's no excuse to argue for slower installation times in today's

automated environment.

Florida's installation rules are reasonable and the Commission should be proud that they are among the highest in the nation. Exhibit REP-25 shows that Florida and Hawaii both require 90% of installations for new service to complete within three days. Oklahoma requires 95% within 4 days and Arkansas requires 95% of all service orders within 5 days.

Q. What about the Commission's repair rule?

Seven states require 95% of service outages to be cleared within 24 hours and Texas requires 90% in 8 hours. The repair rules involving service outages should be easier for the company to satisfy because there are normally more than twice as many service outages as installations. A larger number of technicians are engaged in repair activities at any one time and the larger team size caused by the repair volumes increases the likelihood of achieving satisfactory results, assuming the company has budgeted sufficient personnel to handle the load. With sufficient manpower, there is no reason why the company cannot meet the Commission rules. With insufficient manpower it is more difficult.

All of the factors I have mentioned regarding the automation of installation procedures since the early sixties apply also to the repair process. If Verizon was able to meet the Commission repair standards in the sixties with manual systems, then it should be much easier in today's environment, providing the Company is willing to adequately fund the needed workforce.

Q. What about the provisions of the rule that require satisfactory service in each exchange?

A. The Commission requirements regarding exchange performance were developed so that rural customers such as some of those in Polk County could expect to receive service that is as

good as the service in Tampa and St. Petersburg. This rule protects rural customers from receiving lesser quality telephone service and it is in keeping with the concepts that are incorporated in the 1996 Telecommunications Act. This is not an outmoded rule that needs changing.

In my direct testimony I referred to the possibility of preferential treatment for more competitive customers in Verizon territory as opposed to the less competitive markets. Today's minuscule amounts of competition appear to be centered almost completely around the core business central offices with little if any presence in the suburban areas. In the recent Tampa Rate Center proceeding, Docket 010102-TL, Verizon showed that all of the ALECs in the five Tampa exchanges were concentrated in one exchange. The Commission should still be concerned about whether the Company will use its monopoly powers to provide preferential service in the highly competitive areas of its markets to the detriment of customers in the rural and suburban exchanges that are not competitive. The exchange provisions of the rule allow the Commission to track the company's good faith efforts to compete fairly and still fulfill its obligations to the non-competitive customers.

Q. Mr. Ferrell, on page 28 of his testimony, states that it is a common industry practice to provide faster repair times for business customers than for residence customers. Is that correct?

A. Mr. Ferrell confirms that it is Verizon's practice to do so. If the company can find the resources to accelerate the repair of business phones (the Verizon objective is 8 hours), then the company should have no difficulty in meeting its obligation to repair residential outages in less than 24 hours.

Q. Mr. Ferrell maintains that the company is providing quality service in Florida. Is that correct?

A. I can't speak for any period outside the scope of this docket, which relates to the discovery we obtained. I believe, however, that it is a mistake to accept self-generated reports by any company in reaching a final conclusion regarding compliance with PSC rules. Based on both the company reports and our discovery, we can state with certainty that the company consistently violated the PSC rules in 1996, 1997, 1998 and 1999. However, Exhibit REP-26 shows that Verizon's performance on its service order installations may also look a great deal better than the company actually reports. This internal report shows that over 5% of the company's completed orders for new service result in a repair report within seven days of the installation. This report is not shared with the PSC Staff. If the company passes a service order for new service as completed, it should mean that the service will work for more than seven days without requiring a repair.

Q. Mr. Ferrell, on page 11 of his testimony, indicates that you agree that the Company balances cost and quality concerns. What is your response?

A. That's correct. The company does balance its service obligations and its financial goals, however service ends up on the light end of the scale. In my surrebuttal testimony to John Appel, I will show you how the heavy-handed management approach of Verizon Headquarters demands compliance with both budget and service objectives. My review of the correspondence indicates that the major emphasis was on the budget, but Headquarters was not shy about demanding improved service while they cut the budget. In terms of balance, I believe the most relevant documents are Mr. McDonald's testimony that shows the company violated the PSC installation and repair rules 773 times during the time frame of this docket (Exhibit DBM-10) while they reduced their average cost per line dramatically (Exhibit REP-22). Although the Company does not reveal its profits in Florida, the Commission should have little trouble in determining from this data that the company's profits in Florida have substantially risen under price caps, while its compliance with PSC

rules has been allowed to decline. While the company talks about competition, it continues to thrive from increased revenue streams generated from new services, from the high natural growth rate in Florida, from exceptional growth of second lines, and by taking advantage of price increases under price caps that it has exercised whenever it is given the opportunity. The expectation of economists who are champions of free markets and competition is that competition will produce more choices, better service and lower costs. Apparently the lower costs enjoyed by the company are being shared only with its stockholders, and the customers are left with higher rates and service that fails to comply with the rules of this Commission.

Q. Mr. Ferrell maintains that Public Counsel conducted extensive testimony and failed to find any evidence that the company willfully violated the PSC rules. What is your response?

Q. As Mr. Ferrell points out numerous times, the Company management team didn't get together and hatch out a plan to provide poor service in Florida. It was a **result** of their failure to take corrective action over a four-year period that caused the company to fail. To fail for as long as one year might have been excusable. This Commission has a record of prudent decision-making and probably would not have penalized the Company for one year of failures. But to allow continued failure to provide adequate service to meet the Commission standards while reducing costs per line over a four year period shows a callous disregard for Florida consumers' needs and wants.

There is no evidence that Verizon top management ever told its Florida organization that it must fix the service problem first and worry about the budget objectives second, in that priority, until late 1999 when Mr. Appel stated his expectations that the PSC standards were not to be traded off for other corporate goals. (Exhibit REP-27). Mr. Appel's August 1999 directive was replaced, however, with his traditional mandate on December 3, 1999

when he advised Mr. Ferrell again that he expected Florida to meet both its budget and service commitments. (Exhibit REP-28)

It was not until late 1999 when the storm clouds were rising in Florida about Verizon, BellSouth and Sprint's quality of service that the company actually took strong steps to correct its failures that dated back to 1996.

I dispute Mr. Ferrell's contention that the **primary** (underlining and bold face added), continuing emphasis at the Florida Company and at Headquarters was not on making more money, but on meeting the Commission's service standards. Why did they wait four years.? Why did they take the money from their increased revenue streams and price cap rate increases and put it in the bank? Why didn't they invest some of the money back into the Florida operation?

Q. Mr. Ferrell next points out that they exceeded the budget by $20.5 Million in 1998 and by $7.9 Million in 1999. He cites this as proof that the budget did not take priority. What is your response?

A. According to Public Counsel's deposition of Verizon witness Russ Diamond on April 30, 1999, the company overran its 1998, 1999 and 2000 budgets on a normalized basis (apples to apples) by the following amounts:

1998	$8 Million (excludes impact of El Nino)
1999	$7.9 Million
2000	$6.6 Million

I am not faulting Mr. Ferrell's testimony here because his testimony is correct also. There are numerous ways to look at the Verizon budgets. As a result of our discussions with Mr. Diamond in his deposition, we were able to agree that the Verizon budget overruns in 1998,

1999 and 2000 were consistently in the neighborhood of $7 to $8 million on a normalized basis.

It is true, as Mr. Ferrell points out, that the company attempts to balance its financial goals and its service obligations. Company correspondence repeatedly stresses these factors. Yet, year after year, the company has adopted budgets that were consistently understated. When Peter Daks asked for additional funding to account for unexpected demand, he was told to absorb the costs. When requests were made for additional preventive maintenance funding, the additional funding never appeared. Verizon's Florida management team stated in mid-1999 that the current headcount was insufficient to meet the installation and repair load. When the company proposed to eliminate 41 central office jobs in 1999, they were told that it would have a negative impact on service. The job reductions were accomplished anyway. When Mr. Ferrell took his resources out of construction in 1999 and put them into the installation and repair load, the company committed 202 installation violations, the most, by far, of any year in memory for Verizon. Was that because of the absence of personnel who were doing the construction work that provided new facilities to meet service order demands? Looking at the Verizon organization over this four year period, there is massive evidence of insufficient resources, under funding and budget overruns. One directive received on November 24, 1998 from company headquarters states that the 1999 budget headcount should reflect what you can afford to staff, **based on the targets you've received.** (Bold face and underlining added) (Exhibit REP-29) The target budget referred to here was at the beginning of the 1999 budget cycle, and it was $25 million less than they were ultimately required to spend in Florida during a period of drought while they continued to fail to meet the PSC service standards. The Commission should ignore what Verizon says and look closer at what they have done.

Q. Is there any significance to the budget overruns that Mr. Ferrell is referring to?

A. Only to the extent that whatever the level of corporate expenditures during the time period of this docket, it was still not sufficient to provide an adequate force capable of meeting the PSC rules. It would not be a problem if the budgets were established with the primary goal of meeting PSC service objectives as Mr. Ferrell states. The problem is that the time for making provisions for an adequate force are at the beginning of the budget cycle, or preferably earlier, because it takes time to hire and train qualified employees. By failing to have a core group of qualified employees available to meet the installation and demand load at the beginning of the year, Verizon was forced to utilize excessive amounts of overtime and construction personnel (Infrastructure Provisioning) to work throughout the year to meet the demand load. Verizon's own employees have clearly stated that excessive overtime, use of contractors and construction personnel are inefficient and expensive. Exhibit REP 30 is a copy of the September 1999 service plan for Florida that included the need to add 110 technicians and utilize construction personnel for the final six months of the year to attempt to respond to the installation and repair load for the remainder of 1999. These actions were expensive. It's no wonder that they exceeded the budget. Mr. Ferrell states that the budget was not the top priority, however, the budget is obviously what kept the company from providing an adequate force available to meet installation and repair loads in 1999.

Q. Was there a Verizon corporate mandate to bring the company in line with PSC service standards?

A. Mr. Farrell states that in his testimony on page 13 that he exceeded the budget in late 1999 and that he intends to continue to provide satisfactory service. However, many of the things he did in late 1999 were temporary in nature. For instance, his use of construction personnel to meet the installation and repair load during the during the last six months is a practice that

cannot be sustained indefinitely. Use of stopgap measures to meet the day to day installation and repair load during a drought doesn't leave much insurance when Florida's traditional bad weather patterns return. Mr. Ferrell notes on page 13 that it is difficult to meet the service standards in Florida "given the seasonally extreme weather." If properly staffed to meet the demand load with full time employees during the normal months, it is far easier to utilize higher levels of overtime and construction personnel to meet the exceptional demands as they occur. The need to use construction personnel and hire new contractors and put more employees on the payroll in the fourth quarter 1999 during a period of drought is a clear indication that the Company didn't have enough people on the payroll in Florida to do the job in 1999. The same is true for 1998. That's why they failed to comply with the PSC rules.

Q. On pages 14, 15 and 16 of his testimony Mr. Ferrell discusses his personal actions that improved repair service in Florida. What is your response?

A. Mr. Ferrell fails to mention his budget-breaking expenditures that were necessary to make it happen.

Mr. Ferrell states that he implemented a TAC Focus maintenance program involving a dedicated team, and a process to better identify areas in need of preventive maintenance. This is exactly the same proposal made by Peter Daks and Verizon Headquarters in late 1997 and early 1998.

He also concluded that open plant conditions were causing an inordinate amount of trouble and he stepped up air pressure activities and the closing of temporized plant that was subjected to the elements. The company closed over 1400 temporary closures (taped openings) in its outside plant early in 1999 prior to the arrival of the rainy season.

Q. What are temporary closures, and why are they so bad?

A. If you have ever observed an overhead telephone cable with what looks to be a black garbage bag around it, that is a taped opening. Telephone personnel are trained to enter telephone cable splices, make repairs, and then seal and replace the splice case to prevent water from entering the splice. When technicians are not given enough time to complete the sealing and replacement of the splice, they frequently place black plastic around the splice and tape it shut. The practice is not good, because the plastic allows humidity to enter the splice and the daytime sun creates even more moisture within the temporary splice. And, more often than not, the technician never finds the time to return to clean up his mess. Taped openings are a clear indication of failure to have enough employees available to do the job right the first time. Mr. Ferrell was right by targeting this problem for urgent attention in 1999.

He also implemented training for employees on bonding and grounding. This was not a new idea. It was first recommended in January 1998 and, apparently, was not accomplished..

Q. Mr. Ferrell states that OPC has produced no evidence reflecting any policy or practice of disregarding this Commission's service standards. Did Verizon Headquarters fail to provide needed resources to Florida operations that would have allowed the company to meet its service obligations in Florida?

A. Peter Daks formally requested additional funding on May 2, 1996 (Exhibit REP-31). He was turned down by John Appel on June 18, 1996, who stated that the resources allocated to Florida in 1996 were adequate to absorb increased growth. (Exhibit REP-32) The company violated the PSC installation and service rules 205 times in 1996.

Peter Daks again wrote to Verizon headquarters on October 22, 1997 suggesting the need for a Bad Pair Recovery Program, including required funding for startup, funding for a dedicated TAC Focus team to provide day-to-day preventive maintenance and greater

funding for the TAC Focus projects. (Exhibit REP-33)

Mr. Daks wrote to M.L. Keith on January 7, 1998 to provide an update on Florida's service emergencies. Here's what he stated in this letter:

> "I know my continued position on this subject may not be popular, but the TAC Focus program presently in place, by itself, does not have sufficient in-depth analysis to provide the maintenance program that we need to fix areas like St. Petersburg and Clearwater. We have got to identify those outside plant issues and find the dollars to fix outside plant and prevent the amount of trouble that we have experienced this year in the future. This is affecting our ability to deliver quality and cost objectives." (Exhibit REP-34)

Mr. Daks requests for Headquarters funding and support are no different than those adopted by Mr. Farrell, except that nothing happened when Mr. Daks made his requests in 1997 and 1998.

Following Mr. Daks' letter to Headquarters in late 1997 a six page letter was released by the Headquarters Service Assurance Team in January 1998, outlining a list of issues, findings, and recommendations to address "the more critical (Florida Region) issues that must be resolved immediately." (Exhibit REP-35)

Following are highlights of the Service Assurance team's finding:

1. Prioritization of TAC Focus jobs.
2. High trouble exchanges should be targeted for Quickseal opportunities.
3. Additional training for personnel regarding TAC Focus procedures

4. Failure to complete TAC Focus jobs because of inadequate funding for cutover.

5. Utilize a core group of isolators to be trained in all aspects of TAC Focus.

The Assurance Team also noted the numerous other problems in Florida which I have highlighted:

1. Delay in turnaround time for TAC Focus.

2. H.P.U. push overriding the need for quality.

3. Frustration in the field about lack of action on identified TAC Focus jobs.

4. Plant design not allowing for cost effective maintainable network.

5. Improper grounding of SLICs. (Referred to as Digital Carrier by Mr. Ferrell)

6. Older workforce being in a position to leave in the next few years without competent trained personnel available to take over.

7. No dedicated workforce for preventive maintenance activity.

8. Bonding and grounding specifications are not understood at the technician level.

Many of the changes recommended by the Service Assurance team in January 1998 are the same ones that Mr. Ferrell states he implemented in late 1999, almost two years later. When Mr. Ferrell implemented his program in Florida in late 1999 he did so with the addition of more than 110 additional technicians to meet the installation and repair load. Why did the company ignore these recommendations for almost two years unless it was due to budgetary constraints?

The January 1998 recommendations coupled with Peter Daks specific request for TAC Focus funding in late 1997 and again in early 1998 all involve significant budgetary implications that could only be dealt with properly by the Verizon leadership in Texas. Two specific recommendations deserve special mention. Item 2 refers to "H.P.U. push overriding the need

for quality." John Appel frequently mentioned the Hours Per Unit performance in Florida as the reason why Florida was failing to meet the budget. His staff, in this document, was saying that too much pressure on H.P.U.s (average hours per each installation or repair) resulted in poor quality work. In other words, if a technician was given adequate time to complete a repair or installation and fix bad facilities such as defective drops and old network interfaces at the same time that service would be better in the long run.

The second item that deserves mention is the observation that Florida had an older workforce subject to retirement and there was a need to have adequate replacements when they retired. Apparently, nothing happened to the extensive recommendations that were published by Verizon Headquarters staff in January 1998. That's probably because on November 7, 1997 John Appel wrote to his nationwide operations team with a mandate to reduce Network Services expenses by $267.4 Million in 1998. (Exhibit REP-36) I am simply assuming that additional headcount and increased budgetary needs was not a popular subject with Verizon top management in early 1998.

Q. On page 19 of his testimony Mr. Ferrell states that your fundamental premise is that more money automatically equals better service quality and that this is false. What is your response?

A. Mr. Ferrell seems to be trying to convince the Commission that it's not about the money, and his testimony appears to indicate that it only took smart management, not more money or additional headcount. However, Mr. Ferrell ignores his own 1999 service improvement plan, Exhibit REP 37 that states that one of the top four reasons for missed OOS/24 is that the volume of reports is beyond the clearing capacity of the available workforce. Mr. Ferrell also ignores the fact that he exceeded the 1999 budget by $8 million during a period of drought and still violated the PSC rules 242 times.

However, this docket ends with December 31, 1999 and it is of no concern whether Verizon operates economically or whether it has excessive employees. The budget and headcount is Verizon's business. The only requirement that this Commission should be concerned with is whether Verizon manages those employees well enough to meet the standards of the Commission. During the 1996-1999 time frame the answer is no.

Q. On page 20 Mr. Ferrell discusses the Commission's show cause order that followed the mandate by Mr. Appel on September 2, 1999 by eight days. He states that the Company was not aware of the show cause order until it was released.

A. Mr. Appel's mandate for improved service was one of the few times he mentioned service without also mentioning the budget and hours per work unit. I stand corrected. However, Exhibit REP-38 and Exhibit REP-39 shows copies of newspaper coverage in Florida that appeared in mid-1999 regarding Verizon's service. In mid 1999 there was a storm brewing regarding Verizon service, and the management team had good reason to be concerned about their risks long before the Show Cause order was issued.

~~**Q. On page 21 and 22 Mr. Ferrell discusses new procedures implemented by the Company in late 1998 that impacted service orders and installation results. He states, "System implementation problems were particularly acute during February through March 1999. What is your response?**~~

~~A. Verizon had zero installation rule violations in February 1999, 1 in March and 6 in April. (Exhibit DBM, page 2) It was the best three-month stretch of installation performance for the company since January, February and March 1997. Mr. Farrell states "that this unique event significantly affected results for the year," but it didn't have any observable impact during the time when he states that the activity peaked, in February and March, 1999.~~

Q. Mr. Ferrell discusses the impact of rain, lightning and thunderstorms on page 23 of his testimony and he states that because Verizon cannot control the weather, its failure to

meet standards because of the weather cannot be deemed willful. What is your response?

A. During the four years at issue, Verizon failed to meet the PSC standards when the weather was good and also when it was bad. It is common knowledge that Florida is in its third year of drought now, a drought that started in 1999. Mr. Ferrell did not mention rainfall levels, although he included a number of flood scenes in his exhibits. This happened in the first year of the current Florida drought. According to the National Climatic Data Center, the average annual rainfall for Tampa is 43.92 inches. Tampa's 1999 rainfall was 34.84 inches. The average annual rainfall for Bradenton is 53.71 inches and 1999 rainfall was 49.56 inches. I've already mentioned the company's 242 rule violations in Florida during 1999.

The Commission should not consider the impact of lightning as suggested by Mr. Ferrell for two reasons. First, the company witness Russ Diamond, in his deposition, stated that the impact of lightning on PSC Service measurements was not significant. Second, the company failed to have an effective bonding and grounding plan in effect during the four years at issue as per the Verizon Headquarters Service Assurance Team (Exhibit REP-35, Exhibit REP-30). To operate in the lightning capital of the United States without effectively bonding and grounding your facilities is shear folly. I commend Mr. Ferrell for moving to resolve the problem, at last.

Mr. Ferrell provided significant newspaper reports about rainfall and weather that are not unusual for the Tampa Bay area. Exhibit REP-40 is a chart from Florida's July 13, 1999 Region Review spells out the main problems the company had as of mid-1999. Ignoring the first seven problems, let me share with you what Verizon's top management in Florida thought their biggest problems were as they related to their outside plant facilities:

1. High Trouble Volumes
2. Poor Quality in Previous Construction and Repair
3. Significant Bonding and Grounding Issue, including HDSL Grounding Issues
4. Maintenance Required on DLCs

The second page of that review targeted specific areas that needed improvement including a temporary closure attack team, an aggressive TAC program, employee bonding and grounding training, bonding and grounding improvement and air pressure.

As Mr. Ferrell states, Verizon cannot control the weather, however it should be held responsible for failure to seal its plant, to leave temporary closures open to the elements, to eliminate poor quality in previous construction and repair and to properly bond and ground its plant facilities.

All of the problems identified in this Verizon document, would, in combination, produce high trouble volumes that would exceed the company's ability to control during periods of bad weather. That's exactly what Peter Daks said in January 1998.

Verizon's 1999 service improvement program is representative of the positive steps that should be taken by any telephone company to achieve good service. It's simply good management. Virtually the same steps were recommended almost two years earlier. The only reason those measures would not have been implemented is a lack of resources.

Based on the information provided by Verizon's own people, it is perfectly reasonable for this Commission to accept the concept that the trouble volumes are excessively high because of Verizon's poor outside plant facilities and failure to provide the necessary resources to

provide quality service. The Florida Region should be Verizon's leader in TAC Focus, bonding and grounding, Quickseal programs and in the absolute elimination of temporary closures. It is Verizon Headquarter's responsibility to put the money it needs to put back into Florida to eliminate these problems. There is no reason why well-maintained outside plant facility troubles should overwhelm the capabilities of a sufficient group of installation and repair technicians every time it rains with the technologies available in modern outside plant facilities. If the installation and repair organization is properly staffed to meet the daily load, and the facilities are in good repair, then support from construction and contract personnel will be minimal, and only necessary during dire emergencies.

Q. **At the middle of page 24 Mr. Ferrell states that "Mr. Poucher claims that Verizon's problems with lightning are caused largely by its failure to dedicate adequate resources to bonding and grounding. But the only document that purports to support this point is a report showing the company's progress toward the goal of grounding crossboxes. Contrary to Mr. Poucher's opinion, this document does not indicate any refusal by the Company to fund grounding efforts." What is your response?**

A. It is prudent to adequately fund bonding and grounding issues and Verizon has failed to do so. Exhibits REP-30, 35 and 40 clearly indicate that it was common knowledge within the company since 1998 of a significant bonding and grounding problems and the need for training and the lack of understanding of the basic concepts and the need for training. The July 13, 1999 Region Review chart clearly identifies the same bonding and grounding problem as one of the significant issues that was still facing the Florida Region in 1999. These are not my ideas. They come straight from the company reports.

Q. **Mr. Ferrell states that the Company experienced an unusually high number of employee retirements in late 1998 and early 1999 and it has been difficult to attract and retain qualified workers to remedy workforce attrition. What is your response?**

A. The company was warned in January 1998 (Exhibit REP-35, page 4) that Florida had many senior technicians about to retire and they needed to have replacements on board to fill their shoes. That should have been sufficient warning for Verizon's Florida operations to take timely action to deal with the problem.

Q. Mr. Ferrell seems to indicate that there is some doubt about what his predecessor , Peter Daks, meant when he was quoted in your testimony about the need "to exercise cost controls directing our focus on the extremely competitive markets." What is your response?

A. In his testimony on page 27, line 11, Mr. Ferrell seems to doubt that the statement was even made. Exhibit REP-41 is a letter from Peter Daks to John Appel dated May 13, 1996 discussing Florida's unfavorable service results and the company's plans to get the Commission to adopt "less rigid standards.". In paragraph three, Mr. Daks states the following:

> **"At an Exchange level, which is how the Commission monitors our results, we are falling short of the standard primarily in our less competitive exchanges as we exercise cost controls directing our focus on the extremely competitive markets."**

Mr. Daks''s statement seems very clear to me and it appears to me that he was stating that the budgetary controls were adversely affecting service to Florida consumers. That's exactly what Verizon says it does not do.

Q. On page 29 and page 30 Mr. Ferrell discusses your testimony regarding price cap regulation and he states that price caps achieved "exactly the effect on GTE that it is supposed to--it compelled the Company to operate in the most prudent and efficient manner practicable. What is your response?

A. Mr. Ferrell missed the point of both my testimony and the purpose of price caps. I intended to state in my testimony that if the company were still under rate of return regulation today, that we would have undoubtedly engaged in rate case activity since January 1, 1996 and the Commission would have held a strong hammer over the Company to ensure compliance with its service rules. With the advent of price regulation, the Commission's power to enforce its service rules is substantially reduced. Mr. Ferrell comments regarding the objective of price caps is inconsistent with the goals of the Florida Legislature that adopted price caps in 1995 to introduce competition so that **consumers** could enjoy more options, better service and lower prices. The Florida Legislature did not act with the intention of increasing profits for Verizon and allowing service quality to decline.

Q. Mr. Ferrell describes your recommended fine of $19.3 million as ridiculously high and he argues that the Commission should close the docket because the Company has produced no evidence reflecting any policy or practice of disregarding this Commission's service standards. What is your response?

A. I would have been surprised to find a document in Verizon's files that states "it is our plan to violate the PSC rules." The company's actions speak for themselves, and the voluminous documents provided by both Public Counsel and the Company demonstrate that the company apparently chose profits over service. It was, in the final analysis, all about the money.

As to the amount of the fine, the Commission is reminded that the only method available to this Commission to insure compliance with its service rules is to fine a company when it willfully violates those rules. If the Commission determines that a fine is appropriate, then you will encourage non-compliance in the future if the penalty is not large enough to constitute a deterrent. The penalty must have a positive impact to demonstrate to all companies that their service obligations to their customers and the rules of this Commission

are truly important.

Just recently, on May 3, the Wall Street Journal published an extensive article regarding telephone service problems. In this article, one observer was quoted as saying, "The fines that state and federal regulators impose generally amount to little more than a scolding and provide virtually no incentive to improve. It's cheaper for the phone company to pay the fine than offer the service." Exhibit REP-42.

The penalty must be commensurate with the size of the revenues the company takes out of the Florida market. Verizon's Network Services expenses over this four year period were almost $600 million dollars. They have cut their cost per line in Florida dramatically over the past four years while continuing to ignore the Commission's rules. My recommended penalty of $19.3 million dollars for four years of willful violations is quite reasonable when you consider the size of the corporation. If you were to calculate that the company was understaffed by 150 technicians during this time as suggested by one Verizon document, the appropriate penalty would amount to $45 million based on an annual salary of $75,000. Looking at the larger picture, my recommendation is not unreasonable. If you accept my recommendation, you will be fulfilling your obligation to protect Florida's consumers and you will send a strong message about how we feel in Florida about bad service.

Q. Please discuss the testimony of Mr. Appel.

A. Mr. Appel was the corporate leader of Verizon's Network organization during the entire period of time that is encompassed by this docket. He states of page 2 of his testimony that there is no support for Public Counsel's allegations that Verizon Headquarters forced their Florida operations to pursue profits in deliberate disregard of the Commission 's installation and repair standards. Mr. Appel basically states that this docket is not about the money. It

is Public Counsel's position that this docket is all about the money. Why else would a competent and respected organization such as Verizon allow its Florida operations to continuously violate this Commission's rules over a 4 year period if it did not have other priorities that took precedence?

First, Verizon failed to fix this problem until after the Commission had opened this docket. Second, the Verizon budget process during this four year period left the Florida Region with staffing that was incapable of meeting the installation and repair load within time frames required to comply with the PSC rules. Mr. Appel personally refused Peter Daks request for funding in 1996 to meet unanticipated service demands. Verizon failed to take prompt action to adequately maintain its outside plant facilities by ignoring Peter Daks request for additional TAC Focus funding in 1997 and 1998 and it ignored the recommendations of its staff to take remedial action in Florida in January 1998. All of these actions were taken while Mr. Appel was in charge of Headquarters Network Services.

My review of Verizon's correspondence over the four year period shows that Mr. Appel consistently demanded that the Florida organization meet all of its financial commitments and service obligations to Verizon Headquarters. Following are the highlights of that correspondence:

1. May 2, 1996--Peter Daks, the Florida President at that time, responded to Mr. Appel's request why Florida was over budget. Daks response includes plans to reduce Florida expenses by $3.2 million during the remainder of 1996, and he requested increased funding to cover growth.

2. May 13, 1996--Daks to Appel "regarding failure to meet Florida PSC measures, stating: "We are working with BellSouth and other major LECs to advocate revisions

to the Florida Commission...movement to fewer objectives and less rigid standards."

3. May 14, 1996--Notes by Appel stating: "Conducted a conference call with Florida Region regarding performance versus budget...Indicated that HPU and non-revenue producing work volumes suggest a lack of adequate focus." (There was no mention of service in this two-page document.)

4. June 18, 1996--Appel to Daks: Relates to Appel's expectation of Florida Region to provide reliable, dependable service in order to meet competition. Appel states that the Florida Region has the ability to absorb increased demands for new service and that "the resources allocated in Florida in 1996 should be adequate to meet service quality objectives."

5. Letters dated 6/28, 7/26, 8/8, 8/23 from Daks to Appel discussing overtime, productivity (HPU) and service results. (The service results reported in these updates were Verizon corporate service objectives that are less stringent than the Florida PSC rules.)

6. January 16, 1997--Daks to Appel explaining reasons for budget overrun per their earlier discussion.

7. January 23, 1997--Notes by Appel to Daks stating "Failure to significantly and rapidly improve service quality and/or meet budget targets will be unacceptable. (Again, Verizon's service standards are not the same as the PSC rule requirements.)

8. October 9, 1997--M.L. Keith, Senior Vice President--Regional Operations letter to Daks about Florida's budget overrun of $2.039 million and their failure to meet Verizon Service/Quality measurements.

9. January 7, 1998--Daks to Appel letter stating need for funding to fix outside plant.

10. January 28, 1998--Appel to Keith stating that he was concerned about failure to meet PSC measures in Florida and other regions.

11. April 25, 1998--Appel to Keith, stating: "I remain concerned about our performance in Florida where we have missed the % OOS repaired within 24 hours objective 9 out of the last 10 months. We are at great risk and I expect extraordinary action to achieve sustained performance to objective.

12. September 2, 1999--Verizon notes stating that per John Appel, PSC measures were "not to be traded off."

13. December 3, 1999--Appel to Keith regarding need to comply with both service and budget goals in Florida.

As Mr. Appel states in his testimony, "Headquarters had been telling the Florida Region to improve results for quite some time prior to the initiation of this proceeding." Indeed, the management style of Verizon Headquarters consistently demanded compliance with **ALL** of Verizon's financial and service goals and the Region was continually badgered about its failure to meet the budget. Good soldiers attempt to follow the directives of their generals, even when the commands are impossible to follow.

It was not until late 1999 that Mr. Appel stated to the Florida organization that the PSC measures were not "to be traded off" with other corporate objectives. This statement was made two weeks before the show cause order was announced and it was followed with a comprehensive, nine page document released following the Show Cause order outlining a comprehensive plan to comply with the PSC rules. On December 3, 1999, Mr. Appel reverted to his traditional demands that Florida meet both its budgetary and service commitments. Verizon, during the four years encompassed by this docket, consistently failed to dedicate the necessary resources to the Florida Region to ensure compliance with the PSC rules, while at the same time it pursued financial goals that substantially reduced their Florida expenses and improved Verizon's profit.

Q. Was it about the money?

A. Of course it was about the money.

Q. In his rebuttal testimony, Mr. Diamond discusses the negative effect of exchange specific reporting. What is your response?

A. Verizon has clearly stated its dislike of the Florida PSC rules and its desire to move to "less stringent standards." That is not an issue in this docket, however.

Q. Mr. Diamond describes the budgetary process at Verizon as a bottoms up process that is developed locally, approved by Headquarters and that it always assumes that the company needs to meet PSC standards. What is your response?

A. Mr. Diamond is responsible for the Florida budget, and he reports directly to Chuck Lindner on the Verizon Headquarters staff. Mr. Diamond builds the Florida budget based on forecasted demand and productivity assumptions, and he adjusts the total budget, usually downward, to account for impacts from specific programs such as TAC Focus. He then spreads the budget over the various operational groups by job title and by month. Significant additional funding is available in the budget, however these funds are only available by specific authorization from Headquarters management. Mr. Diamond spreads the budget over the various operational groups by job title and by month. This is the normal pick and shovel work of budget management.

Correspondence between Headquarters and the Florida Region clearly indicate that changes in the budget are authorized by Verizon Headquarters. Mr. Diamond's testimony states that the budget process always contemplates compliance with PSC rules. However, in his deposition, Mr. Diamond stated that additional funding was provided in late 1999 in order to attempt to comply with PSC rules. This is the first indication of such funding during the entire period covered by this docket. Mr. Appel continually pressured the Florida Region

regarding the budget and there is no indication from his correspondence that service took any priority over the budget. More importantly, the company admits that for each of the four years involved in this docket that the budget authorized by Headquarters was significantly below what the company actually needed to spend during the year and the Verizon target was below that . The company does not dispute the fact that it failed to comply with the PSC rules during each of the four years.

Verizon's budget consistently understated the funds needed by Florida to satisfy the Florida PSC rule requirements for the entire four year period. It is the position of Public Counsel that the Verizon budget process was flawed and never worked to provide good service in Florida during the period at issue. While additional funding was provided in late 1999, according to Mr. Diamond, for the purpose of improving compliance with PSC rules, there is no indication that any such adjustments were made prior to late 1999. The timing of those adjustments is consistent with the initiation of this docket.

Q. On page 5 and 6 of his testimony Mr. Diamond stated that no documents were provided that support OPC's position that the company failed to provide sufficient funding for preventive maintenance. What is your response?

A. My direct testimony included a chart showing that preventive maintenance funding had dropped from more than $20 million dollars in the early 1990's to a range of $4-7 million in the late 1990s. (Exhibit REP-6) Certainly Mr. Diamond understands that preventive maintenance (TAC Focus) represents a long range program that prevent troubles over an extended period of time. I perceived a strong correlation between Verizon's reduced spending on preventive maintenance over a 9 year period and a reversal of the downward trend that the company had established when it was adequately funding the program in the early 1990s. It's a matter of pay me now or pay me later. In telephone terms, it is far better

to fix a bad cable in a single job before the cable fails and generates a large number of individual trouble reports. During his deposition, Mr. Diamond was asked why the chart was prepared. Mr. Diamond admitted that he prepared the chart for Mr. Daks and it was used to attempt to convince Verizon Headquarters to increase its funding for preventive maintenance.

Mr. Daks personally appealed to Verizon headquarters in 1997 for a dedicated TAC Focus team and revision of the formulas to expand TAC Focus funding. Mr. Daks stated that the existing TAC Focus process was not capable of dealing with areas such as St. Petersburg and Clearwater and he asked for additional funding. Verizon Headquarters criticized the TAC Focus program in Florida in early 1998 and suggested numerous changes, including a dedicated TAC Focus work force. Verizon's Region management cited the need for an "aggressive TAC Focus program" as one of the key needs of the Region in mid 1999. Peter Daks was right. Preventive Maintenance activities in Verizon's Florida Region were inadequate during the time frame of this docket.

Q. On page six of his testimony Mr. Diamond states that "Mr. Poucher claims that Verizon did not undertake the employee training and funding necessary for proper bonding and grounding. This conclusion is wholly unfounded."

A. I'm not going to fault Mr. Diamond, who is primarily a budget person who was recently assigned to his first operational assignment, to be familiar with company correspondence on the importance of bonding and grounding in the telephone network. This issue was well covered in my rebuttal to Mr. Ferrell and the numerous Verizon documents that support my testimony clearly demonstrate the presence of significant bonding and grounding problems that were not addressed by the company. My testimony on this subject was almost word for word taken from Verizon's own documents.

Q. On page 9, Mr. Diamond states that it is not true that Verizon's budgetary process was "clearly managed" toward earnings rather than service obligations. What is your response?

A. Two documents were used in my original testimony to show the absence of any correlation between the company's budget and its PSC results in 1997 (Exhibit REP-13, pages 1 and 2). These two charts should be viewed together. What they show is that the company basically met the PSC standards during the first five months of 1997. Actual expenses during this same time period were extremely close to the budget. Beginning in June, the company experienced seven consecutive months of failure to comply with PSC rules. If the **primary focus** of Verizon was actually to meet the PSC rules, as stated by the company witnesses, the company would have exceeded its budgets between July and November 1997 by a substantial amount. No such adjustments were made, however. Through the month of November, the company had actually underspent its 1997 budget on a year to date basis by $1 million, while they continuously violated the PSC rules. Finally, in December, with torrential rains and flooding from El Nino, the company exceeded its monthly budget by $1.5 million. On a year to date basis, however, the overrun was only $.5 million and Verizon failed miserably to put service ahead of the budget.

Q. Do you have any additional observations regarding Mr. Diamond's testimony?

A. The remainder of Mr. Diamond's testimony defends the company's budgetary processes and that it is his job to balance both cost and quality objectives. Mr. Ferrell states that meeting the PSC objectives is the primary goal. That's not the same as balancing, however, which is what Mr. Diamond does.

The simple fact is that the company budgets establish the primary headcounts needed to provide service and the necessary amounts of preventive maintenance funding to keep

trouble loads manageable. The Verizon budget process failed four years running to accomplish this goal. In 1997, Mr. Daks explained to Verizon Headquarters that one of the reasons Florida failed to meet the budget was the use of overly aggressive productivity factors in developing the initial budget. The 1999 budget produced the same result. Florida exceeded its 1999 budget because the budget was inadequate to meet the service needs of Florida customers, and it happened during a year of drought. Public Counsel's concern is not about budgets, whether they were too high or too low, or whether they are overspent or underspent. Our concern is that of resources. If the basic resources to provide good service are not provided through the budgetary process, then the company will fail to meet its obligations to the Florida PSC and the Citizens. That's what happened in 1996, and again in 1997, and again in 1998 and again in 1999.

Q. Was it simply a matter of money?

A. It was all about the money.

Q. Does that conclude your testimony?

A. Yes it does.

MR. BECK: Mr. Chairman, could we have a composite exhibit for Mr. Poucher's exhibits, which are marked REP-22 through 42?

CHAIRMAN JACOBS: And let me -- let's go off the record for a moment so we can get a correct number for you.

(Brief pause in proceedings.)

CHAIRMAN JACOBS: We're going to give it a title of Exhibit A, for the moment, and then come back with an exact number, because we don't have the list in front of us right now, unless do you have -- counsel?

MR. FORDHAM: Commissioner, I believe, it would be Exhibit 15 would be the correct exhibit number.

CHAIRMAN JACOBS: Let's mark that composite Exhibit 15. And those would be the Exhibits REP series attached to his testimony.

MR. BECK: Thank you.

(Exhibit 15 marked for identification.)

BY MR. BECK:

Q Mr. Poucher, have you prepared a summary of your testimony?

A Yes, I have.

Q Would you please provide that?

A Commissioners, my summary will be short. My testimony rebuts that of Mr. Ferrell and Mr. Appel and Mr. Diamond. It consists of 33 pages and 21 exhibits. And by

now you've had a chance to review it, and rather than to drag you back over ground that you've already covered, I would simply point out that this is not my testimony. Verizon's own people wrote this testimony, and their story is found in the 21 corporate documents that are included in my Direct Testimony, the 18 additional documents that are attached to my Surrebuttal. And I simply put it all together.

These 39 documents tell the real story, and the real story is not consistent with what you've heard from Mr. Ferrell, Mr. Appel, and Mr. Diamond. I only ask that you review those documents closely and then make up your minds in this case.

This case is about a company that failed to provide the adequate resources that were needed to provide good service in Florida and meet the rules of this Commission. This case is about four years of failure to satisfy the most important telephone rules that are on your books.

Over these four years, Verizon made choices on its headcount and its expenditures in Florida while they gave lip service to their commitment to providing quality service to Florida consumers. Verizon failed you in 1996, they failed you in 1997, and again in 1998, and they failed you again in 1999.

Your vote will determine whether you intend to hold Verizon accountable for these results, and your vote will determine whether the company will be penalized for failure to

spend the dollars needed in Florida to provide good service. Public Counsel recommends that you should deliver a fine that constitutes a deterrent to such actions in the future, and we recommend a fine of $19.3 million in order to drive home the message that the failure to comply with your rules and the failure to meet the needs of Florida consumers will not be tolerated. Florida citizens pay for good service. In this case, Verizon should pay for having failed to deliver it.

That concludes my summary.

MR. BECK: Mr. Poucher is available for cross examination.

CHAIRMAN JACOBS: Very well. Ms. Caswell.

CROSS EXAMINATION

BY MS. CASWELL:

Q Good afternoon, Mr. Poucher. In your testimony you've stated that there's massive evidence of insufficient resources at Verizon over the four-year period at issue. And in that regard on Page 12 of your Surrebuttal Testimony at Lines 18 through 21, the first piece of evidence you mention in that regard says that "One directive received on November 24th, 1998, from company headquarters states that the 1999 budget headcount should reflect what you can afford to staff based on the targets you've received." And you've underlined and bolded the clause, "based on the targets you've received."

Is your point there that the region staff to the

level dictated by headquarters, the headquarters budget target?

A Yes.

Q You know that's wrong, don't you, Mr. Poucher?

A I know that's what Mr. Diamond said. He said that was not true.

Q And what would lead you to believe that Mr. Diamond was lying?

A Well, I didn't say that. I didn't mean it to be that strong, but I think Mr. Diamond has a different viewpoint of it and, clearly, Florida violated its budget; however, it's also clear that they were budgeting towards a target budget that was directed by headquarters.

Mr. Diamond himself is an employee of Verizon headquarters. He does not report to Florida operations. He's a headquarters budget person. And if those budgets that were developed over the four-year period were all developed with the objective of meeting the targets that were established by headquarters in one year, in the last year, there was a $14 million gap that they were unable to figure out a way to handle. And that became a stretch, but that $14 million gap never took away the target that was established by headquarters of Verizon, and that was their target.

And at the end of the year when people are appraised of their performance in Verizon, it's with the headquarters' target that's in mind. Florida failed to meet that target, and

certainly they did not get high markings because they failed to meet that target. And every Verizon operational entity achieves to reach that target that's established by headquarters.

Q So, getting back to my question, the Florida region did not, in fact, staff to the level dictated by the headquarters' budget target, did they?

A They staffed, in my opinion, about $14 million above that target.

Q So, is that a yes or a no?

A No.

Q They did not staff to the target, okay.

Would you turn to Page 15 of your testimony starting at Line 23. You say that "Peter Daks again wrote to Verizon headquarters on October 22nd, 1997, suggesting a need for a Bad Pair Recovery Program, including required funding for start-up, funding for a dedicated TAC Focus team to provide day-to-day preventive maintenance and greater funding for the TAC Focus projects." And you refer there to your Exhibit REP-33. Let's look at that exhibit.

A Okay.

Q What does the first sentence of that document say?

A "Thanks for the opportunity to provide input into the 1998 Outside Plant Network Facilities Work Plan."

Q So, it appears that headquarters had asked for

Mr. Daks's input on something called the 1998 OSP/Network Facilities Work Plan, correct?

A Correct.

Q Are you aware that the OSP/Network Facilities Work Plan was not Florida-specific, but rather an annual effort to identify and prioritize national outside plant projects?

A Yes.

Q And isn't it true that the items listed here were suggestions from the Florida region rather than specific funding requests for specific maintenance projects in Florida?

A Well, the reason they were forwarded by the president of the Florida operations is because they applied to the Florida operations and, I think, specifically, they're recommendations, because they had problems in Florida.

Q But this was not a formal funding request for any specific projects, was it?

A Well, if you look at item number 2, every one of them has funding implications attached to it. So, TAC Focus asked for greater payback periods. That means they wanted to include projects that, otherwise, would not have been included and funded by TAC Focus, so that would have cost the corporation more money. I think, every one of those items could be discussed in the same context.

Q But they're not formal funding requests for specific maintenance projects, are they? They're suggestions for

revision --

A No.

Q Okay.

A Well, except the last one. I just have to mention the last one. I don't know how many other companies had lead cable in their plant, but I'd like to read what he said about lead cable. He said, "Substandard lead cable prevents us from being able to properly deploy and maintain digital services to some customers. A lead cable replacement program is needed."

There's another document that described how the lead cables that served the hospitals in Tampa, whenever it rained they caused total outages, and you couldn't touch the lead cable and try to fix it without causing more problems.

The lead cable in Tampa was probably as old as I am, and that's old, old cable. And this was an urgent problem that related to Florida, and if anybody else had lead cable still in plant at this point and time it related to the rest of the system as well.

Q Headquarters did, in fact, adopt some of Mr. Daks's suggestions at a national level, didn't it?

A I'm not sure that -- in terms of a national level, I don't have any documents on that. I don't know anything about that. I just know about the correspondence between Florida and headquarters.

Q So, you don't know if headquarters adopted any of

these suggestions that Mr. Daks raised?

A Not as a national program, no.

Q Well, they were suggestions for national programs?

A It might have happened, it might not. I just didn't see that documentation.

Q Okay. Getting back to the things you cite as support for massive underfunding by headquarters, your Rebuttal Testimony at Page 15 --

A 13 or 15?

Q 15.

A Okay.

Q Lines 18 to 19, you say that "Peter Daks formally requested additional funding on May 2, 1996 (Exhibit REP-31). He was turned down by John Appel on June 18, 1996, who stated that the resources allocated to Florida in 1996 were adequate to absorb increased growth." And there you refer to Exhibit REP-32. With regard to REP-31, the additional funding Mr. Daks requested there was not for any specific maintenance or outside plant programs, was it?

A I'd have to review it to tell you. Okay, it was on 31? What was your question again?

Q I asked you if the additional funding Mr. Daks requested in REP was for any specific maintenance or outside plant programs? And, I think, the funding requests comes on the bottom of Page 2.

A He asked for, in this letter, additional funding for access line gain $3 million, second line sales, full contact cost increase.

Q Right, and those weren't specific maintenance or OSP programs, were they?

A Well, they're network programs. I guess, that's -- we're talking about the entire network here.

Q I'm talking -- since you criticized our preventive maintenance program, I was talking about preventive maintenance and outside plant projects, specific projects.

A In this letter I don't see any additional projects, no.

Q Okay. Let's look at REP-32, and this is where you claim that Mr. Appel turned down Mr. Daks's May 2 request for funding that we saw in REP-31. What does the first line of REP-32 say?

A Excuse me, I'm getting there. You're asking what question again?

Q What does the first line of your Exhibit REP-32 say, the first sentence?

A The first sentence, "I stand corrected on the information in my memo of May 20th relative --"

Q No, the first one that begins with "Thank you..."

A "Thank you for your memo dated June 7."

Q 1996, correct?

A Mm-hmm.

Q So, this is not, in fact, Mr. Appel's response to Mr. Daks's May 2 memo, is it?

A I don't know. I don't know the contents of the June 7th memo.

Q But --

A But this document clearly reinforces what Mr. Appel said, that Mr. Daks asked for additional resources; Mr. Appel, in his testimony, said that he thought Florida had adequate resources. There's another document of Peter Daks that he said "I know my opinions on this subject are at odds with company headquarters, but TAC Focus needs more funding." I'm sure your people remember that letter.

Clearly, Peter Daks in this time frame and in this context was asking for additional resources and Mr. Appel, in his cross examination, told this Commission, I thought, that he thought that Daks had sufficient resources and he didn't need anymore. I could go on to a lot of other exhibits that are in this testimony, but if you remember the one on TAC Focus spending, which was an exhibit on my Direct Testimony that showed how TAC Focus funding had declined over the years, and that chart was done in the 1996/'97 time frame, and it was clearly built for the objective of having company headquarters fund more TAC Focus spending.

We confirmed that in our discussions with Mr. Diamond

in his depo. I think, if you're trying to make a point that Peter Daks was not asking for additional funding in this time frame that that's wrong. And if you're trying to make a point that John Appel did not refuse to provide additional resources, then that's wrong also.

Q The only thing I'm asking, Mr. Poucher, and I don't think I heard an answer, was whether contrary to what you said in your testimony, this letter, REP-32, was a response to Mr. Daks's request in REP-31. That's the only thing that I'm asking you about these documents.

A I interpreted it as being in response to REP-31. And I think, clearly in that time frame John Appel was refusing to provide additional resources.

Q Now, it doesn't mention -- this REP-32 doesn't mention Mr. Daks's May 2 memo anywhere, does it?

A I'd have to read it again. Say that again.

Q REP-32 doesn't mention Mr. Daks's May 2 memo anywhere, does it? So, I'm wondering what would lead you to believe that's a response to the May 2 memo rather than a June 7th memo.

A It does not mention May 7th as per se, no.

Q It doesn't mention May 2nd, correct?

A Yeah, mm-mm.

Q So, what would lead you to believe that's his response to a May 2nd memo instead of a June 7th memo?

A It was the only place -- Peter Daks earlier in 1997 was asking for additional resources, they were pushing headquarters for more TAC Focus spending, and that's clearly supported by those documents that were in my Direct Testimony. This was the only written document that we could find from Appel that responded to those requests, and I took this response as being one in which he said you have enough resources, we're not going to give you anymore resources. You need to do the things that you need to do in Florida, and this was his response to those requests.

Q But it's not a response to the May 2 memo, correct?

A It's not written in there, no, but I'm not sure that it doesn't refer to it, either.

Q Well, do you see it anywhere in here?

A What?

Q Do you see a reference to the May 2 memo anywhere in here?

A No.

Q Okay.

A I told you that once.

Q Right, but you just said you weren't sure that it didn't refer to it. That's why I asked you again for clarification. Now, you haven't included the June 7th memo referenced in this exhibit, have you?

A No.

Q So, we don't know what that says, right?
A Correct.
Q And this letter from Mr. Appel refers, a number of times, to a May 20 memo from Mr. Appel to Mr. Daks about some concerns Mr. Appel had with Florida management's performance in certain areas, correct?
A Correct.
Q And do you know what that May 20th memo said?
A Not off-hand. I'd have to refer to it. I believe, that we have it in our files.
Q The last paragraph of this letter, REP-32, the first line -- second to last paragraph says, "The resources allocated to Florida in 1996 should be adequate to meet service quality objectives, if the Florida Region vigorously pursues the opportunities we have discussed." Do you know what opportunities Mr. Appel discussed with Mr. Daks?
A I believe so.
Q Excuse me?
A I believe, I do.
Q And how do you know what those opportunities were, if you don't have a copy of the May 20th memo?
A I said, I believe that we have a copy of the May 20th memo.
Q You haven't included it in your testimony, have you?
A I think, we have like seven or eight memos between --

Q And you have not included the May 20th memo in your testimony, have you?

A No, uh-uh. There are a number of memos, and you know that well. There are probably eight or ten memos between these two people that are included in this testimony.

Q And do you know for sure what opportunities Mr. Appel discussed with Mr. Daks?

A No.

Q Okay.

A What we do not have any idea of is the verbal conversations that went on between those two people. All we have is a record of their correspondence.

Q Do you recall the first day of this hearing when you and I discussed the processes set up to receive preventive maintenance funding from headquarters?

A Say that again.

Q Do you recall the first day of the hearing when you and I discussed the processes that were set up to receive preventive maintenance funding from headquarters?

A Vaguely.

Q And those would include TAC Focus, the PMIR, which would be Preventive Maintenance Initiative Request and business cases, correct?

A Correct, right.

Q And in all the documents you've submitted into the

record here, did you see any specific TAC Focus, PMIR, or business case funding requests from Mr. Daks that had been turned down by headquarters?

A What we saw was correspondence between Mr. Daks and Mr. Appel, and neither one of them would touch one of those cases. That's not their job. That's for much lower people in the organization. They would never see a single one of those cases, either one of them.

Q And we provided you much more documents than just correspondence between Mr. Appel and Mr. Daks, didn't we?

A Yes. And as far as I know, there were no documents that showed the submission of TAC Focus cases nor the rejection of TAC Focus cases, but the best document of all was the one that was in the Direct Testimony that was developed by Mr. Diamond that was developed to try to convince company headquarters that they needed more money for TAC Focus spending. And it clearly showed a decline in spending, and it was developed for the purpose of trying to convince them that they needed more money.

Q And at the first hearing we went over that point and, I believe, we established that in 2000 network troubles went down to 1.4 while TAC Focus spending for defective OSP capital was 4.6 million. Do you remember that discussion?

A I believe, I remember a discussion, yes.

Q And the point was that we were spending less and

achieving better results on network trouble, correct?

A Was that your point? Because it wasn't my point.

Q Okay.

A Was it your point?

Q But those were the statistics, correct?

A I don't -- well, year 2000 is beyond the scope of this hearing. And while we always look at year 2000, there's been no discovery. We have looked not at any of your specific data, internal data, on year 2000 results. And surely they went down, and certainly we were in a period of drought. And I see no relationship between what you're attempting to say, that because of TAC Focus spending at lower levels that the report rate went down. Frankly, from a personal standpoint, from somebody whose worked in the telephone company, the reason your report rate went down is because you were in a drought.

Q Okay. Getting back to the question I asked you about the documents you had reviewed, you said -- I think, you answered that no, you had never seen a TAC Focus request or rejection of that request. Likewise, you've never seen a PMIR request or business case request from Mr. Daks that was turned down either, have you?

A Neither -- none of the three were included in any of the discovery that we got, but I can assure you that Mr. Daks didn't handle those requests. Those came from engineering and were reviewed by engineering personnel and headquarters. And

Mr. Daks's point was always that he needed more flexibility to spend more dollars to include more money in TAC Focus than what he was getting.

Q Okay. This memo, REP-32, refers to the need for Mr. Daks to reduce nonrevenue-producing work and improve productivity, and those are the things Mr. Ferrell said he focused on, weren't they?

A And those were the things that Mr. Ferrell --

Q Those were the things Mr. Ferrell said he focused on, weren't they? Do you recall his testimony?

A I'm not sure exactly if he included those items.

Q Okay. In any event, let's look at your Exhibit 40. It's entitled, "Current Challenges." That's a July 13th, '99 document, correct?

A Okay.

Q So, that would have been prepared after Mr. Ferrell became the Florida president, right?

A Correct.

Q And on the subject of productivity, do you see the heading entitled, "Labor" with a number of specific items listed below it?

A A culture that does not support change?

Q Right, those items.

A Correct.

Q And bargaining issues and inflexible work rules with

CZT and BZT are listed here as challenges, correct?

A Correct. That's what's noted on this chart.

Q Right. And CZTs and BZTs would be Customer Zone Technicians and Business Zone Technicians; is that right?

A I believe that's correct.

Q And did you hear Mr. Ferrell's testimony in this hearing or read the transcript?

A Regarding the Union?

Q Well, do you recall him saying that one of his key achievements in 1999 was to negotiate a new Union contract that, among other things, allowed the company to assign business technicians to residential jobs?

A Yes, I heard him discuss that. I don't believe that came in the context of this time frame, though. Was that '99 or was that 2000?

Q Well, I think, I'll let the testimony -- Mr. Ferrell's testimony speak for itself.

A I think, Mr. Ferrell negotiated that for 2000 outside the realm of this hearing.

Q But you don't know for sure, do you, when the contract was --

A Well, this was done in the middle of July, and apparently -- I'm sure the bargaining was still going on -- I think, it was still going on in 2000, if I'm not mistaken. So, if they had a labor problem, I don't believe it was settled

before this docket time frame ended.

Q Okay. And your exhibit, REP-40, is just an excerpt from a bigger document, isn't it?

A Yes.

Q Do you recall seeing the first page of that document?

A I've seen the whole document, glad to discuss the whole thing.

Q Okay. I'll just refresh your memory as to the first page. Mr. Diamond will pass that around.

MS. CASWELL: And I'd like this marked as an exhibit, please.

CHAIRMAN JACOBS: I believe, this is Exhibit 16.

(Exhibit 16 marked for identification.)

A Would it be possible for me to see the entire document?

BY MS. CASWELL:

Q Mr. Poucher, I don't really have the entire document. I mean, I assume, if you wanted the entire document, you would have attached it to your testimony. And I'm not willing to say the entire document is not confidential at this point. This is all that I've looked at.

A It's not what?

Q Confidential. I'm just asking you about this page.

A Well, is this confidential?

Q It's not now.

A Okay.

Q And I'm just asking you about this page. You included one page. I'm asking you about another page that relates to Labor, which is the same subject discussed on this Page 11.

A Correct.

Q And you see the highlighted portion there that says "Cost Per Dispatch Down..." and "Productivity Best in 2 years for Repair and Service Order"?

A Yes, I do.

Q So, at least according to this document, in spite of some remaining challenges that were noted on your Exhibit REP-40, it looks like Mr. Ferrell had been making some headway in increasing productivity, correct?

A Sure.

Q Okay. Let's turn to Page 16 of your testimony, Lines 13 through 15. You state that "Mr. Daks requests for Headquarters funding and support are no different than those adopted by Mr. Ferrell, except that nothing happened when Mr. Daks made his request in 1997 and 1998." Are you saying here that Mr. Ferrell made the same request for headquarters funding that Mr. Daks did?

A I think that -- what were you reading from? What line?

Q Page 16, Lines 13 through 15.

A Primarily, what I'm referring to is the bullets on the next page.

Q I'm sorry, Mr. Poucher. Is that a yes or a no? And then you can continue on.

A It was both funding, as well as programs and program changes and modifications.

Q So, you're saying that --

A And, essentially, what I'm saying is that if you change a program that costs more money, then it has funding implications as well, because none of these items --

Q So, you're say--

A None of these items can be done without additional funding.

Q Did Mr. Ferrell ask for additional headquarters funding for a dedicated TAC Focus team?

A The recommendation from headquarters was to establish a dedicated TAC Focus team.

Q And I'll ask the question again. Did Mr. Ferrell ask for money to establish that team?

A Not according to his testimony. He just said he did it.

Q Right. And I'm going to get back to my earlier question, which I don't think you answered. Are you saying with this statement here on Page 16 that Mr. Ferrell made the same request for headquarters funding that Mr. Daks did?

A I'm saying that the items that Mr. Ferrell mentioned that he had implemented in Florida were exactly the same items that were recommended by the headquarters assurance team in 1998.

Q And Mr. Ferrell didn't --

A Not exactly. You know, there were differences --

Q Right.

A -- but the major items tracked very, very closely.

Q And Mr. Ferrell did not make funding requests of headquarters for those items, did he?

A I do not know how Mr. Ferrell got the additional funding in Florida that he needed, but his testimony really said I just went out and spent the money, and I didn't ask anybody to spend it, and that exhibited a tremendous amount of support from company headquarters. And I don't believe that the record of Mr. Daks' request for additional help shows that kind of support.

Q So, is that a yes or a no that Mr. Ferrell made the same request for funding or he did not make the same request for funding?

A I'm not sure whether that's a yes or a no.

Q You haven't seen any evidence of funding requests from Mr. Ferrel to headquarters that were the same as those Mr. Daks made, have you?

A No.

Q And isn't it possible that the difference was that Mr. Ferrell decided to allocate his resources differently than Mr. Daks?

A Well, Mr. Ferrell said he just went out and spent the money, and he overspent the budget significantly.

Q Right. So, the answer would be yes to that question, that it's possible he allocated his resources differently?

A Oh, I'm sure that he did, yes.

Q Okay. Looking at Rebuttal Testimony 17, Lines 16 through 18, you state "When Mr. Ferrell implemented his program in Florida in late 1999, he did so with the addition of more than 110 additional technicians to meet the installation and repair load." I'd like to ask you a few questions about that statement.

At the first day of these hearings we went over Verizon's responses to public counsel's fifth set of interrogatories. I don't know if you retained those interrogatories, but I'm going to have Mr. Diamond hand those out now.

MS. CASWELL: And I'd like these marked as an exhibit, too, Mr. Chairman.

CHAIRMAN JACOBS: Very well. Show them marked as Exhibit 17.

(Exhibit 17 marked for identification.)

BY MS. CASWELL:

Q And I'm going to focus on Item 13 of those interrogatory requests. Are you there yet, Mr. Poucher?
A Item 13?
Q Yeah, Item 13. "The actual year-end headcount for Verizon's labor group 201 employees and --
A Yes, I'm there.
Q -- and we included 301 employees."
A Uh-huh.
Q And labor group 201 means repair technicians, correct?
A Okay.
Q And 301 is installation technicians, right?
A Correct.
Q And for 1998, according to this response 13, there were 730 201s and 287 301s, and the total there would be 1,017; is that right?
A What item are you on?
Q I'm on Item 13 under the column 1998. There were 730 --
A And 287?
Q And 287.
A Oh, okay, fine.
Q For a total of 1,017, correct?
A Okay.
Q And for 1999 there were 711 201s and 316 301s for a

total of 1,027, correct?

A Okay.

Q So, there was only a difference of 10 technicians total as between 1998 and 1999, correct?

A Correct.

Q And based on Mr. Ferrell's testimony, the number of technicians dropped back down again during 2000, right?

A I don't know that to be true.

Q Okay. In any event, Mr. Ferrell was not given any money from headquarters to hire the additional 110 technicians, was he?

A I don't know that. That was not in the record.

Q Have you seen any evidence that he was given money to hire these people from headquarters, additional funding?

A No, I have not, but that's consistent with Mr. Ferrell's testimony. He said he didn't ask for the approval to cheat the budget, which he did substantially.

Q Okay. And there were an unusual number -- a high number of retirements in early 1999; is that right?

A Late 1998 and early 1999, both, according to your documents. And I -- is your point here that the 110 is not correct?

Q Well, no. Mr. Poucher, I think, I've already made my point, and I've gone on here.

A Well, let me just explain that this doesn't add up to

110, but by mid 1999 following the budget that they had, I believe that the Florida operation had lost substantial numbers of employees. And the 110 that we got was the number of people that he added to the force in late 1999 in order to solve the service problem. And it has no relationship to where they were at the end of 1998. They added those people late in 1999, and that was in the letter that he sent to corporate headquarters telling them what he was going to do.

Q And the addition of the technicians was related to the unusual number of retirements in 1999, late '98 and 1999?

A That's correct. They had been warned in early 1998 by the headquarters assurance team that they had a bunch of senior technicians they were about to retire. They didn't do anything about it until late 1999; however, that was one of the reasons why they missed all of those -- the measurements the PSC requires in 1999. They didn't have enough people on the job to cover the load.

Q Okay. Let's look at the -- your statement on Page 23, the top of that. This is what you just referenced. "The company was warned in January 1998," then you --

A I'm sorry, where are you? What page?

Q 23. This is what you just referred to. This is Page 23 of your testimony, Lines 1 through 3.

A Okay.

Q You say, "The company was warned in January 1998 --"

you refer to Exhibit REP-35, page 4, "-- that Florida had many senior technicians about to retire and they needed to have replacements on board to fill their shoes.

A That's right.

Q Let's look at REP-35, Page 4. And, I think, the statement you're probably referring to or you're characterizing there comes at the bottom of the document where it says, "Older workforce being in a position to leave in the next few years without competent trained personnel available to take over."

A That's correct.

Q And my question is do you think being in a position to leave in a few years is the same as about to retire?

A Well, the fact that they had a senior workforce was a first red flag.

Q I'm sorry, is that a yes or a no? And then you can elaborate. Is that a yes or a no?

A Ask your question again; I'll give you a yes or a no.

Q Do you think that, quote, being in a position to leave in a few years, end quote, is the same as about to retire?

A No. However, if you look at what the corporation did, it didn't come as any real surprise to them in 1999, because in 1998 they were warned by this red flag that they had a bunch of senior technicians about to retire. And then in 1998, they offered an early retirement plan to encourage them

to retire, so that shouldn't have been a real surprise when it was a corporate plan to get rid of them.

Q And would you agree that when employees become eligible for retirement that they don't always retire?

A I agree.

Q And the company doesn't typically know when an employee's about to retire until right before they do it; isn't that right?

A You don't know exactly, that's correct.

Q Right. And do you think it's reasonable for the company to hire back-up employees for every person that's eligible for retirement?

A That's a corporate problem. I think that's reasonable that the company will anticipate its vacancies and do something about it.

Q So, is that a yes or a no? Do you think it's reasonable to hire back-up employees for everybody eligible for retirement? Yes or no?

A Yes. And I also believe that it's reasonable to plan ahead towards reasonable retirements and, I think, they could have anticipated this problem.

Q How do we plan for retirements and hire people when we don't know when they're going to retire? Just on the basis of eligibility for retirement?

A Well, the company has a huge background of early

retirement offers. They know how many people are going to accept their offers for retirement.

Q This didn't have anything to do with an early retirement offer, did it? It was never offered in Florida, was it, the early retirement plan?

A I think, it was, but I'm not certain.

Q Okay. I think, we have some deposition testimony that contradicts that statement, but --

COMMISSIONER JABER: Ms. Caswell --

MS. CASWELL: Yes.

COMMISSIONER JABER: Can I just follow up on that question?

Mr. Poucher, do you remember when the Verizon-GTE merger closed? And is that time period associated with this at all?

THE WITNESS: I never connected those two. I think, the Verizon merger was, like, in the middle of this docket in year 2000 --

COMMISSIONER JABER: Okay.

THE WITNESS: -- and was not part of '99 performance.

BY MS. CASWELL:

Q This statement in REP-35, couldn't this statement mean that training of existing workforce might need to be stepped up rather than replacements needed to be hired for everybody that was eligible for retirement?

A Not really. I think, if you're expecting to have retirements, and if you encourage people to retire, then you're going to have to fill that body. You're training people, but it's not the solution to the loss of headcount.

Q So, you think that the company had been advised to hire back-up employees for everybody that was just eligible for retirement; is that what you believe?

A You're asking me what I believe, and what I believe is that --

Q What do you believe, based on the evidence that you've seen here?

A What I believe based on the evidence that I've seen is that the company was warned of the fact it had senior people in the spring of '99, late '98, early '99, according to Verizon, there were a large number of retirements. Their headcount -- just based on my memory, their headcount went down consistently through the year until about September, about the time this docket came around, and they began then to add the employees and at least for mid 1999 through the end of '99 to make up the gap that they had from those numbers that we saw earlier from year-end headcounts.

Q And that hiring started in July, didn't it, Mr. Poucher?

A I think that's consistent, yeah. I think, it started in July and kept adding people through the end of the year.

Q And the Show Cause was opened in September, correct?
A Yes, and that's what I just said.
Q You said the hiring occurred at about the same time as the Show Cause.
A I said it was from the middle of the year when they started adding people.
Q Okay. In any event, this statement in the document about the older workforce being in a position to leave, do you know what action might have been taken in response to this observation?
A Well, I think, they should have been geared up to handle losses much quicker than what they did.
Q Okay, but do you know what was done in response to this observation?
A No. All I know is the headcount went down. The company failed miserably in 1999. It missed 252 of the PSC rules, and it was the worst of the four years in terms of performance, and that was because you didn't have enough people to cover the load, and your own documents show that.
Q Okay. At Page 29 of your testimony, Lines 22 to 23, you state that "In his deposition, Mr. Diamond stated that additional funding was provided in late 1999 in order to attempt to comply with PSC rules." Didn't Mr. Diamond, in fact, state that no additional dollars came to Florida, but that headquarters just forgave Florida for missing its target

budget?

A I think that's correct.

Q Then, why did you say that additional funding was provided when Mr. Diamond stated that no additional funding came to Florida?

A We're basically talking about how much they were going to miss the budget, and there was a significant list throughout the year, there was a significant gap and, ultimately, Verizon headquarters funded that, all except a portion of that gap and it was $9 million, if I'm not mistaken, but they still missed the target budget.

Q I'm confused, Mr. Poucher. Was there additional funding or was there not additional funding?

A Well, if you consider the fact that they spent more money as additional funding, I would have to say that was additional funding.

Q So, you're considering forgiveness of missing a target budget the same as additional funding?

A I think, it's consistent, yeah.

Q That's your opinion, correct? So, that's how you're characterizing your additional funding here. So that was just forgiveness of missing the target budget rather than additional dollars coming to Florida, correct?

A Well, I don't think Florida got anymore money in '99 than what they had planned to spend internally. Apparently,

they obviously had a budget and they substantially overran that budget and they made the decisions to overrun that budget here in Florida, apparently, with the green light from company headquarters.

Q Did you see anything that said it's okay if you overrun the budget from headquarters? Most of your testimony focuses on the fact that headquarters wanted the Region to meet both financial targets and service quality targets, so I'm a little surprised to hear you say that, and I'm wondering about the evidence supporting that statement.

A Well, Mr. Ferrell said he fought hard for additional resources and he also said that he went ahead and spent the money and they didn't terminate him, so I assume they accepted the fact that he was going to spend that money.

Q And Mr. Ferrell has been meeting the service standard since late 1999, hasn't he?

A I don't know about that, because there's no evidence on that in this case, and we haven't looked at it, and I have severe doubts about whether or not your numbers are correct. Until we look at them, I would not even characterize your performance in 2000 and 2001 in any way.

Q Okay, but we do file public reports on service measures, correct?

A Yes.

Q Okay.

A That's correct.

Q And you said -- I think, you said that Mr. Ferrell fought hard for additional dollars, but he didn't -- you also said that there weren't any funding requests that you saw from Mr. Ferrell, correct?

A That's correct.

Q Okay. At the same time, I think, there was some testimony, do you recall, that Mr. Ferrell did use existing processes to get funding through TAC Focus, PMIR, business cases and the like, correct?

A I think that's correct.

Q Okay. In your Rebuttal Testimony at 2, Lines 18 through 20 --

A Say that again.

Q Your testimony at Page 2, and I'm at Lines 18 through 20, you state that "The only event that was different in late 1999 was the Show Cause Order originated by this Commission." Verizon is a very large company with thousands employees; wouldn't you agree?

A Yes.

Q And do you think it's plausible that the company could, in just a month or so after the Show Cause was issued, make all the changes it needed to begin to achieve sustained compliance with PSC measures?

A You talked about the number of changes, and these are

the claims that Mr. Ferrell makes in his testimony, yes.

Q I'm sorry, could you answer yes or no and then elaborate? Do you think --

A No, no, and then I'll elaborate.

Q Okay, thank you.

A Mr. Ferrell claims that he made all of these changes that resulted in better service in the final three months of 1999 and going forward. I think that there's absolutely just as much evidence that what happened is that we had a drought as opposed to excessive rain. In a drought condition the load goes down, the troubles go down, and your performance goes up. And that's exactly what's happened in the case of Verizon. And I cannot comment well on everything that happened in year 2000 and 2001, but I'm very suspicious of the reports that Verizon has filed.

Half of your installation activity is excluded, because the customers don't want service in three days. And I'm just amazed at that number, that half of the people who applied for service want it later than in three days as opposed to the three days --

Q Okay. Mr. --

A -- that you're required to offer it. And I will repeat, I'm concerned about whether or not your reported good service is actually what it's supposed to be, other than a good drought.

Q Okay. Mr. Ferrell came to Florida in late 1998; isn't that correct?

A That's correct.

Q And he brought in a new management team, didn't he?

A And he did what?

Q He brought in a new management team, correct?

A I have no idea.

Q Based on his testimony?

A I'm not aware of that.

Q Okay. And you said he took some actions in the final three months of 1999. And based on his testimony, weren't there a number of other actions he took as soon as he got here in 1998? He didn't wait until 1999 to start doing something, did he?

A Yes. I think, he testified to a number of things that he did.

Q Okay.

A Like Bonding and grounding training, I think, he accomplished that.

Q And I know that you've said we didn't meet the standards in 1999. Now, between 1999 and 2000, the difference in rainfall was about four inches, correct?

A It was about 2% below the normal; whereas, in '97 and '98 it was probably, I'd guess, 20% above normal.

Q So that was a yes, it's about four inches difference?

A There is about four inches below average rainfall from the data that I looked at, and I looked at four exchanges. You could throw those numbers around, but I looked at Tampa, Sarasota, Bradenton, and St. Petersburg, and the average rainfall in '99 was about four inches less than the normal rainfall for those localities, so it's about 10% less.

Q But I was asking you to compare 1999 to 2000, and it was about a four-inch total difference, correct?

A I didn't look at 2000.

Q Okay. Would you agree that repair and installation demand is not uniform every day or every week or every month?

A Ask that again.

Q I'm sorry, did you say --

A Repeat that please.

Q Would you agree that repair and installation demand is not uniform, it's not the same every day or every week or every month?

A That's correct.

Q Do you think it's reasonable or efficient for the company to staff to peak demand loads at all times with regular employees?

A That's a good question. The answer's yes, and I'll have to qualify that, however. The company estimates its load on a per-month basis, and those estimates are sometimes correct and sometimes they're wrong. The company should staff to meet

those estimated loads, and there's a lot of ways that they can work that around so that they don't have a lot of people standing around doing nothing.

There are significant preventive maintenance programs that take up hours that can be filled in to take care of those activities. There are construction people who are available, and Verizon has used construction people. Sometimes they've taken their entire construction crew to put them on the repair load. You level out that load with the available people, but you always provide enough hours to get the job done with full-time people.

And in addition, once you've covered yourself with the staff that can handle the load, then if there is an emergency, you can pull on these outside resources to deal with it; contractors, the construction personnel, people who are engaged in preventive maintenance, all of these people can be put on the load in an emergency so that you can deal with an emergency, and that's just part of good management.

Q So, you think the company should staff to peak demand with all regular employees rather than using contractors, overtime construction personnel, things of that nature, so -- to meet that peak demand?

A Well, I think, you're probably taking the question narrowly as if I said that you should staff for peak demand with installers and repairmen, and that's not the way to do it.

Q So, would the answer to that be --
A Yes, you should staff telephone company employees --
Q Only regular employees to peak periods --
A -- that are satisfactory -- go ahead.
CHAIRMAN JACOBS: Probably ought to let one finish and then the other start.
BY MS. CASWELL:
Q Yeah, go ahead. The question was staff to peak periods at all times with regular employees and, I believe, your answer was yes, rather than using contractors?
A That's correct.
Q Would you at least agree that it's reasonable for a company to assign existing employees to jobs where there's more demand in particular periods than to leave them underused and hire additional people for those jobs? And this goes back to the discussion, I think, you just raised, that we can move them around where demand is.
A Sure. And, I think, I understand your question. The answer's yes that the company ought to hire enough people in all of its disciplines to cover the load and move them around and manage them effectively to get the job done, but the problem with Verizon of this entire four-year period, and it was crystallized in '99, was that you did not have enough people to cover the load, no matter where you went. And that was a problem.

Q Okay. In your testimony -- I'm on Page 20 now, Line 12 to 13, you say the Commission should not consider the impact of lightning as suggested by Mr. Ferrell for two reasons. And first you say the company witnessed Russ Diamond in his deposition stated that the impact of lightning on PSC service measurements was not significant. Mr. Diamond never made that statement, did he?

A Well, I --

Q I'm not sure, because you haven't provided a citation here, so...

A The answer is Mr. Diamond did state in his deposition that we took in Tampa, that the company had considered a suggestion that it exclude lightning troubles, because BellSouth was excluding lightning troubles from PSC reports as an act of God, and they were interpreting that as a way to eliminate or exempt those reports from the PSC report.

And we asked Mr. Diamond and Mr. Ferrell both what happened to that suggestion and whether or not they were exempting lightning troubles from their reports to this Commission. Mr. Diamond volunteered that they had done a study and it didn't matter or make much difference, as far as the reports to the Commission were concerned, and so they decided not to follow the BellSouth example.

Q And that's not the same as saying lightning has no effect on service results, is it?

A That's exactly what he said. He said it didn't make any difference in the reports to the Commission whether they exempted them or whether they did not exempt them.

Q Okay. Where did he say that it didn't make any difference? I understand that he said they didn't exclude them, but won't lightning substantially increase the number of trouble reports?

A I believe, the lightning, especially if your plant is not grounded and bonded, very definitely can increase trouble reports.

Q And even if the plant is well-maintained, won't lightning increase the number of trouble reports?

A Oh, yes, I would think so.

Q And doesn't lightning prevent technicians from getting out of their trucks to make repairs?

A Yes.

Q Didn't Mr. Diamond also emphasize when the company gets a trouble report, it can't always tell if it's lightning-related?

A I'm not sure that I heard that.

Q Okay, let's --

A But I'm not sure that I would agree with that either.

Q Okay. Let's look at the April deposition, which you have there. I think that was Exhibit 4 at Page 96, Lines 15 through 18. It says, "And in many cases lightning probably is

the cause, but the technician can't tell for sure that it's the cause. He may clear it out to a different code." So, the point is that we don't always know what trouble reports are lightning-related, do we?

A That's what he said, yes.

Q Okay. Let's look at your Exhibit REP-30. And can you tell me if you see anything in this document about bonding and grounding?

A Well, let's see, we'll have to go over the whole thing. Are you going to tell me that there's nothing in here about bonding and grounding?

Q Well, I'm asking you, Mr. Poucher, because you cited it to support your theory that the company failed to have an effective bonding and grounding plan in effect during the four years at issue in this docket.

A I don't find anything there.

Q Okay. In his testimony, as we've discussed, Mr. --

A However, I can't let that slide, because company headquarters clearly said they had bonding and grounding problems and that we've shown you two or three other --

Q Yeah, I think, we --

A -- exhibits that have plenty of words about bonding and grounding.

Q Okay. And I was just asking about REP-30, because you've cited it twice as evidence that there was no plan in

effect during the four years at issue.

A Well, I think, the best document is July '99 region review where they specifically cited the need for continued bonding and grounding training.

Q Yeah --

A The January '98 corporate headquarters document said the same thing.

Q Yeah, and I know we discussed bonding and grounding quite a bit at the first day of this hearing and, I think, I don't want to repeat that exercise.

A Okay.

Q But as we discussed, Mr. Ferrell had described specific things he did to improve service results. He did that in his written testimony, he did that in his oral testimony, but you contend that he didn't take those measures until -- and I'm going to quote you here -- "storm clouds were rising in Florida about Verizon's quality of service." And that would be -- I just took that from your Rebuttal Testimony at Page 11, Line 4.

A Yes.

Q You mentioned the storm clouds. And then, you also refer to a storm brewing regarding Verizon's service, and that's at your Rebuttal Testimony at 19, Line 12. That's where you use the storm brewing metaphor. Are you implying that Verizon had some advance notice it would be subject to a Show

Cause proceeding?

A Not precisely, because there were several newspaper reports about the failures of Verizon to meet its service objectives in mid '99. We were -- the subject of those misses was very clear in the press reports that came out in mid '99. I, personally, had discussions with the PSC Staff for at least two months before the Show Cause was issued, and we had serious discussions about the violations, because they were so egregious. '99 was turning out to be the worst year of the whole four-year period, and I had a number of discussions with the Staff. I have no idea what the Staff discussions were with Verizon during this time frame, so I can't tell you one way or another.

Q And Verizon wasn't party to those discussions you had with Staff, were they?

A No. That's why I said I can't tell you what the Staff and Verizon talked about in that time frame.

Q You're not aware of Staff ever informing Verizon before the Show Cause was issued that it would come out, are you?

A I'm not aware of any of that, no.

Q Okay. You mentioned some newspaper articles, and you've attached a couple of those to your testimony. They're REP-38 and 39. One of them is an article, one of them is an editorial. The subject of those articles is primarily a

service audit that was performed that detected a computer glitch that led to billing problems with calling card calls, wasn't it?

A Yes.

Q So, there's nothing there that would indicate that a Show Cause might be coming for failure to meet repair and installation standards, is there?

A Not from those reports.

Q Okay. At Page 28, Lines 19 through 20 of your testimony, you refer to a comprehensive 9-page document that was released following the Show Cause order outlining a comprehensive plan to comply with the PSC rules. Is that document attached to your testimony? And let me ask you more specifically, is it REP-30 you're referring to? It's a 7-page document, but I thought that might have been the reference.

A I think that's probably it, if I'm not mistaken. I'd have to look a little bit, but I think that's it.

Q And could you look at REP-30 for a moment, and tell me what the date is?

A The date is September the 2nd.

Q Yeah, and wasn't --

A Six days before the Show Cause order was released.

Q Wasn't the Show Cause order released on the 10th?

A What?

Q Wasn't the Show Cause order released on the 10th,

September 10th?

A I thought it was the 8th, but it might be the 10th. The 10th is fine.

Q In any event, then, it's incorrect to state that the document was released following the Show Cause Order, correct?

A Yes, correct.

Q Okay. Mr. Poucher, as I understand your testimony, you believe that Verizon's profits have substantially risen under price caps; would that be fair to say? That's your testimony?

A Yes.

Q And did the Office of the Public Counsel ask for any earnings information in this docket?

A No, we did not.

Q So you don't, in fact, know whether Verizon's profits have risen under price caps, do you?

A Well, that's not entirely true. We do know that the '99 ARMIS report shows that Verizon Florida had $295 million worth of income for 1999 which is, in my opinion, a lot more than they had when we were looking at the earnings every year.

Q But you've got to compare revenues to cost to come up with profit, don't you?

A Say again?

Q Don't you have to compare revenues with expenses to come up with profit?

A Well, that's -- the ARMIS report gives it all, and the income for Florida Verizon in 1999 lists $295 million.

Q Okay. That document's not in the record, correct?

A You're bumbling again. What?

Q Do you know what Verizon's income -- you're saying income. I'm not sure exactly what you mean. What does --

A Income, that's revenues minus expenses.

Q Okay. And do you know what it was in 1995, for example?

A My memory is it was much lower than that.

Q Okay, and --

A And my memory is also that there were several studies made by the Commission Staff that showed that the Verizon return on equity had risen substantially under price caps as opposed to when we were under rate of return regulation for the first several years of price caps.

Q Okay. Mr. Poucher, you seem to have the impression, based on your testimony, that the cost -- you talk a lot about cost per line expenses dropping?

A Correct.

Q Is that right? Now, the cost per line figures reflect only the portion of the budget that the Florida region controls; is that right?

A The cost per line numbers are the network numbers. That's the total -- my interpretation of that is it's the total

network budget divided by the total access lines. That's a consistent number that they use to measure their cost and the network operation from year to year. It has no relevance in terms of anything else.

Q But those numbers don't include processing, billing, customer contacts, legal, HR, finance, any of that, correct?

A That's what I just said, correct.

Q Okay. I'm sorry, I didn't understand. So, that's only about -- in fact, Verizon -- Mr. Ferrell controls only about 40% of the expenses for Florida; isn't that right? I think, there was some discussion of this in the deposition.

A I think that's correct.

Q Okay. And do you have any evidence of revenues per line to measure against the cost per line, expenses per line, rather?

A I don't believe I do, no.

Q Okay. It's your position, isn't it, that the Commission should disregard the Commission Staff's service audits in assessing the company's quality of service?

A That's -- I'm not sure whether that's in my testimony or not. It's certainly in your Rebuttal.

Q Well, I think, you cast doubt on the accuracy of the audits, because you say Verizon took a series of extraordinary actions just prior to the audit, and that's your testimony on Page 4, Lines 23 and 24, and you attach REP-23 --

A Yes, that's correct.

Q -- to support that statement. And that discusses, I think, the October 1999 audit, correct?

A Yes. In my Direct Testimony I did not include anything about those audits or the special preparations that were made by Verizon to get around the Commission rules. But I did mention it in my Rebuttal -- my Surrebuttal, because Mr. Ferrell took exception with the fact that I had ignored the service audits. He thought I did that on purpose.

Q Mr. McDonald included a discussion of the service audits in his testimony, didn't he?

A That's correct, yes.

Q Okay. Would you agree at least that Verizon is required to do some preparation for an audit so the Staff can actually perform the audit, pulling trouble tickets?

A I would assume they would do minimal preparation, but I would not say that the special arrangements that they made to get ready for that audit were anything more than an attempt to get around the audit and portray an inaccurate picture for this Commission Staff when they went out to audit the performance of that company.

Q Okay. Since this docket involves repair and installation, let's look at what preparations might have been made for those aspects of the audit on this REP-23. Is there anything on here about installation preparations?

A I believe that -- no, not from my recollection.
Q I'm sorry, is that a no? Did you say no?
A No, not from my recollection.
Q Okay.
A The purpose of that document is not to show anything about installation and repair. The purpose of that document was to show what extent Verizon would do to get around an audit by this Commission. I don't know what you did on repair and installation, but I'm absolutely horrified about what I read about the special arrangements that you did in advance of that audit by this Commission Staff.
Q Well, in fact, there is a section here on repair service. You said you didn't know what we did, but there is a repair service section here and --
A You said installation.
Q I said installation? I'm sorry.
A I don't think there's anything in there about installation, but you went over every single trouble ticket to make sure there had been a refund made on those troubles.
Q I'm sorry, can you repeat that? I'm not sure what you just said.
A Yeah. I believe that document says -- this is from memory, but the document says that they reviewed every repair ticket to make certain that they had provided a refund, if there was an outage that extended over the 24-hour time period.

That's from memory.

Q Yeah, I don't see it here. I see that -- looks like to me the only preparation done was to pull the trouble tickets requested by the PSC; would that be accurate?

A If you want me to say that there was nothing that I found in repair and installation in that document that indicated that you were cheating, then I would agree with you.

Q Okay.

A The stuff that I found that was objectionable was regarding answer time.

Q Okay. And at pages -- and answer time is not an issue in this case, is it?

A That's correct.

Q Okay. At Pages 26 through 28 of your Rebuttal Testimony, you list a number of documents, I guess, in support of your case here. And some of those documents are attached, either to your Direct or Rebuttal Testimony, I believe; is that correct? There are no citations here, but I think I've been able to determine that's the case.

A Correct.

Q And a number of the documents you cite here are not anywhere in the record, are they?

A They're in our discovery, and I did not include them as exhibits in our testimony.

Q Right, so you're asking the Commission to accept your

characterization of those documents as --

A No, we'd be glad to put them all on the record. I just didn't want to clutter up the record.

Q Okay.

A If you'd like to have those as an additional exhibit, Mr. Beck, I'm sure, will arrange that. We've got them all right here.

Q Okay. And I've got them, too, so we're going to --

A Could we give those to the Commission if you think they --

Q I'm going to go through them now, and we are going to give them to the Commission.

A Okay.

Q Page 28, Item 12, I just want to make sure I know what this document is. You mentioned a September 2nd, 1999 document. Is that REP-27 you're referring to?

A From memory, I'd say that's correct.

Q So, that's dated August 26th, not September 9th, right -- not September 2nd, correct? But it's the same document you're talking about to your recollection?

A I think, internally there was a question about the date of that document.

Q We can look at it. REP-27, at the top it says date, and that's 8-26-99, correct?

A Yeah, there's a date on 8-26.

Q Right, so that's when the document was prepared, correct?

A Correct. And there's a note at the bottom from Red on 9-2, and I think that's where the 9-2 came from.

Q Right. Page 27, Item 7. You mentioned January 23rd, 1997, notes by Appel to Daks stating failure to significantly and rapidly improve service quality and/or meet budget targets will be unacceptable. And then you say, again, "Verizon service standards are not the same as the PSC rule requirements." Let's take a look at the document, and it's marked Bates 3998.

MR. BECK: Mr. Chairman, if we're going to go through a number of these documents, Mr. Poucher's been on the stand for almost an hour and a half straight. I wonder if this would be a good time to take a break.

CHAIRMAN JACOBS: I was approaching that point. How much longer do you have, Ms. Caswell?

MS. CASWELL: I don't think it'll be too long at all. I just want to go through some of these documents. Again, it depends on his answers, but --

CHAIRMAN JACOBS: Five, ten minutes?

MS. CASWELL: No, it's probably going to be longer than that, depending on the answers.

CHAIRMAN JACOBS: All right. We'll take a break, come back in 15 minutes.

MS. CASWELL: Thank you.

(Recess taken.)

CHAIRMAN JACOBS: We'll go back on the record. Ms. Caswell, you may continue.

BY MS. CASWELL:

Q Yes, I think, we were on document Bates 3998, which Mr. Poucher referred to in his Item 7.

A What page?

Q 27.

MR. BECK: Ms. Caswell, the document you've handed out has some yellow highlighting. Is that in the original document?

MS. CASWELL: I'm sorry, yeah, I should have explained. I put that there to try and make this go a little more quickly.

MR. BECK: Is that true in your earlier documents, too, that you included highlighting on the documents you handed out?

MS. CASWELL: No, I haven't done this before.

MR. BECK: Your Exhibit -- I think, it was 16.

MS. CASWELL: Oh, yes, it is.

MR. BECK: So, that was your highlighting added to the document?

MS. CASWELL: Yes. All the highlighting you'll see today is mine. It was not in the original documents.

MR. BECK: Thank you.

BY MS. CASWELL:

Q Okay. Look at the first paragraph, if you will, that I have highlighted there. It says, "Although there was some positive service trends during the year, the attached summary indicates a substantial number of missed objectives and serious deterioration in many of our most critical measures." And now the attachment he refers to includes the PUC measures, doesn't it?

A Correct.

Q So, why did you emphasize the fact that Verizon's measures were different from the PSC's measures?

A I wasn't referring to this item. This covers the PSC measures in Florida that apply to Florida. What I'm talking about is the overall general Verizon objectives for all of the operating companies, and they're not the same.

Q Okay. And do you see also this says, "Performance in Florida must improve dramatically during the first half of 1997"? That's the second highlighted portion in the document.

A Yes. And I also see in the first paragraph stating, "As we have discussed previously, this performance, combined with your Region's unauthorized $1.5 million incurred expense budget overrun during fiscal 1996 have seriously undermined our confidence..." et cetera.

Q Okay. And you also, I believe, quote a sentence or

part of a sentence from this document, and that would be the last highlighted portion here, but you don't quote the whole sentence, so I'd like you to tell us what the whole sentence says.

A The last sentence?

Q Yes, of the document that you have quoted partially here in your testimony?

A "I will closely monitor your progress. Failure to significantly and rapidly improve service quality and/or meet budget targets will be unacceptable and will likely result in more severe disciplinary corrective action affecting your career."

Q And why did you leave off the last portion of your sentence in your quote?

A I think, in an abundance of discretion, we decided that we didn't want to include that kind of information in a public hearing. You brought it up, we didn't.

Q Okay.

A But that's not -- we wouldn't intentionally defame either Mr. Ferrell or Mr. Appel or Mr. Daks.

Q Okay. And this --

A They're all fit people.

Q I'm sorry. And this letter also discusses the need to address the increasing number of PUC complaints; does it not?

A Yes. And the first sentence says, "The Florida Region's 1996 quality and financial results fell well below Tel Op's expectations." In other words, it covered service, but it also covered the financial results as well, equally.

Q Okay. Let's go to your Item 3 on Page 27.

A Could I add on to that --

Q I didn't ask you anything else.

A -- to clarify? Could I further clarify?

Q Sure, go ahead.

A And the reason why I made the point that this document talks about financial as well as service quality is that it's not consistent with Mr. Ferrell's testimony. And I would refer you to Mr. Ferrell's testimony on Page 12 in where he states, "The primary continuing emphasis at the Florida company and at headquarters was not while making more money, but on meeting the Commission's service standards."

And Mr. Ferrell maintains that service comes first in Florida. And I maintain that Florida Verizon headquarters have consistently asked for all of it. And I told you in the first hearing Mr. Appel wanted the whole apple. He wanted both earnings, both service, demanded it all the time. And his letter to Mr. Daks is not inconsistent with his demands for both financial as well as service results.

Q Okay. Now, I'd like to go on to Item 3 in your testimony where you refer to a May 14th, 1996, note, I guess,

by Appel stating, "Conducted a conference call with Florida Region regarding performance versus budget" -- you have an ellipsis -- "indicated that HPU and nonrevenue-producing work volume suggests a lack of adequate focus." And then you say, "There was no mention of service in this two-page document." Are you sure there was no mention of service in that two-page document?

A That was my reading of it.

Q Would a discussion of service orders with trouble in seven days be a mention of service?

A Yes. Well, do you have the document? Could I review it?

Q Yeah, sure, we can do that.

A While you're getting that document to me, I'm going to further tell you that when Appel indicated that hours per unit, that's productivity measurement and nonproducing work volumes suggest a lack of adequate focus. When headquarters Verizon reviewed the Florida operation, one of the interesting things was that they said that an excessive concentration on hours per unit was causing a lack of quality work in the network.

And Mr. Appel is personally responsible for continuing to badger the Florida people for improvement in their productivity. And that means they spent less time when they were out repairing and installing telephone service and,

therefore, they had less time for preventive maintenance things that every good repairman was taught to look for when he goes out to a premesis.

MS. CASWELL: Mr. Chairman, may I have this document marked as an exhibit?

CHAIRMAN JACOBS: Very well. Show it marked as Exhibit 18.

MS. CASWELL: Thank you.

(Exhibit 18 marked for identification.)

CHAIRMAN JACOBS: And what should we title it?

MS. CASWELL: Excuse me?

CHAIRMAN JACOBS: Any particular title?

MS. CASWELL: May 14th, 1996 note from Appel.

CHAIRMAN JACOBS: Okay.

BY MS. CASWELL:

Q And Mr. Poucher, in fact, to just verify what we went over, this document -- and I've highlighted that portion -- does, indeed, mention the need to address service orders with trouble in seven days, correct?

A Yes, it does.

Q Okay. Let's go to Item 5 --

MR. FORDHAM: Excuse me. Commissioner, I think that might be Item 19 or Exhibit 19.

MS. CASWELL: No, I think, it's 18. That's the count I have.

CHAIRMAN JACOBS: The other one that we passed out, did we mark this one? The January 23rd, 1997, did we mark that?

MS. CASWELL: No, I don't believe we did.

CHAIRMAN JACOBS: I didn't think we did. That's what you thought was 18?

MR. FORDHAM: Yeah.

MS. CASWELL: So, this one's 18.

BY MS. CASWELL:

Q Okay. So, Item 5 is a letter -- you have three -- you mentioned three letters dated 6-28, 7-- or four letters, I'm sorry, 7-26, 8-8, and 8-23. Now, you don't mention any years there, but I'm assuming they're 1996; would that be correct?

A Where are you at now?

Q Your testimony at Page 27, your Item 5, Line 11, which says letters dated 6-28, 7-26, 8-8, and 8-23.

A And what is your question?

Q You don't have any years there, but might I assume that those are 1996 documents? And I can show you what I think --

A Yes, I think that those are.

Q Okay. And I'd like to show you what I think is the 6-28 document, and maybe you can tell me if I'm correct about that. It's Bates 3841 and, Mr. Chairman, I'd like this marked

as an exhibit.

CHAIRMAN JACOBS: Show it marked as Exhibit 19.

MS. CASWELL: Thank you.

(Exhibit 19 marked for identification.)

BY MS. CASWELL:

Q And do you see the highlighted portion there where -- first of all, this is entitled, "Florida June Results, Biweekly Update, dated 6-29-96 to John Appel from Pete Daks." It was Pete Daks's secretary that sent it, but Peter Daks signs at the bottom. In the highlighted portion it says, "John, the Region typically runs 16 troubles and dispatch daily, however, currently we are up to 4,200." And the document also cites negotiations related -- the document also states that the increase in trouble doesn't appear to be total weather-related, but may be negotiations-related, correct?

A That's what the document states, yes.

Q And then you also cite an August 23rd letter in your Item 5 here that I'll have Mr. Diamond hand out now, that's Bates 3847.

A Correct.

MS. CASWELL: And, Mr. Chairman, I'd like that marked as an exhibit, please.

CHAIRMAN JACOBS: We'll mark it as Exhibit 20.

(Exhibit 20 marked for identification.)

BY MS. CASWELL:

Q Mr. Poucher, do you see the highlighted portion of this document?

A Yes.

Q And this document also cites negotiations relate to vandalism, doesn't it?

MR. BECK: Could I have a second to read the documents?

MS. CASWELL: Sure.

MR. BECK: They're being passed out so fast, I can't even look through them.

MS. CASWELL: Sure. I'm sorry. I thought he was already familiar with the documents.

MR. BECK: I'm not ready.

CHAIRMAN JACOBS: Just a moment.

MR. BECK: Thank you.

MS. CASWELL: Thank you.

BY MS. CASWELL:

Q I think, my question was whether you saw the reference here to the fact that the document also cites negotiations relate to vandalism.

A If it means anything, yes, the document -- that's not a part of your testimony, however, not the part of mine.

Q Okay. Well, I mean, you do cite the document in your testimony.

A Say again? Say again?

Q You do cite this document in your testimony, correct? This is the document that you meant to refer to in Item 5 here?

A That's not a point we made in our testimony, not part of my Surrebuttal.

Q But this is the document you're referring to, correct?

A Oh, yeah, sure.

Q Okay. And there's a vandalism summary attached to that document, correct, at page 3850?

A Correct, yeah.

Q And that includes items such as cross-boxes vandalized, jumpers cut, things that might cause service outages, correct?

A Yes.

Q Now -- and vandalism and other deliberate acts to sabotage the network will also cause trouble reports, won't they?

A Did you say vandalism is not or vandalism is?

Q I didn't --

A Whichever you're trying to say, I'll agree with you.

Q Okay. And the company can't control vandalism and other deliberate acts to harm facilities, can it?

A It's a very difficult job.

Q Okay. In your Item 5, you also refer to a 7-26

letter and, I think, I have what that might be, and Mr. Diamond will hand that out now. It's --

MS. CASWELL: May I have this marked as an exhibit, Mr. Chairman? It's Bates number 3845.

CHAIRMAN JACOBS: Show it marked as Exhibit 21.

(Exhibit 21 marked for identification.)

BY MS. CASWELL:

Q Mr. Poucher, when you've had a chance to look at it, can you tell me if this is the document you're referring to in your Item 5 here as the 7-26 letter from Daks to Appel?

A Okay.

Q Okay. And do you see where I have highlighted --

A Yes, I do.

Q -- a plan that Mr. Daks had? It mentions Mr. Daks's plan to raise the installation and maintenance staffing levels, based on current trouble volumes from 37 to roughly 168 employees, so it looks like Mr. Daks planned to staff -- to quadruple the staff to handle the trouble volumes he had observed, correct?

A I'm not sure what that says. It does not appear correct to me to think that there are only 37 installers and repairmen available to work troubles.

Q But it does look like he's adding employees at least?

A I think, it would be better to characterize it, it looks likes he was adding the difference between 37 and 168,

but there are a lot more -- there's, like, 900 employees --

Q Right.

A -- in that organization.

Q Right.

A Okay.

Q But it does look like he was doing some hiring?

A Yes, it does.

Q Okay. And your Item 6 there on Page 27, you refer to a January 16th, 1997, document as a communication from Mr. Daks to Mr. Appel explaining reasons for budget overrun. I'm going to hand you a document, and Mr. Diamond's going to hand you a document Bates stamped 3854 which is, I think, what you're referring to here. It's 3854 through 3856. And when you have a chance to look at that, perhaps you could tell me if this is, indeed, the document you were referencing.

MS. CASWELL: Mr. Chairman, may I have this marked as an exhibit, please?

CHAIRMAN JACOBS: Show it marked as Exhibit 22.

(Exhibit 22 marked for identification.)

MS. CASWELL: Okay.

BY MS. CASWELL:

A Okay.

Q Is this the document that you refer to as the January 16th?

A I believe, it's correct, yes.

Q Okay. And do you see the highlighted portion?

A Yes.

Q And that is -- the reasons Mr. Daks gave for the overrun were continued high service order volumes and the push to improve out-of-service repair results in 24 hours, weren't they?

A Right, correct.

Q And the out-of-service in 24 hours would be this Commission's standard for repair, right?

A Correct.

Q Okay. And moving on to item -- your Item 10, you refer to a January 28th, 1998, note from Mr. Appel to Mr. Keith. And you say -- well, let's look at the document. What I think the document is Bates 4014, and after you've had a chance to look at it, please tell me if that's correct.

MS. CASWELL: Mr. Chairman, may I have this marked as an exhibit?

CHAIRMAN JACOBS: Show it marked as Exhibit 23.

MS. CASWELL: 23, thank you.

(Exhibit 23 marked for identification.)

A Okay.

BY MS. CASWELL:

Q Now, this document emphasizes Mr. Appel's expectation for the region to achieve compliance with the PSC measures, doesn't it?

A Oh, yes, correct.

Q And he cites as reasons why the region was falling short, "Regional Operations execution is falling short of the standards," and bad weather was clearly a factor in some of the misses, correct?

A Yes.

Q Okay. Let's go your Rebuttal Testimony at 25.

A Did you say Page 25?

Q Page 25, yes, Lines 14 to 15. You refer to a document that you say suggests Verizon was understaffed by 150 technicians during the four years at issue in this case. Have you included that document in your testimony?

A I believe, I have. The one on 150 technicians?

Q Yeah, is that one of your exhibits?

A Yes. And it's the one that consists of notes that says, "450 people short, 150 outside plant technicians." It was a note that was written, we think, by Valarie Shreve, provided as part of our discovery, no relationship to Jack Shreve. She's the person who took John Ferrell's place.

Q Is that attached to your testimony?

A And I'm looking.

Q Okay.

A No, it's not, but I sure have it.

Q Okay.

A Basically, these were notes made following the Show

Cause in September of '99, and those notes reflected the thought that they were 150 technicians short in Florida. That was reinforced by John Ferrell's specific plans to add about 110 people immediately to the force in late 1999. And there was also a note on the same document that apparently indicated that there was a need for 450 additional people, but I -- the only one that appeared absolutely certain looked like the 150 people that they were short.

Q Okay, I understand that's your characterization of the document.

MS. CASWELL: I have nothing further from Mr. Poucher, thank you.

CHAIRMAN JACOBS: Staff?

MR. FORDHAM: Staff has no questions, Commissioners.

CHAIRMAN JACOBS: Commissioners? Redirect?

MR. BECK: Yes, a few, thank you, Commissioners.

REDIRECT EXAMINATION

BY MR. BECK:

Q Mr. Poucher, let me ask you about Exhibit 17, which is one of the earlier ones Ms. Caswell passed out earlier. It's the July 13th, 1999, Page 1.

MR. BECK: Am I getting the number right?

MS. CASWELL: No, I think, it's 16.

MR. BECK: 16?

BY MR. BECK:

Q The document I'm referring to is the Bates stamp number 1902, and it's the July 13th, 1999, Page 1.

A Yes, I have that.

Q You have that? And do you see the fourth bullet down is says that they're meeting all PSC standards except one service order appointments?

A Yes. The bullet says, "Meeting all PSC Standards, Except One, Service Order Appointments."

Q And this is characterized as positive trends through May; is it not, at the top of the document?

A Correct.

Q And the date of this document is July 13th, 1999; is that right?

A And it's dated July 13th, correct.

Q Do you have Mr. McDonald's testimony where it shows the number of misses that Verizon had in 1999 on service orders and out of service?

A Yes, I have.

Q Okay. Verizon has 24 exchanges; is that right?

A Correct.

Q Okay. How many -- in January of 1999, did they miss any out of services?

A In January of '99 they missed three installation rule and 13 of the repair rules were missed. And in February -- let

me just go on through this period that they're talking about. In February, they missed all 24 of the installation rules. In March they missed all 24, and they missed one other exchange on out of service, 24. In April they missed one installation, three repair. In May they missed one installation, six repair. And it got much worse as they went through '99, starting in June, which was even before this document was written they missed six installations, 18 tune and repair, and continued on; 249 total failures in 1999, and it was the worst year of all four years.

Q So, where this document says they were meeting all PSC standards except one, that's not true, is it?

A No, that's totally incorrect.

Q On Exhibit 19 that Ms. Caswell passed out, which is the June 28th, 1996, memo; do you have that?

A Yes, I have it.

Q Okay. And could you read the paragraph right above the one that Verizon highlighted in their yellow highlighter?

A Yes. This is June 28th from Peter Daks to John Appel regarding his continuing reports to Appel on their progress in meeting the budget and the service requirements of Verizon. This paragraph says, "We're having some deterioration in results on the residence clearing times as we attempt to hold down overtime and concentrate on business and all commitments. Our clearing times for residence have increased to 20.3."

Q And does this tell you anything about the balance between budget and service?

A Yeah. There was a strong emphasis throughout this entire point and time period for the company to do everything they could to meet the budgets that were directed by Verizon headquarters. And holding down overtime is one of the primary ways that they were trying to do that, because overtime is expensive, there's no question about that, but this is all part of the same financial package. They were expected to meet the budget, Mr. Appel demanded it, and oftentimes they didn't, but that process is what produced the absence of the resources that they needed when they really needed them in Florida to provide good service.

MR. BECK: That's all I have. Thank you.

THE WITNESS: Mr. Chairman, thank you for delaying the hearing for me. The patient survived the operation, and she's doing quite well, and I appreciate your delay.

CHAIRMAN JACOBS: Very well. Glad to hear that. List the exhibits.

MS. CASWELL: Yes, I'd like to move Exhibits 16 through 23 into the record, please.

CHAIRMAN JACOBS: Without objection, show Exhibits 16 through 23 are admitted.

(Exhibits 16 through 23 admitted into the record.)

MR. BECK: And we'd move Exhibit 15.

CHAIRMAN JACOBS: And without objection, show Exhibit 15 is admitted.

(Exhibit 15 admitted into the record.)

MS. CASWELL: Can you remind me what 15 was?

CHAIRMAN JACOBS: 15 were the exhibits attached to his testimony.

MS. CASWELL: Oh, his composite. Okay. Thanks.

CHAIRMAN JACOBS: Are there any other matters before us today, counsel? Post-hearing schedule, counsel?

MR. FORDHAM: The briefs are due, Mr. Chairman, on October the 1st. We're presently set for November 19th Agenda with a recommendation to be filed on November the 7th.

CHAIRMAN JACOBS: Very well. Any other matters to come before us today? Very well. Thank you very much.

MR. BECK: Thank you.

CHAIRMAN JACOBS: Perseverance does pay off.

MS. CASWELL: Thank you.

CHAIRMAN JACOBS: We're adjourned.

(Hearing concluded at 3:45 p.m.)

- - - - -

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

I, KORETTA E. FLEMING, RPR, Official Commission Reporter, do hereby certify that a hearing was heard at the time and place herein stated in Docket Number 991376-TL.

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' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED this Monday, September 13, 2001.

Koretta E. Fleming

KORETTA E. FLEMING, RPR
FPSC Official Commissioner Reporter
(850) 413-6734

EXHIBIT NO. _____

DOCKET NO.: 991376-TL

WITNESS: Stip-1

PARTY: Staff

DESCRIPTION:

1. Official Recognition List

PROFFERING PARTY: STAFF

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 991376-TL EXHIBIT NO. _____
COMPANY/
WITNESS: FPSC Staff
DATE: 6-21-01

I.D. # Stip-1

DOCKET NO. 991376-TL
OFFICIAL RECOGNITION LIST

FLORIDA COMMISSION ORDERS

1. Docket No. 910163-TL
    a. PSC-94-0172-FOF-TL

2. Docket No. 910622-TL
    a. 24746

3. Docket No. 991377-TL
    a. PSC-00-2462-PAA-TL
    b. PSC-00-2462A-PAA-TL

FLORIDA TESTIMONY

1. Testimony of the Honorable Leon Jacobs before the House Commerce Telecommunications Committee, H.R. 1765, May 17, 2001

VERIZON-FLORIDA, INC.

1. Quarterly Reports - First Quarter 1996 through First Quarter 2001

2. Tariff Sections A2.4.4, A2.4.7, and A2.5.1

EXHIBIT NO. _____

DOCKET NO.: 991376-TL

WITNESS: Stip-2

PARTY: Verizon-Florida, Inc.

DESCRIPTION:

1. Responses to Staff's 1st Set of Interrogatories Items 1-22

PROFFERING PARTY: STAFF

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 2
COMPANY/ WITNESS. FPSC Staff
DATE: 6-21-01 DT

I.D. # Stip-2

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against Verizon Florida Inc. for apparent violation of service standards	))))	Docket No. 991376-TL

Verizon Florida Inc.'s Objections and Responses to Staff's First Set of Interrogatories (Nos. 1-22)

Provide the name, address and relationship to the Company of each person providing answers to the following inquiries and identify which question(s) each person answered.

Questions 1-4:

Russell Diamond
Business Analysis Manager – Florida Region
201 North Franklin Street
Tampa, FL 33602

Questions 5-10, 14, and 17-22:

Lonnie Lewis
Specialist – Service Center Administration
201 North Franklin Street
Tampa, FL 33602

Question 11:

Sue Shepherd
Specialist – Remote Operations Support
Denise Wedding
Administrative Support Clerk, Region Support Center
Deborah Kampert
Specialist – Regulatory Affairs
201 North Franklin Street
Tampa, FL 33602

Questions 12-13:

Michelle Robinson
Regulatory Affairs Assistant Vice President
201 North Franklin Street
Tampa, FL 33602

Questions 15-16:

Deborah Kampert
Specialist – Regulatory Affairs
201 North Franklin Street
Tampa, FL 33602

INTERROGATORIES

1. How many people were employed by Verizon for the purpose of installing new primary residential and single line business service and restoring interrupted residential and single line business service in Florida on January 1, 1996?

Response:

Verizon no longer has the requested employee counts.

2. How many people were employed by Verizon for the purpose of installing new primary residential and single line business service and restoring interrupted residential and single line business service in Florida on December 31, for each of the years 1996 through 1999?

Response:

	1996	1997	1998	1999
Labor Group 201	818	710	730	711
Labor Group 301	229	233	287	316

3. What limits, if any, were placed on the overtime worked by service technicians for the purposes of installing new primary residential and single line business service and restoring interrupted residential and single line business service in Florida during each calendar year, for the years 1996 through 1999?

Response:

The overtime policy used by Florida allows technicians to self-authorize up to half an hour to complete jobs. All other overtime is to be authorized by management.

4. If limits were imposed on the overtime worked by service technicians for the purposes of installing new primary residential and single line business service and restoring interrupted residential and single line business service in Florida during each calendar year, for the years 1996 through 1999, why did Verizon impose the overtime limits and for what purpose? Please specify the reason and purpose for overtime limits, if any, during each year.

Response:

Overtime is authorized by management in accordance with activity levels for the day and the need to meet PSC standards for the month.

5. What actions, if any, did Verizon take to improve its performance relating to the requirements of Rule 25-4.070(3)(a), F.A.C., the restoration of interrupted service within 24 hours, during each calendar year, for the years 1996 through 1999?

Response:

As Verizon Florida President, John Ferrell, discusses in his Rebuttal Testimony in this proceeding, Verizon management continually adjusts its strategies for attaining PSC standards, so it would probably be impossible to list all actions Verizon may have taken. This is particularly true because key managers from as far back as 1996 have left the Company and internal documents may no longer exist. In any event, Mr. Ferrell discusses some of the numerous measures Verizon took to improve its repair performance in the years at issue. Verizon incorporates that discussion by reference here. In addition, a large number of the over 5000 pages of documents produced in response to the Office of Public Counsel's discovery in this case (and also produced to the Staff) reflect the Company's ongoing efforts to improve PSC results. These include, among others, action plans and operational adjustments devised and implemented under Mr. Ferrell and his predecessor, Mr. Daks. Listed below are just some of the general measures taken to this end.

1996

- Used overtime to provide additional hours during high volume months.
- Implemented a program to assign field technicians to major projects to prevent cable damages.
- Reviewed employee work schedules for possible tour changes to reduce non-productive time due to inclement weather.
- Developed plans to add additional employees due to work force renewal.
- Developed and implemented rainy day plans to move manpower from

construction to service.
- Reviewed existing TAC (proactive maintenance) focus programs for possible enhancements.
- Established cross-functional teams to develop trouble reduction action plans for the upcoming year.

1997

- Used overtime/service emergencies to provide additional hours during high volume months. (Service emergencies require employees to work 6 days a week, 10 hours a day.)
- Reviewed employee work schedules for possible tour changes to reduce non-productive time due to inclement weather.
- Continued to assign field technicians to major projects to prevent cable damages.
- Added and trained additional employees for work force renewal.
- Revised the existing Rainy Day Plan to improve the distribution of manpower.
- Increased TAC Focus emphasis (proactive maintenance).
- Continued cross-functional teams to develop trouble reduction action plans for the upcoming year.
- During extremely high trouble volumes, Verizon required employees to work 6 days a week 10 hours per day.
- Added contractors for high trouble volume months.

1998

- Used overtime to provide additional hours during high volume months.
- Reallocated manpower across district boundaries, giving priority to out of service troubles.
- Continued to add contractors to assist both with service and construction.
- Implemented Rainy Day Plan aspect to move Verizon employees from construction to service.
- Continued cross-functional teams to develop trouble reduction action plans for the upcoming year.
- Created a separate group to handle all proactive activity (TAC Focus)

1999

- Overtime used as required to provide additional hours during high volume months.
- Continued the reallocation of manpower across district boundaries, giving priority

to out-of-service customers.

- Continue TAC Focus (proactive maintenance).
- Added contractors to assist with service and construction.
- Continued cross-functional teams to develop trouble reduction action plans for the upcoming year.
- Performed extensive review on Verizon's DLC systems.
- Performed review of areas of plant that have had the most lightning strikes and pursued ways to reduce the damage lightning has on Verizon's facilities.
- Reemphasized training on bonding and grounding.
- Obtained changes to the Collective Bargaining Agreement, allowing Service Installers to be trained and used in service restoration.
- Implemented Rainy Day Plan to move Verizon employees from construction to service.

6. What further actions, if any, did Verizon take to improve its performance relating to the requirements of Rule 25-4.070(3)(a), F.A.C., in each of the calendar years following 1996 (1997,1998 and 1999) that were different than the actions taken in each previous year? For example, if the actions taken by Verizon to meet the rule requirements in one year were not effective, what further actions did Verizon implement in the subsequent year that were different than the actions taken in the previous year.

Response:

As Verizon Florida President, John Ferrell, discusses in his Rebuttal Testimony in this proceeding, Verizon management continually adjusts its strategies on an almost daily basis to better assure compliance with PSC standards. As such, it would probably be impossible to list all changes the Company may have made from year to year. This is particularly true because key members of Company management have left the Company since 1996 and internal documents may no longer be available. In any event, Mr. Ferrell discusses some of the numerous measures Verizon took to improve its repair performance in the years at issue. Verizon incorporates that discussion by reference here. In addition, a large number of the over 5000 pages of documents produced in response to the Office of Public Counsel's discovery in this case (and also produced to the Staff) reflect the Company's ongoing efforts to improve PSC results. These include, among others, action plans and operational adjustments devised and implemented under Mr. Ferrell and his predecessor, Mr. Daks. Listed below are just some of the changes made from year to year.

1997

- During extremely high trouble volumes Verizon called several service emergencies which required employees to work 6 days a week 10 hours per day.
- Added contractors for high trouble volume months.
- Added employees.

1998

- Reallocated manpower across district boundaries, giving priority to out-of-service troubles.

1999

- Performed extensive review on Verizon's DLC systems.
- Reviewed areas of plant that have had the most lightning strikes and pursued ways to reduce the damage lightning has on Verizon's facilities.
- Reemphasized training on bonding and grounding.
- Obtained changes to the Collective Bargaining Agreement allowing Service Installers to be trained and used in service restoration.

7. What actions, if any, did Verizon take to improve its performance relating to the requirements of Rule 25-4.070(3)(b), F.A.C., the clearing of trouble affecting service reports within 72 hours, during each calendar year, for the years 1996 through 1999?

Response:

Verizon objects to this question because it seeks information that is not relevant to any issue in this proceeding. Verizon's performance under Commission Rule 25-4.070(3)(b) has not been identified as an issue in this docket. Notwithstanding this objection, Verizon responds that the actions taken to improve performance under Rule 25-4.070(3)(b) would generally have been the same as those taken to improve performance under Rule 25-4.070(3)(a). These actions are discussed above, in response to question 5.

8. What further actions, if any, did Verizon take to improve its performance relating to the requirements of Rule 25-4.070(3)(b), F.A.C., in each of the calendar years following 1996 (1997, 1998 and 1999) that were different than the actions taken in the previous year? For example, if the actions taken by Verizon to meet the rule requirements in one year were not effective, what further actions did Verizon

implement in the subsequent year that were different than the actions taken in the previous year.

Response:

Verizon objects to this question because it seeks information that is not relevant to any issue in this proceeding. Verizon's performance under Commission Rule 25-4.070(3)(b) has not been identified as an issue in this docket. Notwithstanding this objection, Verizon responds that the actions taken to improve performance under Rule 25-4.070(3)(b) from year to year would generally have been the same as those taken to improve performance under Rule 25-4.070(3)(a). These actions are discussed above, in response to question 6.

9. What actions, if any, did Verizon take to improve its performance relating to the requirements of Rule 25-4.066(2), F.A.C., the installation of new primary service within three working days during each calendar year, for the years 1996 through 1999?

Response:

As Verizon Florida President, John Ferrell, discusses in his Rebuttal Testimony in this proceeding, Verizon management continually adjusts its strategies to attain PSC standards, so it would probably be impossible to list all actions Verizon may have taken. This is particularly true because key managers from as far back as 1996 have left the Company and internal documents may no longer exist. In any event, Mr. Ferrell's Rebuttal Testimony lists some of the numerous measures Verizon has taken to improve its installation performance. That discussion is incorporated by reference here. As Mr. Ferrell points out, the same measures were, in many cases, directed toward improving both repair and installation results.

In addition, a large number of the over 5000 pages of documents produced in response to the Office of Public Counsel's discovery in this case (and also produced to the Staff) reflect the Company's ongoing efforts to improve PSC results. These include, among others, action plans and operational adjustments devised and implemented under Mr. Ferrell and his predecessor, Mr. Daks. Listed below are just some of the general measures Verizon has taken to this end.

1996

- Used overtime to provide additional hours during high volume months.
- Reviewed employee work schedules for possible tour changes to reduce non-

productive time due to inclement weather.
- Developed plans to add additional employees due to work force renewal.

1997

- Used overtime/service emergency to provide additional hours during high volume months. (Service emergencies require employees to work 6 days a week, 10 hours a day.)
- Reviewed employee work schedules for possible tour changes to reduce non-productive time due to inclement weather.
- Added and trained employees for work force renewal.
- Piloted and implemented Application Due Date Assignment.

1998

- Used overtime to provide additional hours during high volume months.
- Extended due date for C order activity. (Rescheduled)
- Reviewed employee work schedules for possible tour changes to reduce non-productive time due to inclement weather.

1999

- Used overtime as required to provide additional hours during high volume months.
- Extended due date for C order activity. (Rescheduled)

10. What further actions, if any, did Verizon take to improve its performance relating to the requirements of Rule 25-4.066(2), F.A.C., in each of the calendar years following 1996 (1997, 1998 and 1999) that were different than the actions taken in the previous year? For example, if the actions taken by Verizon to meet the rule requirements in one year were not effective, what further actions did Verizon implement in the subsequent year that were different than the actions taken in the previous year.

Response:

As Verizon Florida President, John Ferrell, discusses in his Rebuttal Testimony in this proceeding, Verizon management continually adjusts its strategies to improve its performance relative to PSC standards, almost on a day-to-day basis, so it would probably be impossible to list all actions Verizon may have taken. This is particularly true because key managers from as far back as 1996 have left the Company and

internal documents may no longer exist. In any event, Mr. Ferrell's Rebuttal Testimony lists some of the numerous measures Verizon has taken to improve its installation performance. That discussion is incorporated by reference here. As Mr. Ferrell points out, the same measures were, in many cases, directed toward improving both repair and installation results.

In addition, a large number of the over 5000 pages of documents produced in response to the Office of Public Counsel's discovery in this case (and also produced to the Staff) reflect the Company's ongoing efforts to improve PSC results. These include, among others, action plans and operational adjustments devised and implemented under Mr. Ferrell and his predecessor, Mr. Daks. Listed below are just some of the general measures Verizon has taken to this end.

1997

- During extremely high trouble volumes Verizon called several service emergencies which required employees to work 6 days a week 10 hours per day.
- Added employees.
- Piloted and implemented Application Due Date Assignment.

1998

- Extended due dates for C orders (rescheduled).

1999

- No changes.

11. Who reviews Verizon's quarterly performance reports submitted to the Florida Public Service Commission? Please list names and titles.

Response:

Data is provided each month from information compiled throughout the month by the Region Service Center. The information is forwarded to Sue Shepherd, Specialist-Remote Operations Support, to prepare the required schedules and disk. When completed, the information is sent to Deborah Kampert, Specialist in Regulatory Affairs. Before schedules are sent to Regulatory Affairs, they are checked for accuracy and keying errors by Sue Shepherd and Denise Wedding, Administrative Support Clerk. Regulatory (Deborah Kampert) reviews the quarterly reports to ensure all schedules are in the package, and if service standards are missed, an explanation

is provided.

In addition, numerous internal documents and reports are used to track PSC results and these are reviewed regularly by both upper level local management, including Verizon Florida Inc.'s President, and corporate management. (A number of these documents are included in the discovery produced to Public Counsel and the Staff.) For instance, as Mr. Ferrell discusses in his Rebuttal Testimony, he requires daily management reports of PSC service results to help him and his management team identify ongoing problems and adjust workloads. Mr. Daks also used daily, exchange-by-exchange reporting, but in a different format. (Ferrell Rebuttal Testimony at 18.)

12. What is the highest level of Verizon's management that reviews its quarterly performance reports submitted to the Florida Public Service Commission?

Response:

The Regulatory Affairs Assistant Vice President is customarily the highest level employee who reviews the PSC report itself, but the underlying PSC service results are reviewed much more frequently by the Verizon Florida President and his management team, as well as Verizon's corporate management. Please see Response to question 11.

13. Who approves or certifies the accuracy of Verizon's quarterly performance reports submitted to the Florida Public Service Commission? Please list names and titles.

Response:

There is no "certification" process, *per se*, but the Regulatory Affairs Assistant Vice President has final approval of the reports before they are submitted to the Commission.

14. In what months, if any, did inclement weather affect the ability of Verizon service technicians to restore interrupted residential and single line business service within 24 hours, and install new primary residential and single line business service within three working days, during each calendar year, for the years 1996 through 1999? Identify, specifically, the problems incurred during each year due to the inclement weather, if any.

Response:

Following is a list of particularly significant weather problems experienced during certain months during the years at issue. However, weather problems may have occurred on particular days in particular geographical areas in months that are not listed, as well.

1996

Jan-severe inclement weather, rain in excess of 6 inches
Mar-weather, rain in excess of 12 inches
Apr-weather, rain in excess of 4 inches, damaged cables
May-weather, rain in excess of 5 inches
June-severe weather, rain in excess of 9 inches, cable damage
July-severe inclement weather, rain in excess of 6 inches, damaged cables
Aug-severe weather, rain in excess of 8 inches, damaged cables
Sept-severe weather, rain in excess of 7 inches, damaged cables
Oct-Tropical Storm Josephine

1997

Apr- severe inclement weather, rain in excess of 10 inches
June-severe inclement weather, rain in excess of 8 inches
July-severe weather, first and second week of the month – service emergency declared July 14 through July 16, cable damages
Aug-severe weather, rain in excess of 8 inches, damaged cables
Sept-severe flooding from rain in excess of 14 inches in a two day period – 8.45 inches of rain on Sep 26th
Oct-8.45 inches of rain on Sep 26 affected Oct results, also 6 to 9 inches of rain
Nov-6 to 7 inches of rain
Dec-rain in excess of 16 inches – highest amount of rainfall in one month since the weather service began tracking rainfall

1998

Jan-excessive rainfall, more than 9 inches
Feb-excessive rainfall, more than 12 inches
Mar-excessive rainfall, more than 8 inches–our average rainfall from October through March is 14.02 inches. We had 43.58 inches of rain in this time period.
June-severe weather, more than 8 inches of rain for six of the last eight days of the month, also major cable damaged.
July-severe weather, rain in excess of 12 inches

Aug-more than 680 reports associated with lightning damage, numerous damaged cables, rain in excess of 8 inches
Sept-severe inclement weather; heavy rain, tornadoes, and lightning, before and after the effects of Hurricane Georges, rain in excess of 14 inches

1999

June-severe inclement weather, lightning, rainfall in excess of 9 inches
July-weather, rain in excess of 9 inches
Aug-severe inclement weather, lightning, rainfall in excess of 11 inches, 67 damaged outside plant conditions, reallocate manpower
Sept-severe inclement weather, lightning, rainfall in excess of 8 inches, 81 damaged outside plant conditions, reallocate manpower

Inclement weather causes the following general problems:

Reduces productivity, as employees are for periods of time unable to work safely, causing repair and installation to be delayed. This, in turn, causes a compounding effect on missed commitments/objectives.

Moving manpower between work locations to assist in the high trouble volume areas reduces productivity, as the employees are not as familiar with the area, as well as increased travel time.

Lightning damage to facilities requires multiple technicians to be on outages, thereby undermining the Company's ability to use the technician on single troubles and clear orders and trouble within the objectives.

As we manage our workforce and overtime to the PSC objectives, we attempt to meet the specific objectives on a day to day basis. Should our results be at or better than the objectives near the end of the month and severe inclement weather occurs, we sometimes are unable to meet the required objectives due to the increased volume of troubles and can miss the month end objective.

15. How many complaints did Verizon receive from customers regarding the failure of Verizon to install new primary residential and single business line service within three working days during each calendar year, for the years 1996 through 1999?

Response:

There is no category in the complaint database that specifically addresses the failure to install new primary residential and single business line service within three working days. Installation type complaints are categorized by the following categories:

For 1996-1998

Upgrade denied/delayed	Topic code 03A
Primary Denied/ Delayed	Topic code 03B
Additional Line Denied	Topic code 03C
Unsatisfactory Commitment Date	Topic code 04A
Missed Commitment	Topic code 04B

For 1999

Missed Commitment	Topic code D02A
Not Satisfied with Commitment date	Topic code D02C
Took Too long to Install	Topic code D03C
Order delayed-no facilities	Topic code D04

The number of complaints closed to each of these categories has already been provided in Bates stamped documents 2133-2372 and 4485-4539.

In addition, the Consumer Affairs Division of the FPSC does track complaints closed to specific rule violations; therefore, data for FPSC complaints closed to the three-day rule may be available through Consumer Affairs.

16. How many complaints did Verizon receive from customers regarding the failure of Verizon to restore interrupted service within twenty-four hours during each calendar year, for the years 1996 through 1999?

Response:

There is no category in the complaint database that specifically addresses the failure to restore interrupted service within twenty-four hours. Repair-related complaints are placed into the following categories:

For 1996-1998

Missed Commitment	Topic code 05C
Unsatisfactory Commitment Repair	Topic code 05D

For 1999

Missed Commitment	Topic code D02B
Not Satisfied with Commitment date	Topic code D02D

The number of complaints closed to each of these categories has already been provided in Bates stamped documents 2133-2372 and 4485-4539.

In addition, the Consumer Affairs Division of the FPSC tracks complaints closed to specific rule violations; therefore, data for FPSC complaints closed to the trouble report rule may be available through Consumer Affairs.

17. Did Verizon's central office and outside plant personnel involved in installation and repair participate in installation and repair of service provided to customers by ALECs during each calendar year, for the years 1996 through 1999? Please provide a separate answer for each year.

Response:

1996– Verizon does not have this information.
1997–Yes
1998-Yes
1999-Yes

18. How many employees, if any, did Verizon add to its payroll to provide additional repair and installation service to customers of ALECs during each calendar year, for the years 1996 through 1999?

Response:

None.

19. Of the instances in which Verizon failed to install new service within three working days, what was the average length of time it took to install service during each calendar year, for the years 1996 through 1999?

Response:

Verizon does not track this information. However, schedules 2 and 3 of the quarterly service reports submitted to the Commission include some general statistics on time to perform installations.

20. Of the instances in which Verizon failed to install new service within three working days, what was the maximum length of time it took to install service during each calendar year, for the years 1996 through 1999?

Response:

Verizon does not track this information. However, schedules 2 and 3 of the quarterly service reports submitted to the Commission include some general statistics on time to perform installations.

21. Of the instances in which Verizon failed to restore interrupted service within 24 hours, what was the average length of time it took to restore service during each calendar year, for the years 1996 through 1999?

Response:

Verizon does not track this information.

22. Of the instances in which Verizon failed to restore interrupted service within 24 hours, what was the maximum length of time it took to restore service during each calendar year, for the years 1996 through 1999?

Response:

Verizon does not track this information.

VERIFICATION

STATE OF FLORIDA)
) ss.
COUNTY OF HILLSBOROUGH)

BEFORE ME, the undersigned authority, personally appeared Michelle A. Robinson, who deposed and stated that the answers to the First Set of Interrogatories (Nos.1-22) served on Verizon Florida Inc. by Staff in Docket No. 991376-TL were prepared at her request and she is informed that the responses contained therein are true and correct to the best of her information and belief.

DATED at Tampa, Florida, this 1 day of May, 2001.

Michelle A. Robinson

Sworn to and subscribed before me this 1st day of May, 2001.

Teresa Ann Scobie
Notary Public
State of Florida

Name Typed or Printed/Commission No.

My Commission Expires:

OFFICIAL NOTARY SEAL
TERESA ANN SCOBIE
NOTARY PUBLIC STATE OF FLORIDA
COMMISSION NO. CC777388
MY COMMISSION EXP. OCT. 21,2002

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of Verizon Florida Inc.'s Notice of Service and Objections and Responses to Staff's First Set of Interrogatories (Nos. 1-22) in Docket No. 991376-TL were sent via overnight delivery on May 1, 2001 to:

Lee Fordham, Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Charles J. Beck, Deputy Public Counsel
Office of Public Counsel
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400

Courtney Fallen
for Kimberly Caswell

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements and Credit Allowances (Continued)

.3 Payment for Service

a. All charges due by the customer are payable at the Company's business office or at any agency duly authorized by the Company to receive such payments. Any errors, irregularities, or objections to the bill must be made by the customer to the Company within a period of sixty (60) days from the date of the bill. If no report of any error, irregularity, or objection to a bill is received by the Company from the customer within said 60-day period, the billing shall be deemed correct. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend, or other compensation on the amount overbilled.

b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long-distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station, and for charges charged to the subscriber from another station by any person entitled to use of the service as provided in A2.2.1b.

(1) A charge of $25.00 if the face value of the check does not exceed $50.00; $30.00 if the face value of the check exceeds $50.00 but does not exceed $300.00, and $40.00 if the face value of the check exceeds $300.00, or 5% of the face value of the check, whichever is greater, will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written. For a check or draft written prior to the effective date of this tariff, a charge of $20.00 or 5% of the face value of the check, whichever is greater, will apply.[1] (C) (C) (C) (C)

c. Bills shall not be considered delinquent prior to the expiration of fifteen (15) days from the date of mailing or delivery by the Company. However, the Company may demand immediate payment under the following circumstances:

(1) Where service is terminated or abandoned;

(2) Where toll service is two (2) times greater than the subscriber's average usage as reflected on the monthly bills for the three (3) months prior to the current bill or, in the case of a new subscriber who has been receiving service for less than four (4) months, where the toll service is twice the estimated monthly toll service.

d. Should service be suspended for non-payment of charges, restoration of service will be made only as provided under "Restoration Charge" in Section A4. of this Tariff.

e. When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement, which is subject to the provisions of this Tariff.

f. At its discretion, the Company may restore or reestablish service which has been suspended or disconnected for non-payment of charges without payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid, or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver to suspend or disconnect service for non-payment of such account or any other past due account.

.4 Allowance for Interruptions

a. Customers experiencing a service outage exceeding the periods described in b. and c. following will receive a credit allowance as provided in b. and c. following, and a Service Performance Guarantee credit as provided in A2.4.7 of this Tariff.

b. Exchange Service

(1) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed automatically, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. For the purpose of administering this regulation, every month is considered to have thirty days.

[1]Nonpayment of the charge will not constitute sufficient cause for interruption or cancellation of service.

A2.4 Payment Arrangements and Credit Allowances

.4 Allowance for Interruptions (Continued)

c. Private Line Service

(1) When service utilizing two-wire or four-wire intraexchange Local Channels is interrupted for a period of 24 hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each 24 hours or major fraction thereof of interruption for the portion of the service affected by the interruption.

(2) For service utilizing Local Channels other than those preceding, no credit is allowed for interruption to service of less than 30 minutes. Interruptions of 30 minutes or over are credited to the subscriber at the proportionate monthly charge in half-hour multiples for each half-hour or major fraction thereof of interruption.

.5 Provision for Certain Taxes and Fees

a. When a municipality or political subdivision of the state charges the Company any license, occupantional, franchise, inspection or other similar tax or fee, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, the aggregate amount of such taxes and fees will be billed, insofar as practical, pro rata to exchange subscribers receiving service in the municipality or political subdivision.

.6 Late Payment Charge

a. A Late Payment Charge of one and a half percent (1.5%) will be applied to each customer's bill (including accounts billed in accordance with the Company's Billing and Collection Services Agreements) when the previous month's bill has not been paid in full prior to the next billing date. The 1.5 percent charge is applied to the total unpaid amount carried forward, and is included in the total amount due on the current bill. This tariff shall apply to federal and state government pursuant to existing statutes applicable to those governmental entities. Effective January 1, 1992, county and municipal governments will be assessed a 1% Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Sections 218.70-218.79, Florida Statutes.

7. Service Performance Guarantee

a. Business

(1.) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of $100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes to in this tariff.

(2.) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

(3.) Credit will be provided in accordance with the above conditions at the request of the customer. The Service Performance Guarantee will appear as either a $100.00 credit on the customer's bill or something of equal value, as mutually agreed upon between the customer and the Company, will be provided to the customer. (N) | (N)

(4.) Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements and Credit Allowances (Continued)

7. Service Performance Guarantee (Continued)

a. Business (Continued)

(5.) The credit will not apply to conditions resulting from: (C)

(a.) Willful neglect, misuse or abuse by the customer.

(b.) Problems in the customer's premises equipment or in the customer's inside wire.

(c.) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.

(d.) Temporarily or permanently discontinued service due to nonpayment of bills.

(6.) (Deleted)

b. Residence

(1.) If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of $25.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes to in this tariff.

(2.) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

(3.) Credit will be provided in accordance with the above conditions at the request of the customer. The Service Performance Guarantee will appear as either a $25.00 credit on the customer's bill or something of equal value, as mutually agreed upon between the customer and the Company, will be provided to the customer.

(4.) Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with this tariff.

(5.) The credit will not apply to conditions resulting from: (C)

(a.) Willful neglect, misuse or abuse by the customer.

(b.) Problems in the customer's premises equipment or in the customer's inside wire.

(c.) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.

(d.) Temporarily or permanently discontinued service due to nonpayment of bills.

(6.) (Deleted)

A2.5 Liability of the Company

.1 Service Irregularities

a. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the Company (including, but not limited to, exchange, toll, private line, supplemental equipment and directory services) shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error or defect occurs as provided in A2.4.4.

GTE Telephone Operations
Florida Operation

One Tampa City Center
201 N. Franklin Street
P.O. Box 110
Tampa, FL 33601-0110

May 9, 1996

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Mr. D'Haeseleer:

Enclosed are GTE Florida's explanations of missed standards pertaining to the Periodic Reports for first quarter 1996.

If you have any questions or require additional information, please call Debby Kampert of my staff at 813/224-6505.

Sincerely,

Beverly Y. Menard
Regional Director - Regulatory & Industry Affairs

BYM:DBK:wjh
Enclosure

EXPLANATION OF MISSED SERVICE STANDARDS
FIRST QUARTER 1996

SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS

DATA MONTH: JANUARY 1996

The Tampa exchange had a total of 8,786 out of service reports with 6,089 cleared within 24 hours for a percentage of 69.3. The 2,697 reports that were not cleared within 24 hours were due to extremely severe weather.

The Winter Haven exchange had a total of 1,075 out of service reports with 553 cleared within 24 hours for a percentage of 51.4. The 522 reports that were not cleared within 24 hours were due to extremely severe weather.

The Polk City exchange had a total of 107 out of service reports with 59 cleared within 24 hours for a percentage of 55.1. The 48 reports that were not cleared within 24 hours were due to extremely severe weather.

The Mulberry exchange had a total of 105 out of service reports with 67 cleared within 24 hours for a percentage of 63.8. The 38 reports that were not cleared within 24 hours were due to extremely severe weather.

The Bartow exchange had a total of 335 out of service reports with 259 cleared within 24 hours for a percentage of 77.3. The 76 reports that were not cleared within 24 hours were due to extremely severe weather.

The Frostproof exchange had a total of 161 out of service reports with 109 cleared within 24 hours for a percentage of 67.7. The 52 reports that were not cleared within 24 hours were due to extremely severe weather.

The Lake Wales exchange had a total of 400 out of service reports with 264 cleared within 24 hours for a percentage of 66.0. The 136 reports that were not cleared within 24 hours were due to extremely severe weather.

The Indian Lake exchange had a total of 54 out of service reports with 36 cleared within 24 hours for a percentage of 66.7. The 18 reports that were not cleared within 24 hours were due to extremely severe weather.

EXPLANATION OF MISSED SERVICE STANDARDS
SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS
JANUARY 1996 Page 2

The Lakeland exchange had a total of 1,880 out of service reports with 1,272 cleared within 24 hours for a percentage of 67.7. The 608 reports that were not cleared within 24 hours were due to extremely severe weather.

The Plant City exchange had a total of 1,212 out of service reports with 862 cleared within 24 hours for a percentage of 71.1. The 350 reports that were not cleared within 24 hours were due to extremely severe weather.

The Haines City exchange had a total of 594 out of service reports with 337 cleared within 24 hours for a percentage of 56.7. The 257 reports that were not cleared within 24 hours were due to extremely severe weather.

The Zephyrhills exchange had a total of 657 out of service reports with 428 cleared within 24 hours for a percentage of 65.1. The 229 reports that were not cleared within 24 hours were due to extremely severe weather.

The Clearwater Exchange had a total of 3,127 out of service reports with 1,880 cleared within 24 hours. The 1,247 reports not cleared within 24 hours were due to extremely severe weather.

The New Port Richey Exchange had a total of 533 out of service reports with 456 cleared within 24 hours. The 77 reports not cleared within 24 hours were due to extremely severe weather.

The Hudson Exchange had a total of 587 out of service reports with 489 cleared within 24 hours. The 98 reports not cleared within 24 hours were due to extremely severe weather.

The Tarpon Springs Exchange had a total of 1,107 out of service reports with 939 cleared within 24 hours. The 168 reports not cleared within 24 hours were due to extremely severe weather.

The St. Petersburg Exchange had a total of 5,558 out of service reports with 3,895 cleared within 24 hours. The 1,663 reports not cleared within 24 hours were due to extremely severe weather and numerous cable outages.

The Sarasota Exchange had a total of 2,819 out of service reports with 1,941 cleared within 24 hours. The 878 reports not cleared within 24 hours were due to extremely severe weather.

EXPLANATION OF MISSED SERVICE STANDARDS
SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS
JANUARY 1996 Page 3

The North Port Charlotte Exchange had a total of 240 out of service reports with 136 cleared within 24 hours. The 104 reports not cleared within 24 hours were due to extremely severe weather.

The Englewood Exchange had a total of 633 out of service reports with 392 cleared within 24 hours. The 241 reports not cleared within 24 hours were due to extremely severe weather.

The Venice Exchange had a total of 1,101 out of service reports with 666 cleared within 24 hours. The 435 reports not cleared within 24 hours were due to extremely severe weather.

The Myakka Exchange had a total of 101 out of service reports with 67 cleared within 24 hours. The 34 reports not cleared within 24 hours were due to extremely severe weather.

The Palmetto Exchange had a total of 650 out of service reports with 356 cleared within 24 hours. The 294 reports not cleared within 24 hours were due to extremely severe weather.

The Bradenton Exchange had a total of 1,856 out of service reports with 1,046 cleared within 24 hours. The 810 reports not cleared within 24 hours were due to extremely severe weather.

EXPLANATION OF MISSED SERVICE STANDARDS
FIRST QUARTER 1996

SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS

DATA MONTH: FEBRUARY 1996

The Winter Haven exchange had a total of 682 out of service reports with 480 cleared within 24 hours for a percentage of 70.4. The 202 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower. We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations.

The Polk City exchange had a total of 149 out of service reports with 111 cleared within 24 hours for a percentage of 74.5. The 38 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Mulberry exchange had a total of 60 out of service reports with 55 cleared within 24 hours for a percentage of 91.7. The 5 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Bartow exchange had a total of 182 out of service reports with 166 cleared within 24 hours for percentage of 91.2. The 16 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Frostproof Exchange did not meet the PSC objective of 95% or higher for the month of February. The exchange had a total of 93 out of service reports with 85 cleared within 24 hours for a percentage of 91.4. The 8 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Lake Wales exchange had a total of 363 out of service reports with 315 cleared within 24 hours for a percentage of 86.8. The 48 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

EXPLANATION OF MISSED SERVICE STANDARDS
SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS
FEBRUARY 1996 - Page 2

The Indian Lake exchange had a total of 21 out of service reports with 17 cleared within 24 hours for a percentage of 81.0. The 4 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Lakeland exchange had a total of 1,344 out of service reports with 1,035 cleared within 24 hours for a percentage of 77.0. The 309 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Plant City exchange had a total of 468 out of service reports with 355 cleared within 24 hours for a percentage of 75.9. The 113 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Haines City exchange had a total of 391 out of service reports with 280 cleared within 24 hours for a percentage of 71.6. The 111 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Zephyrhills exchange had a total of 342 out of service reports with 308 cleared within 24 hours for a percentage of 90.1. The 34 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Clearwater exchange had a total of 2,810 out of service reports with 2,949 cleared within 24 hours. There were 161 reports that were not cleared within 24 hours. Numerous cable damages in the Countryside central office contributed to our not meeting the objective.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations.

EXPLANATION OF MISSED SERVICE STANDARDS
FIRST QUARTER 1996

SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS

DATA MONTH: MARCH 1996

The Winter Haven exchange had a total of 852 out of service reports with 551 cleared within 24 hours for a percentage of 64.7. The 301 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Polk City exchange had a total of 83 out of service reports with 41 cleared within 24 hours for a percentage of 49.4. The 42 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Mulberry exchange had a total of 69 out of service reports with 47 cleared within 24 hours for a percentage of 68.1. The 22 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Bartow exchange had a total of 240 out of service reports with 182 cleared within 24 hours for a percentage of 75.8. The 58 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Frostproof exchange had a total of 90 out of service reports with 68 cleared within 24 hours for a percentage of 75.6. The 22 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Lake Wales exchange had a total of 650 out of service reports with 557 cleared within 24 hours for a percentage of 85.7. The 93 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Indian Lake exchange had a total of 54 out of service reports with 41 cleared within 24 hours for a percentage of 75.9. The 13 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

EXPLANATION OF MISSED SERVICE STANDARDS
SCHEDULE: 11 - OOS CLEARED W/I 24 HOURS
MARCH 1996 - Page 2

The Lakeland exchange had a total of 1,734 out of service reports with 1,378 cleared within 24 hours for a percentage of 79.5. The 356 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Plant City exchange had a total of 556 out of service reports with 430 cleared within 24 hours for a percentage of 77.3. The 126 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in the district which required reallocation on manpower.

The Haines City exchange had a total of 389 out of service reports with 233 cleared within 24 hours for a percentage of 59.9. The 58 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Zephyrhills exchange had a total of 384 out of service reports with 345 cleared within 24 hours for a percentage of 89.8. The 39 reports that were not cleared within 24 hours were due to numerous damaged cables & high activity in district, which required reallocation on manpower.

The Myakka exchange had a total of 50 out of service reports with 43 cleared within 24 hours. The 7 reports not cleared within 24 hours were due to the high volume of activity.

The Palmetto exchange had a total of 410 service reports with 383 cleared within 24 hours. The 27 reports that were not cleared within 24 hours were due to the requirement to reallocate manpower on service orders and several cable damages.

The Bradenton exchange had a total of 1,793 out of service with 1,446 cleared within 24 hours. There were 347 reports that were not cleared within 24 hours. Contractors doing a directional bore went through a large cable (3000 pair), which caused 310 reports.

We continue to take steps to reduce cable outages by keeping GTE employees on site at major construction locations. We continue to monitor both manpower planning and repair activity.

April 29, 1996

GTE Telephone Operations
Florida Operation

One Tampa City Center
201 N. Franklin Street
P.O. Box 110
Tampa, FL 33601-0110

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32301-8153

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the first quarter of 1996, as required by Rule 25-4.0185 (Amended 03/10/96).

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule as requested in Mr. J. Alan Taylor's letter dated February 12, 1991.

If we can be of further assistance please contact Debby Kampert at (813) 224-6505.

Sincerely,

for Beverly Y. Menard
Regional Director - Regulatory & Industry Affairs

BYM:DBK:wjh
Enclosures

GTE FLORIDA INCORPORATED
EXPLANATION OF MISSED SERVICE STANDARDS
FIRST QUARTER 1996

The explanation of missed standards will be provided by May 10, 1996.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2

RULE 25-4.66

MONTH: JANUARY

PERIOD ENDING: MARCH 31, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	COMPLETED WITHIN 3 DAYS	PERCENT COMPLETED WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	COMPLETED WITHIN 30 DAYS IBRA	PERCENT COMPLETED W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRADE 60 DAYS	RULE SATISFIED
TAMPA	13,363	12	13,262	99.3%	YES	13,351	13,351	100.0%	YES	100.0%	YES
ST PETERSBURG	6,622	13	6,549	99.1%	YES	6,609	6,609	100.0%	YES	100.0%	YES
CLEARWATER	6,047	16	5,948	98.6%	YES	6,031	6,030	99.9%	YES	100.0%	YES
TARPON SPRINGS	1,035	3	1,028	99.6%	YES	1,032	1,032	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1,243	3	1,235	99.6%	YES	1,240	1,240	100.0%	YES	100.0%	YES
HUDSON	756	6	747	99.6%	YES	750	750	100.0%	YES	100.0%	YES
LAKELAND	2,686	18	2,606	97.7%	YES	2,668	2,667	99.9%	YES	100.0%	YES
ZEPHYRHILLS	964	15	927	97.7%	YES	949	948	99.9%	YES	100.0%	YES
PLANT CITY	805	15	762	96.5%	YES	789	789	100.0%	YES	100.0%	YES
MULBERRY	145	2	138	96.5%	YES	143	143	100.0%	YES	100.0%	YES
BARTOW	310	8	293	97.0%	YES	302	302	100.0%	YES	100.0%	YES
WINTER HAVEN	1,498	13	1,432	96.4%	YES	1,481	1,481	100.0%	YES	100.0%	YES
POLK CITY	189	23	161	97.0%	YES	166	166	100.0%	YES	100.0%	YES
FROSTPROOF	207	7	190	95.0%	YES	200	200	100.0%	YES	100.0%	YES
INDIAN LAKES	50	1	49	100.0%	YES	49	49	100.0%	YES	100.0%	YES
LAKE WALES	542	6	527	98.3%	YES	536	536	100.0%	YES	100.0%	YES
HAINES CITY	648	17	609	96.5%	YES	631	631	100.0%	YES	100.0%	YES
SARASOTA	2,914	35	2,847	98.9%	YES	2,879	2,879	100.0%	YES	100.0%	YES
VENICE	1,025	9	1,008	99.2%	YES	1,016	1,016	100.0%	YES	100.0%	YES
N P CHARLOTTE	308	8	297	99.0%	YES	300	300	100.0%	YES	100.0%	YES
ENGLEWOOD	440	7	428	98.8%	YES	433	433	100.0%	YES	100.0%	YES
BRADENTON	2,693	15	2,653	99.1%	YES	2,678	2,678	100.0%	YES	100.0%	YES
MYAKKA	24	0	24	100.0%	YES	24	24	100.0%	YES	100.0%	YES
PALMETTO	566	4	556	98.9%	YES	562	562	100.0%	YES	100.0%	YES
FLORIDA TOTAL	45080	256	44276	98.8%	YES	44819	44816	100.0%	YES	100.0%	YES

11

GTE FLORIDA
SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: FEBRUARY
PERIOD ENDING: MARCH 31, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	COMPLETED WITHIN 3 DAYS	PERCENT COMPLETED WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	COMPLETED WITHIN 30 DAYS IBRA	PERCENT COMPLETED W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRADE 60 DAYS	RULE SATISFIED
TAMPA	12,377	21	12,204	98.8%	YES	12,356	12,356	100.0%	YES	100.0%	YES
ST PETERSBURG	5,782	14	5,739	99.5%	YES	5,768	5,768	100.0%	YES	100.0%	YES
CLEARWATER	4,571	37	4,486	98.9%	YES	4,534	4,534	100.0%	YES	100.0%	YES
TARPON SPRINGS	806	6	795	99.4%	YES	800	800	100.0%	YES	100.0%	YES
NEW PORT RICHEY	905	5	897	99.7%	YES	900	900	100.0%	YES	100.0%	YES
HUDSON	687	5	678	99.4%	YES	682	682	100.0%	YES	100.0%	YES
LAKELAND	2,524	5	2,497	99.1%	YES	2,519	2,519	100.0%	YES	100.0%	YES
ZEPHYRHILLS	602	10	586	99.0%	YES	592	592	100.0%	YES	100.0%	YES
PLANT CITY	858	5	843	98.8%	YES	853	853	100.0%	YES	100.0%	YES
MULBERRY	163	0	162	99.4%	YES	163	163	100.0%	YES	100.0%	YES
BARTOW	285	1	278	97.9%	YES	284	284	100.0%	YES	100.0%	YES
WINTER HAVEN	1,394	8	1,367	98.6%	YES	1,386	1,386	100.0%	YES	100.0%	YES
POLK CITY	95	2	93	100.0%	YES	93	93	100.0%	YES	100.0%	YES
FROSTPROOF	122	2	119	99.2%	YES	120	120	100.0%	YES	100.0%	YES
INDIAN LAKES	21	1	20	100.0%	YES	20	20	100.0%	YES	100.0%	YES
LAKE WALES	485	12	468	98.9%	YES	473	473	100.0%	YES	100.0%	YES
HAINES CITY	410	12	390	98.0%	YES	398	398	100.0%	YES	100.0%	YES
SARASOTA	2,484	16	2,441	98.9%	YES	2,468	2,468	100.0%	YES	100.0%	YES
VENICE	723	7	708	98.9%	YES	716	716	100.0%	YES	100.0%	YES
N P CHARLOTTE	206	1	202	98.5%	YES	205	205	100.0%	YES	100.0%	YES
ENGLEWOOD	274	1	272	99.6%	YES	273	273	100.0%	YES	100.0%	YES
BRADENTON	2,396	3	2,377	99.3%	YES	2,393	2,393	100.0%	YES	100.0%	YES
MYAKKA	22	0	22	100.0%	YES	22	22	100.0%	YES	100.0%	YES
PALMETTO	435	3	428	99.1%	YES	432	432	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38627	177	38072	99.0%	YES	38450	38450	100.0%	YES	100.0%	YES

GTE FLORIDA
SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: MARCH
PERIOD ENDING: MARCH 31, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	COMPLETED WITHIN 3 DAYS	PERCENT COMPLETED WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	COMPLETED WITHIN 30 DAYS IBRA	PERCENT COMPLETED W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRADE 60 DAYS	RULE SATISFIED
TAMPA	12,520	12	12,375	98.9%	YES	12,508	12,508	100.0%	YES	100.0%	YES
ST PETERSBURG	6,301	8	6,273	99.7%	YES	6,293	6,293	100.0%	YES	100.0%	YES
CLEARWATER	4,982	16	4,921	99.1%	YES	4,966	4,965	99.9%	YES	100.0%	YES
TARPON SPRINGS	962	3	952	99.3%	YES	959	959	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1,065	2	1,060	99.7%	YES	1,063	1,063	100.0%	YES	100.0%	YES
HUDSON	630	4	624	99.7%	YES	626	626	100.0%	YES	100.0%	YES
LAKELAND	2,684	19	2,592	97.3%	YES	2,665	2,665	100.0%	YES	100.0%	YES
ZEPHYRHILLS	537	19	511	98.6%	YES	518	518	100.0%	YES	100.0%	YES
PLANT CITY	781	21	748	98.4%	YES	760	760	100.0%	YES	100.0%	YES
MULBERRY	167	2	161	97.6%	YES	165	165	100.0%	YES	100.0%	YES
BARTOW	301	4	285	96.0%	YES	297	297	100.0%	YES	100.0%	YES
WINTER HAVEN	1,382	18	1,320	96.8%	YES	1,364	1,363	99.9%	YES	100.0%	YES
POLK CITY	95	4	88	96.7%	YES	91	91	100.0%	YES	100.0%	YES
FROSTPROOF	96	2	92	97.9%	YES	94	94	100.0%	YES	100.0%	YES
INDIAN LAKES	35	1	34	100.0%	YES	34	34	100.0%	YES	100.0%	YES
LAKE WALES	415	6	402	98.3%	YES	409	409	100.0%	YES	100.0%	YES
HAINES CITY	390	11	365	96.3%	YES	379	379	100.0%	YES	100.0%	YES
SARASOTA	2,718	27	2,655	98.7%	YES	2,691	2,691	100.0%	YES	100.0%	YES
VENICE	812	8	794	98.8%	YES	804	804	100.0%	YES	100.0%	YES
N P CHARLOTTE	223	7	214	99.1%	YES	216	216	100.0%	YES	100.0%	YES
ENGLEWOOD	277	3	271	98.9%	YES	274	274	100.0%	YES	100.0%	YES
BRADENTON	2,376	10	2,352	99.4%	YES	2,366	2,366	100.0%	YES	100.0%	YES
MYAKKA	36	6	30	100.0%	YES	30	30	100.0%	YES	100.0%	YES
PALMETTO	415	8	401	98.5%	YES	407	407	100.0%	YES	100.0%	YES
FLORIDA TOTAL	40200	221	39520	98.9%	YES	39979	39977	100.0%	YES	100.0%	YES

SCHEDULE 11

PERIOD ENDING: MARCH 31, 1996
RULE 25-4.70

GTE FLORIDA
REPAIR SERVICE - TROUBLE REPORTS
FEBRUARY

			OUT OF SERVICE							SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	NOOS TOT REPORTS	NOOS TOT CLRD W/I 72 HOURS	% CLRD W/I 72 HOURS	RULE SAT
TAMPA	9,115		6,472		2,812	43.4%	6,287	97.1%	YES	2,643	2,635	99.7%	YES
WINTER HAVEN	993		682		211	30.9%	480	70.4%	NO	311	308	99.0%	YES
POLK CITY	188		149		76	51.0%	111	74.5%	NO	39	39	100.0%	YES
MULBERRY	91		60		27	45.0%	55	91.7%	NO	31	31	100.0%	YES
BARTOW	247		182		83	45.6%	166	91.2%	NO	65	65	100.0%	YES
FROSTPROOF	119		93		41	44.1%	85	91.4%	NO	26	25	96.2%	YES
LAKE WALES	462		363		165	45.5%	315	86.8%	NO	99	99	100.0%	YES
INDIAN LAKES	30		21		7	33.3%	17	81.0%	NO	9	8	88.9%	NO
LAKELAND	1,826		1,344		527	39.2%	1,035	77.0%	NO	482	482	100.0%	YES
PLANT CITY	627		468		145	31.0%	355	75.9%	NO	159	156	98.1%	YES
HAINES CITY	558		391		126	32.2%	280	71.6%	NO	167	167	100.0%	YES
ZEPHYRHILLS	455		342		141	41.2%	308	90.1%	NO	113	113	100.0%	YES
CLEARWATER	4,037		2,810		1,086	38.6%	2,649	94.3%	NO	1,227	1,083	88.3%	NO
NEW PORT RICHEY	845		613		373	60.8%	608	99.2%	YES	232	196	84.5%	NO
HUDSON	553		393		153	38.9%	385	98.0%	YES	160	160	100.0%	YES
TARPON SPRINGS	773		501		213	42.5%	497	99.2%	YES	272	272	100.0%	YES
ST. PETERSBURG	3,993		2,915		1,140	39.1%	2,792	95.8%	YES	1,078	1,074	99.6%	YES
SARASOTA	2,657		1,956		869	44.4%	1,870	95.6%	YES	701	695	99.1%	YES
N P CHARLOTTE	234		179		71	39.7%	176	98.3%	YES	55	55	100.0%	YES
ENGLEWOOD	411		311		142	45.7%	305	98.1%	YES	100	99	99.0%	YES
VENICE	1,163		903		460	50.9%	895	99.1%	YES	260	259	99.6%	YES
MYAKKA	87		72		30	41.7%	70	97.2%	YES	15	15	100.0%	YES
PALMETTO	635		535		194	36.3%	522	97.6%	YES	100	100	100.0%	YES
BRADENTON	1,874		1,350		484	35.9%	1,290	95.6%	YES	524	521	99.4%	YES
FLORIDA TOTAL	31973		23105		9576	41.4%	21553	93.3%	NO	8868	8657	97.6%	YES

SCHEDULE 11

PERIOD ENDING: MARCH 31, 1996
RULE 25-4.70

GTE FLORIDA
REPAIR SERVICE - TROUBLE REPORTS
MARCH

EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% CLRD W/I 72 HOURS	RULE SAT
			OUT OF SERVICE							SERVICE AFFECTING			
TAMPA	10,855		8,017		3,421	42.7	7,700	96.0%	YES	2,838	2,831	99.8%	YES
WINTER HAVEN	1,179		852		238	27.9	551	64.7%	NO	327	322	98.5%	YES
POLK CITY	114		83		17	20.5	41	49.4%	NO	31	30	96.8%	YES
MULBERRY	104		69		15	21.7	47	68.1%	NO	35	35	100.0%	YES
BARTOW	310		240		76	31.7	182	75.8%	NO	70	68	97.1%	YES
FROSTPROOF	129		90		28	31.1	68	75.6%	NO	39	39	100.0%	YES
LAKE WALES	755		650		378	58.2	557	85.7%	NO	105	105	100.0%	YES
INDIAN LAKES	65		54		12	22.2	41	75.9%	NO	11	11	100.0%	YES
LAKELAND	2,272		1,734		642	37.0	1,378	79.5%	NO	538	538	100.0%	YES
PLANT CITY	717		556		195	35.1	430	77.3%	NO	161	160	99.4%	YES
HAINES CITY	529		389		91	23.4	233	59.9%	NO	140	139	99.3%	YES
ZEPHYRHILLS	488		384		177	46.1	345	89.8%	NO	104	104	100.0%	YES
CLEARWATER	5,478		3,924		2,013	51.3	3,870	98.6%	YES	1,554	1,553	99.9%	YES
NEW PORT RICHEY	1,132		847		337	39.8	806	95.2%	YES	285	284	99.6%	YES
HUDSON	810		620		287	46.3	615	99.2%	YES	190	190	100.0%	YES
TARPON SPRINGS	606		436		184	42.2	432	99.1%	YES	170	170	100.0%	YES
ST. PETERSBURG	4,349		3,152		1,379	43.8	3,112	98.7%	YES	1,197	1,196	99.9%	YES
SARASOTA	2,789		2,034		823	40.5	1,985	97.6%	YES	755	753	99.7%	YES
N P CHARLOTTE	269		209		104	49.8	207	99.0%	YES	60	60	100.0%	YES
ENGLEWOOD	436		336		175	52.1	332	98.8%	YES	100	100	100.0%	YES
VENICE	982		708		283	40.0	687	97.0%	YES	274	274	100.0%	YES
MYAKKA	67		50		12	24.0	43	86.0%	NO	17	17	100.0%	YES
PALMETTO	540		410		158	38.5	383	93.4%	NO	130	130	100.0%	YES
BRADENTON	2,330		1,793		533	29.7	1,446	80.6%	NO	537	537	100.0%	YES
FLORIDA TOTAL	37305		27637		11578	41.9%	25491	92.2%	NO	9668	9646	99.8%	YES

GTE Telephone Operations

One Tampa City Center
201 N. Franklin Street
P.O. Box 110
Tampa, FL 33601-0110

July 30, 1996

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32301-8153

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the second quarter of 1996, as required by Rule 25-4.0185 (Amended 03/10/96) and a computer disk containing a separate LOTUS file for each schedule.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

If we can be of further assistance please contact Debby Kampert at (813) 224-6505.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard
Regional Director - Regulatory & Industry Affairs

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1996

SCHEDULE 2 - SUMMARY OF COMPLETED SERVICE ORDERS

DATA MONTH: MAY 1996

The Indian Lake exchange had a total of seven requests for service scheduled with six requests met within three days. The one missed service order was due to reallocating manpower to address out of service commitments due to severe weather.

We anticipate improvements with the implementation of Due Date Manager, which we anticipate going on line the end of May.

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: APRIL 1996

The Bartow exchange had 255 out of service reports with 204 reports cleared within 24 hours. The 51 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Frostproof exchange had 92 out of service reports with 72 reports cleared within 24 hours. The 20 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Haines City exchange had 368 out of service reports with 330 reports cleared within 24 hours. The 38 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Indian Lake exchange had 32 out of service reports with 20 reports cleared within 24 hours. The 12 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Lake Wales exchange had 414 out of service reports with 344 reports cleared within 24 hours. The 70 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Lakeland exchange had 2,031 out of service reports with 1,878 reports cleared within 24 hours. The 153 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Mulberry exchange had 154 out of service reports with 136 reports cleared within 24 hours. The 18 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Plant City exchange had 636 out of service reports with 532 reports cleared within 24 hours. The 104 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Polk City exchange had 85 out of service reports with 54 reports cleared within 24 hours. The 31 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Winter Haven exchange had 748 out of service reports with 608 reports cleared within 24 hours. The 140 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Zephyrhills exchange had 336 out of service reports with 299 reports cleared within 24 hours. The 37 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

The Tampa exchange had 9,794 out of service reports with 9,005 reports cleared within 24 hours. The 789 reports not cleared within 24 hours were due to numerous cable damages and severe weather.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location.

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: MAY 1996

The Bartow exchange had 298 out of service reports with 249 reports cleared within 24 hours. The 49 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Frostproof exchange had 92 out of service reports with 72 reports cleared within 24 hours. The 20 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Haines City exchange had 376 out of service reports with 318 reports cleared within 24 hours. The 58 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Indian Lake exchange had 27 out of service reports with 20 reports cleared within 24 hours. The 7 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Lake Wales exchange had 289 out of service reports with 243 reports cleared within 24 hours. The 46 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Lakeland exchange had 1,588 out of service reports with 1,265 reports cleared within 24 hours. The 323 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Mulberry exchange had 110 out of service reports with 98 reports cleared within 24 hours. The 12 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Plant City exchange had 698 out of service reports with 507 reports cleared within 24 hours. The 191 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Polk City exchange had 69 out of service reports with 44 reports cleared within 24 hours. The 25 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Winter Haven exchange had 799 out of service reports with 685 reports cleared within 24 hours. The 114 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Zephyrhills exchange had 296 out of service reports with 260 reports cleared within 24 hours. The 36 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

The Tampa exchange had 8,414 out of service reports with 6,812 reports cleared within 24 hours. The 1602 reports not cleared within 24 hours were due to numerous damaged cables which required reallocation of manpower.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location.

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: MAY 1996

The Bradenton exchange had 1,269 out of service reports with 1,045 reports cleared within 24 hours. The 224 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

The Clearwater exchange had 3,202 out of service reports with 2,874 reports cleared within 24 hours. The 328 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

The Myakka exchange had 81 out of service reports with 67 reports cleared within 24 hours. The 14 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

The Palmetto exchange had 424 out of service reports with 349 reports cleared within 24 hours. The 75 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

The Sarasota exchange had 1,723 out of service reports with 1,573 reports cleared within 24 hours. The 150 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

The St. Petersburg exchange had 3,402 out of service reports with 3,143 reports cleared within 24 hours. The 259 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

The Venice exchange had 782 out of service reports with 735 reports cleared within 24 hours. The 47 reports not cleared within 24 hours were due to numerous cable damages which required reallocation of manpower.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location.

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JUNE 1996

The Bartow exchange had 316 out of service reports with 177 reports cleared within 24 hours. The 139 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Frostproof exchange had 79 out of service reports with 44 reports cleared within 24 hours. The 35 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Haines City exchange had 536 out of service reports with 263 reports cleared within 24 hours. The 273 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Indian Lake exchange had 48 out of service reports with 19 reports cleared within 24 hours. The 29 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Lake Wales exchange had 503 out of service reports with 244 reports cleared within 24 hours. The 259 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Lakeland exchange had 2,325 out of service reports with 1,240 reports cleared within 24 hours. The 1,085 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of nine inches) and the reallocation of manpower to respond to numerous cable damages.

The Mulberry exchange had 124 out of service reports with 69 reports cleared within 24 hours. The 55 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Plant City exchange had 834 out of service reports with 534 reports cleared within 24 hours. The 300 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of nine inches) and the reallocation of manpower to respond to numerous cable damages.

The Polk City exchange had 140 out of service reports with 60 reports cleared within 24 hours. The 80 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Tampa exchange had 10,462 out of service reports with 8,138 reports cleared within 24 hours. The 2,324 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of eight inches) and the reallocation of manpower to respond to numerous cable damages.

The Winter Haven exchange had 1,020 out of service reports with 423 reports cleared within 24 hours. The 597 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Zephyrhills exchange had 389 out of service reports with 289 reports cleared within 24 hours. The 100 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of nine inches) and the reallocation of manpower to respond to numerous cable damages.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JUNE 1996

The Bradenton exchange had 2,023 out of service reports with 1,755 reports cleared within 24 hours. The 268 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of 11 inches) and the reallocation of manpower to respond to numerous cable damages.

The Clearwater exchange had 3,356 out of service reports with 3,172 reports cleared within 24 hours. The 184 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Hudson exchange had 606 out of service reports with 559 reports cleared within 24 hours. The 47 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Myakka exchange had 219 out of service reports with 186 reports cleared within 24 hours. The 33 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of 11 inches) and the reallocation of manpower to respond to numerous cable damages.

The New Port Richey exchange had 711 out of service reports with 672 reports cleared within 24 hours. The 39 reports not cleared within 24 hours were due to a combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Palmetto exchange had 477 out of service reports with 432 reports cleared within 24 hours. The 45 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of 11 inches) and the reallocation of manpower to respond to numerous cable damages.

The St. Petersburg exchange had 3,843 out of service reports with 3,581 reports cleared within 24 hours. The 262 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the

penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2 MONTH: APRIL

RULE 25-4.66 PERIOD ENDING: JUNE 30, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	COMPLETED WITHIN 3 DAYS	PERCENT COMPLETED WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	COMPLETED WITHIN 30 DAYS IBRA	PERCENT COMPLETED W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRADE 60 DAYS	RULE SATISFIED
TAMPA	12,480	4	12,350	99.0%	YES	12,476	12,476	100.0%	YES	100.0%	YES
ST PETERSBURG	5,706	12	5,658	99.4%	YES	5,694	5,694	100.0%	YES	100.0%	YES
CLEARWATER	4,592	8	4,540	99.0%	YES	4,584	4,584	100.0%	YES	100.0%	YES
TARPON SPRINGS	909	12	893	99.6%	YES	897	896	99.9%	YES	100.0%	YES
NEW PORT RICHEY	1,014	2	1,002	99.0%	YES	1,012	1,012	100.0%	YES	100.0%	YES
HUDSON	597	2	589	99.0%	YES	595	595	100.0%	YES	100.0%	YES
LAKELAND	2,512	17	2,435	97.6%	YES	2,495	2,495	100.0%	YES	100.0%	YES
ZEPHYRHILLS	454	8	439	98.4%	YES	446	446	100.0%	YES	100.0%	YES
PLANT CITY	685	11	663	98.4%	YES	674	674	100.0%	YES	100.0%	YES
MULBERRY	144	4	135	96.4%	YES	140	140	100.0%	YES	100.0%	YES
BARTOW	282	8	268	97.8%	YES	274	274	100.0%	YES	100.0%	YES
WINTER HAVEN	1,216	11	1,156	95.9%	YES	1,205	1,205	100.0%	YES	100.0%	YES
POLK CITY	87	2	82	96.5%	YES	85	85	100.0%	YES	100.0%	YES
FROSTPROOF	83	2	81	100.0%	YES	81	81	100.0%	YES	100.0%	YES
INDIAN LAKES	16	0	15	93.8%	YES	16	16	100.0%	YES	100.0%	YES
LAKE WALES	369	7	359	99.2%	YES	362	362	100.0%	YES	100.0%	YES
HAINES CITY	317	6	310	99.7%	YES	311	311	100.0%	YES	100.0%	YES
SARASOTA	2,519	11	2,498	99.6%	YES	2,508	2,508	100.0%	YES	100.0%	YES
VENICE	747	3	742	99.7%	YES	744	744	100.0%	YES	100.0%	YES
N P CHARLOTTE	198	5	193	100.0%	YES	193	193	100.0%	YES	100.0%	YES
ENGLEWOOD	245	0	243	99.2%	YES	245	245	100.0%	YES	100.0%	YES
BRADENTON	2,181	6	2,171	99.8%	YES	2,175	2,175	100.0%	YES	100.0%	YES
MYAKKA	52	3	46	93.9%	YES	49	49	100.0%	YES	100.0%	YES
PALMETTO	358	6	348	98.9%	YES	352	352	100.0%	YES	100.0%	YES
FLORIDA TOTAL	37763	150	37216	98.9%	YES	37613	37612	100.0%	YES	100.0%	YES

1

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2

MONTH: MAY

RULE 25-4.66

PERIOD ENDING: JUNE 30, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	COMPLETED WITHIN 3 DAYS	PERCENT COMPLETED WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	COMPLETED WITHIN 30 DAYS IBRA	PERCENT COMPLETED W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRADE 60 DAYS	RULE SATISFIED
TAMPA	13,744	24	13,433	97.9%	YES	13,720	13,720	100.0%	YES	100.0%	YES
ST PETERSBURG	7,213	22	7,161	99.6%	YES	7,191	7,191	100.0%	YES	100.0%	YES
CLEARWATER	5,654	17	5,609	99.5%	YES	5,637	5,637	100.0%	YES	100.0%	YES
TARPON SPRINGS	943	13	928	99.8%	YES	930	930	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1,173	3	1,166	99.7%	YES	1,170	1,170	100.0%	YES	100.0%	YES
HUDSON	627	3	621	99.5%	YES	624	624	100.0%	YES	100.0%	YES
LAKELAND	2,434	20	2,370	98.2%	YES	2,414	2,413	99.9%	YES	100.0%	YES
ZEPHYRHILLS	401	9	383	97.7%	YES	392	392	100.0%	YES	100.0%	YES
PLANT CITY	712	11	684	97.6%	YES	701	701	100.0%	YES	100.0%	YES
MULBERRY	155	2	148	96.7%	YES	153	152	99.3%	YES	100.0%	YES
BARTOW	201	4	193	98.0%	YES	197	197	100.0%	YES	100.0%	YES
WINTER HAVEN	1,189	18	1,142	97.5%	YES	1,171	1,171	100.0%	YES	100.0%	YES
POLK CITY	86	7	73	92.4%	YES	79	79	100.0%	YES	100.0%	YES
FROSTPROOF	74	3	70	98.6%	YES	71	71	100.0%	YES	100.0%	YES
INDIAN LAKES	7	0	6	85.7%	NO	7	7	100.0%	YES	100.0%	YES
LAKE WALES	348	3	335	97.1%	YES	345	345	100.0%	YES	100.0%	YES
HAINES CITY	306	20	280	97.9%	YES	286	286	100.0%	YES	100.0%	YES
SARASOTA	2,578	8	2,550	99.2%	YES	2,570	2,570	100.0%	YES	100.0%	YES
VENICE	790	7	776	99.1%	YES	783	783	100.0%	YES	100.0%	YES
N P CHARLOTTE	226	2	224	100.0%	YES	224	224	100.0%	YES	100.0%	YES
ENGLEWOOD	259	0	259	100.0%	YES	259	259	100.0%	YES	100.0%	YES
BRADENTON	2,199	5	2,184	99.5%	YES	2,194	2,194	100.0%	YES	100.0%	YES
MYAKKA	25	0	24	96.0%	YES	25	25	100.0%	YES	100.0%	YES
PALMETTO	342	5	334	99.1%	YES	337	337	100.0%	YES	100.0%	YES
FLORIDA TOTAL	41686	206	40953	98.7%	YES	41480	41478	100.0%	YES	100.0%	YES

11

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2 MONTH: JUNE

RULE 25-4.66 PERIOD ENDING: JUNE 30, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	COMPLETED WITHIN 3 DAYS	PERCENT COMPLETED WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	COMPLETED WITHIN 30 DAYS IBRA	PERCENT COMPLETED W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRADE 60 DAYS	RULE SATISFIED
TAMPA	14,215	24	13,849	97.6%	YES	14,191	14,191	100.0%	YES	100.0%	YES
ST PETERSBURG	5,483	21	5,424	99.3%	YES	5,462	5,462	100.0%	YES	100.0%	YES
CLEARWATER	4,928	26	4,829	98.5%	YES	4,902	4,902	100.0%	YES	100.0%	YES
TARPON SPRINGS	896	6	881	99.0%	YES	890	890	100.0%	YES	100.0%	YES
NEW PORT RICHEY	960	1	951	99.2%	YES	959	959	100.0%	YES	100.0%	YES
HUDSON	511	2	503	98.8%	YES	509	509	100.0%	YES	100.0%	YES
LAKELAND	2,365	27	2,286	97.8%	YES	2,338	2,337	99.9%	YES	100.0%	YES
ZEPHYRHILLS	347	6	336	98.5%	YES	341	341	100.0%	YES	100.0%	YES
PLANT CITY	677	15	649	98.0%	YES	662	662	100.0%	YES	100.0%	YES
MULBERRY	125	2	119	96.7%	YES	123	123	100.0%	YES	100.0%	YES
BARTOW	265	3	255	97.3%	YES	262	262	100.0%	YES	100.0%	YES
WINTER HAVEN	1,171	22	1,123	97.7%	YES	1,149	1,149	100.0%	YES	100.0%	YES
POLK CITY	76	2	67	90.5%	YES	74	74	100.0%	YES	100.0%	YES
FROSTPROOF	72	1	69	97.2%	YES	71	71	100.0%	YES	100.0%	YES
INDIAN LAKES	10	1	9	100.0%	YES	9	9	100.0%	YES	100.0%	YES
LAKE WALES	346	3	340	99.1%	YES	343	343	100.0%	YES	100.0%	YES
HAINES CITY	306	7	295	98.7%	YES	299	299	100.0%	YES	100.0%	YES
SARASOTA	2,800	32	2,708	97.8%	YES	2,768	2,767	99.9%	YES	100.0%	YES
VENICE	754	9	734	98.5%	YES	745	745	100.0%	YES	100.0%	YES
N P CHARLOTTE	226	2	224	100.0%	YES	224	224	100.0%	YES	100.0%	YES
ENGLEWOOD	259	0	259	100.0%	YES	259	259	100.0%	YES	100.0%	YES
BRADENTON	2,199	5	2,184	99.5%	YES	2,194	2,194	100.0%	YES	100.0%	YES
MYAKKA	33	2	29	93.5%	YES	31	31	100.0%	YES	100.0%	YES
PALMETTO	284	3	275	97.9%	YES	281	281	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39308	222	38398	98.2%	YES	39086	39084	100.0%	YES	100.0%	YES

p16.66H

SCHEDULE 11

PERIOD ENDING: JUNE 30, 1996
RULE 25-4.70

GTE FLORIDA
REPAIR SERVICE - TROUBLE REPORTS
APRIL

			OUT OF SERVICE							SERVICE AFFECTING			
						%	OOS TOTAL	% OOS		NOOS TOT	%		
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	CLRD W/I SAME DAY	CLRD W/I 24 HOURS	CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	CLRD W/I 72 HOURS	CLRD W/I 72 HOURS	RULE SAT
TAMPA	12,810		9,794		4,337	44.3%	9,005	91.9%	NO	3,016	3,008	99.7%	YES
WINTER HAVEN	1,052		748		302	40.4%	608	81.3%	NO	304	303	99.7%	YES
POLK CITY	126		85		22	25.9%	54	63.5%	NO	41	41	100.0%	YES
MULBERRY	216		154		72	46.8%	136	88.3%	NO	62	62	100.0%	YES
BARTOW	343		255		75	29.4%	204	80.0%	NO	88	88	100.0%	YES
FROSTPROOF	124		92		32	34.8%	72	78.3%	NO	32	32	100.0%	YES
LAKE WALES	534		414		149	36.0%	344	83.1%	NO	120	120	100.0%	YES
INDIAN LAKES	37		32		9	28.1%	20	62.5%	NO	5	5	100.0%	YES
LAKELAND	2,592		2,031		1,071	52.7%	1,878	92.5%	NO	561	560	99.8%	YES
PLANT CITY	827		636		244	38.4%	532	83.6%	NO	191	190	99.5%	YES
HAINES CITY	496		368		155	42.1%	330	89.7%	NO	128	128	100.0%	YES
ZEPHYRHILLS	440		336		168	50.0%	299	89.0%	NO	104	104	100.0%	YES
CLEARWATER	4,773		3,475		1,395	40.1%	3,300	95.0%	YES	1,298	1,292	99.5%	YES
NEW PORT RICHEY	933		697		360	51.6%	688	98.7%	YES	236	236	100.0%	YES
HUDSON	715		533		265	49.7%	519	97.4%	YES	182	182	100.0%	YES
TARPON SPRINGS	769		580		379	65.3%	572	98.6%	YES	189	189	100.0%	YES
ST. PETERSBURG	4,346		3,115		1,280	41.1%	3,057	98.1%	YES	1,231	1,229	99.8%	YES
SARASOTA	2,935		2,177		1,163	53.4%	2,141	98.3%	YES	758	757	99.9%	YES
N P CHARLOTTE	203		145		85	58.6%	144	99.3%	YES	58	58	100.0%	YES
ENGLEWOOD	388		291		151	51.9%	288	99.0%	YES	97	97	100.0%	YES
VENICE	830		593		325	54.8%	586	98.8%	YES	237	236	99.6%	YES
MYAKKA	97		76		28	36.8%	74	97.4%	YES	21	21	100.0%	YES
PALMETTO	487		342		145	42.4%	325	95.0%	YES	145	144	99.3%	YES
BRADENTON	1,741		1,184		487	41.1%	1,136	95.9%	YES	557	557	100.0%	YES
FLORIDA TOTAL	37814		28153		12699	45.1%	26312	93.5%	NO	9661	9639	99.8%	YES

SCHEDULE 11

PERIOD ENDING: JUNE 30, 1996
RULE 25-4.70

GTE FLORIDA
REPAIR SERVICE - TROUBLE REPORTS
MAY

EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% CLRD W/I 72 HOURS	RULE SAT
	OUT OF SERVICE									SERVICE AFFECTING			
TAMPA	11,753		8,414		3,029	36.0%	6,812	81.0%	NO	3,339	3,222	96.5%	YES
WINTER HAVEN	1,128		799		327	40.9%	685	85.7%	NO	329	328	99.7%	YES
POLK CITY	114		69		13	18.8%	44	63.8%	NO	45	45	100.0%	YES
MULBERRY	151		110		57	51.8%	98	89.1%	NO	41	40	97.6%	YES
BARTOW	394		298		147	49.3%	249	83.6%	NO	96	95	99.0%	YES
FROSTPROOF	128		92		34	37.0%	72	78.3%	NO	36	35	97.2%	YES
LAKE WALES	402		289		139	48.1%	243	84.1%	NO	113	113	100.0%	YES
INDIAN LAKES	39		27		7	25.9%	20	74.1%	NO	12	12	100.0%	YES
LAKELAND	2,151		1,588		566	35.6%	1,265	79.7%	NO	563	553	98.2%	YES
PLANT CITY	911		698		196	28.1%	507	72.6%	NO	213	208	97.7%	YES
HAINES CITY	502		376		137	36.4%	318	84.6%	NO	126	126	100.0%	YES
ZEPHYRHILLS	385		296		127	42.9%	260	87.8%	NO	89	88	98.9%	YES
CLEARWATER	4,675		3,202		1,005	31.4%	2,874	89.8%	NO	1,473	1,467	99.6%	YES
NEW PORT RICHEY	855		609		245	40.2%	587	96.4%	YES	246	246	100.0%	YES
HUDSON	942		717		193	26.9%	692	96.5%	YES	225	225	100.0%	YES
TARPON SPRINGS	735		528		183	34.7%	514	97.3%	YES	207	207	100.0%	YES
ST. PETERSBURG	4,735		3,402		1,254	36.9%	3,143	92.4%	NO	1,333	1,331	99.8%	YES
SARASOTA	2,476		1,723		710	41.2%	1,573	91.3%	NO	753	750	99.6%	YES
N P CHARLOTTE	249		191		105	55.0%	188	98.4%	YES	58	58	100.0%	YES
ENGLEWOOD	453		347		154	44.4%	333	96.0%	YES	106	106	100.0%	YES
VENICE	1,008		782		332	42.5%	735	94.0%	NO	226	226	100.0%	YES
MYAKKA	103		81		17	21.0%	67	82.7%	NO	22	22	100.0%	YES
PALMETTO	526		424		154	36.3%	349	82.3%	NO	102	102	100.0%	YES
BRADENTON	1,759		1,269		405	31.9%	1,045	82.3%	NO	490	488	99.6%	YES
FLORIDA TOTAL	36574		26331		9536	36.2%	22673	86.1%	NO	10243	10093	98.5%	YES

SCHEDULE 11

PERIOD ENDING: JUNE 30, 1996
RULE 25-4.70

GTE FLORIDA
REPAIR SERVICE - TROUBLE REPORTS
JUNE

EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OUT OF SERVICE OOS CLRD SAME DAY	% CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	SERVICE AFFECTING NOOS TOT REPORTS	NOOS TOT CLRD W/I 72 HOURS	% CLRD W/I 72 HOURS	RULE SAT
TAMPA	13,740		10,462		3,289	31.4	8,138	77.8%	NO	3,278	2,933	89.5%	NO
WINTER HAVEN	1,364		1,020		214	21.0	423	41.5%	NO	344	288	83.7%	NO
POLK CITY	174		140		35	25.0	60	42.9%	NO	34	30	88.2%	NO
MULBERRY	170		124		28	22.6	69	55.6%	NO	46	38	82.6%	NO
BARTOW	415		316		96	30.4	177	56.0%	NO	99	82	82.8%	NO
FROSTPROOF	114		79		24	30.4	44	55.7%	NO	35	27	77.1%	NO
LAKE WALES	621		503		123	24.5	244	48.5%	NO	118	100	84.7%	NO
INDIAN LAKES	51		48		6	12.5	19	39.6%	NO	3	3	100.0%	YES
LAKELAND	2,953		2,325		643	27.7	1,240	53.3%	NO	628	535	85.2%	NO
PLANT CITY	1,047		834		265	31.8	534	64.0%	NO	213	197	92.5%	NO
HAINES CITY	677		536		142	26.5	263	49.1%	NO	141	132	93.6%	NO
ZEPHYRHILLS	520		389		139	35.7	289	74.3%	NO	131	126	96.2%	YES
CLEARWATER	4,659		3,356		1,264	37.7	3,172	94.5%	NO	1,303	1,296	99.5%	YES
NEW PORT RICHEY	952		711		274	38.5	672	94.5%	NO	241	241	100.0%	YES
HUDSON	814		606		234	38.6	559	92.2%	NO	208	208	100.0%	YES
TARPON SPRINGS	734		537		205	38.2	513	95.5%	YES	197	197	100.0%	YES
ST. PETERSBURG	5,109		3,843		1,310	34.1	3,581	93.2%	NO	1,266	1,266	100.0%	YES
SARASOTA	2,907		2,185		922	42.2	2,141	98.0%	YES	722	721	99.9%	YES
N P CHARLOTTE	190		125		39	31.2	124	99.2%	YES	65	65	100.0%	YES
ENGLEWOOD	462		387		213	55.0	380	98.2%	YES	75	75	100.0%	YES
VENICE	809		571		287	50.3	559	97.9%	YES	238	238	100.0%	YES
MYAKKA	239		219		116	53.0	186	84.9%	NO	20	20	100.0%	YES
PALMETTO	580		477		153	32.1	432	90.6%	NO	103	102	99.0%	YES
BRADENTON	2,556		2,023		898	44.4	1,755	86.8%	NO	533	531	99.6%	YES
FLORIDA TOTAL	41857		31816		10919	34.3%	25574	80.4%	NO	10041	9451	94.1%	NO

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Telephone Operations

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

October 31, 1996

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32301-8153

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's (GTEFL) periodic reports for the third quarter of 1996, as required by Rule 25-4.0185 (Amended 03/10/96) and a computer disk containing a separate LOTUS file for each schedule.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

If we can be of further assistance, please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: AUGUST 1996

The Myakka exchange had 44 total service order requests with 39 requests met within three days. The 5 requests not met within three days were due to the reallocation of manpower to restore damaged cables.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: AUGUST 1996

The Frostproof exchange had 81 total service order requests with 72 requests completed within three days. The 9 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

The Mulberry exchange had 152 total service order requests with 136 requests completed within three days. The 16 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

The Polk City exchange had 86 total service order requests with 76 requests completed within three days. The 10 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: SEPTEMBER 1996

The Lake Wales exchange had 313 total service order requests with 273 requests completed within three days. The 40 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

The Polk City exchange had 70 total service order requests with 60 requests completed within three days. The 10 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

The Winter Haven exchange had 878 total service order requests with 775 requests completed within three days. The 103 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JULY 1996

The Bradenton exchange had 1,524 out of service reports with 1,214 reports cleared within 24 hours. The 310 reports not cleared within 24 hours were due to severe inclement weather in excess of 3.62 inches of rain.

The Clearwater exchange had 3,424 out of service reports with 2,973 reports cleared within 24 hours. The 451 reports not cleared within 24 hours were due to severe inclement weather in excess of 6.5 inches of rain.

The Englewood exchange had 415 out of service reports with 388 reports cleared within 24 hours. The 27 reports not cleared within 24 hours were due to severe inclement weather in excess of 3.62 inches of rain.

The Hudson exchange had 696 out of service reports with 511 reports cleared within 24 hours. The 185 reports not cleared within 24 hours were due to severe inclement weather in excess of 6.5 inches of rain.

The Myakka exchange had 133 out of service reports with 104 reports cleared within 24 hours. The 29 reports not cleared within 24 hours were due to severe inclement weather in excess of 3.62 inches of rain.

The New Port Richey exchange had 861 out of service reports with 727 reports cleared within 24 hours. The 134 reports not cleared within 24 hours were due to severe inclement weather in excess of 6.5 inches of rain.

The Palmetto exchange had 425 out of service reports with 305 reports cleared within 24 hours. The 120 reports not cleared within 24 hours were due to severe inclement weather in excess of 3.62 inches of rain.

The St. Petersburg exchange had 4,135 out of service reports with 3,813 reports cleared within 24 hours. The 322 reports not cleared within 24 hours were due to severe inclement weather in excess of 5 inches of rain.

The Tarpon Springs exchange had 841 out of service reports with 780 reports cleared within 24 hours. The 61 reports not cleared within 24 hours were due to severe inclement weather in excess of 6.5 inches of rain.

Action plan not applicable.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: JULY 1996

The Myakka exchange had 29 total service order requests with 26 requests completed within three days. The 3 requests not completed within three days were due to manpower being reallocated to assist in the restoral of out of service trouble.

Action plan not applicable.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JULY 1996

The Bartow exchange had 391 out of service reports with 160 reports cleared within 24 hours. The 231 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Frostproof exchange had 135 out of service reports with 99 reports cleared within 24 hours. The 36 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Haines City exchange had 509 out of service reports with 259 reports cleared within 24 hours. The 250 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Indian Lake exchange had 27 out of service reports with 12 reports cleared within 24 hours. The 15 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Lake Wales exchange had 619 out of service reports with 437 reports cleared within 24 hours. The 182 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Lakeland exchange had 2,181 out of service reports with 1,165 reports cleared within 24 hours. The 1,016 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Mulberry exchange had 146 out of service reports with 60 reports cleared within 24 hours. The 86 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Plant City exchange had 915 out of service reports with 592 reports cleared within 24 hours. The 323 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Polk City exchange had 161 out of service reports with 96 reports cleared within 24 hours. The 65 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Tampa exchange had 10,672 out of service reports with 7,129 reports cleared within 24 hours. The 3,543 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Winter Haven exchange had 1,205 out of service reports with 627 reports cleared within 24 hours. The 578 reports not cleared within 24 hours were due to a combination of severe inclement weather(rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

The Zephyrhills exchange had 324 out of service reports with 259 reports cleared within 24 hours. The 65 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of three inches) and the reallocation of manpower to respond to numerous cable damages.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: AUGUST 1996

The Bartow exchange had 361 out of service reports with 171 reports cleared within 24 hours. The 190 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Frostproof exchange had 164 out of service reports with 70 reports cleared within 24 hours. The 94 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Haines City exchange had 653 out of service reports with 417 reports cleared within 24 hours. The 236 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Indian Lake exchange had 24 out of service reports with 13 reports cleared within 24 hours. The 11 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Lake Wales exchange had 730 out of service reports with 397 reports cleared within 24 hours. The 333 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Lakeland exchange had 2,620 out of service reports with 1,749 reports cleared within 24 hours. The 871 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Mulberry exchange had 320 out of service reports with 144 reports cleared within 24 hours. The 176 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Plant City exchange had 779 out of service reports with 684 reports cleared within 24 hours. The 95 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Polk City exchange had 175 out of service reports with 102 reports cleared within 24 hours. The 73 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Tampa exchange had 10,504 out of service reports with 9,781 reports cleared within 24 hours. The 723 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Winter Haven exchange had 1,188 out of service reports with 624 reports cleared within 24 hours. The 564 reports not cleared within 24 hours were due to a combination of severe inclement weather(rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

The Zephyrhills exchange had 408 out of service reports with 375 reports cleared within 24 hours. The 33 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of five inches) and the reallocation of manpower to respond to numerous cable damages.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: AUGUST 1996

The Hudson exchange had 774 out of service reports with 708 reports cleared within 24 hours. The 66 reports not cleared within 24 hours were due to the reallocation of manpower to restore damaged cables.

The Myakka exchange had 94 out of service reports with 88 reports cleared within 24 hours. The 6 reports not cleared within 24 hours were due to the reallocation of manpower to restore damaged cables.

The New Port Richey exchange had 1,107 out of service reports with 1,039 reports cleared within 24 hours. The 68 reports not cleared within 24 hours were due to the reallocation of manpower to restore damaged cables.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: SEPTEMBER 1996

The Bartow exchange had 287 out of service reports with 203 reports cleared within 24 hours. The 84 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Frostproof exchange had 103 out of service reports with 78 reports cleared within 24 hours. The 25 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Haines City exchange had 520 out of service reports with 388 reports cleared within 24 hours. The 132 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Indian Lake exchange had 28 out of service reports with 22reports cleared within 24 hours. The 6 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Lake Wales exchange had 536 out of service reports with 407 reports cleared within 24 hours. The 129 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Lakeland exchange had 2,352 out of service reports with 2,006 reports cleared within 24 hours. The 346 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Mulberry exchange had 228 out of service reports with 154 reports cleared within 24 hours. The 74 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Plant City exchange had 923 out of service reports with 858 reports cleared within 24 hours. The 65 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Polk City exchange had 56 out of service reports with 41 reports cleared within 24 hours. The 15 reports not cleared within 24 hours were due to a combination of severe inclement weather (rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

The Winter Haven exchange had 993 out of service reports with 711 reports cleared within 24 hours. The 282 reports not cleared within 24 hours were due to a combination of severe inclement weather(rain in excess of seven inches) and the reallocation of manpower to respond to numerous cable damages.

We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: JULY
PERIOD ENDING: SEPTEMBER 30, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRAD 60 DAYS	RULE SATISFIED
BARTOW	248	4	222	91.0%	YES	244	244	100.0%	YES	100.0%	YES
BRADENTON	2288	10	2243	98.5%	YES	2278	2278	100.0%	YES	100.0%	YES
CLEARWATER	5170	64	5029	98.5%	YES	5106	5106	100.0%	YES	100.0%	YES
ENGLEWOOD	261	5	254	99.2%	YES	256	256	100.0%	YES	100.0%	YES
FROSTPROOF	55	3	47	90.4%	YES	52	52	100.0%	YES	100.0%	YES
HAINES CITY	332	16	305	96.5%	YES	316	316	100.0%	YES	100.0%	YES
HUDSON	585	7	567	98.1%	YES	578	577	99.8%	YES	100.0%	YES
INDIAN LAKES	19	0	19	100.0%	YES	19	19	100.0%	YES	100.0%	YES
LAKE WALES	347	8	330	97.3%	YES	339	339	100.0%	YES	100.0%	YES
LAKELAND	2437	19	2359	97.6%	YES	2418	2418	100.0%	YES	100.0%	YES
MULBERRY	172	4	156	92.9%	YES	168	168	100.0%	YES	100.0%	YES
MYAKKA	36	7	26	89.7%	NO	29	29	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1086	7	1074	99.5%	YES	1079	1079	100.0%	YES	100.0%	YES
N P CHARLOTTE	177	8	167	98.8%	YES	169	169	100.0%	YES	100.0%	YES
PALMETTO	327	4	319	98.8%	YES	323	323	100.0%	YES	100.0%	YES
PLANT CITY	717	14	657	93.5%	YES	703	703	100.0%	YES	100.0%	YES
POLK CITY	92	9	76	91.6%	YES	83	83	100.0%	YES	100.0%	YES
SARASOTA	2717	22	2663	98.8%	YES	2695	2695	100.0%	YES	100.0%	YES
ST PETERSBURG	5933	41	5821	98.8%	YES	5892	5892	100.0%	YES	100.0%	YES
TAMPA	13775	32	13247	96.4%	YES	13743	13743	100.0%	YES	100.0%	YES
TARPON SPRINGS	928	14	908	99.3%	YES	914	914	100.0%	YES	100.0%	YES
VENICE	760	6	744	98.7%	YES	754	754	100.0%	YES	100.0%	YES
WINTER HAVEN	1183	12	1130	96.5%	YES	1171	1171	100.0%	YES	100.0%	YES
ZEPHYRHILLS	381	10	353	95.1%	YES	371	371	100.0%	YES	100.0%	YES
FLORIDA TOTAL	40026	326	38716	97.5%	YES	39700	39699	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: AUGUST
PERIOD ENDING: SEPTEMBER 30, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT MIN-GRAD 60 DAYS	RULE SATISFIED
BARTOW	264	17	237	96.0%	YES	247	246	99.6%	YES	100.0%	YES
BRADENTON	2346	296	2010	98.0%	YES	2049	2049	100.0%	YES	100.0%	YES
CLEARWATER	5138	734	4303	97.7%	YES	4405	4405	100.0%	YES	100.0%	YES
ENGLEWOOD	264	27	233	98.3%	YES	236	236	100.0%	YES	100.0%	YES
FROSTPROOF	94	13	72	88.9%	NO	81	81	100.0%	YES	100.0%	YES
HAINES CITY	332	54	266	95.7%	YES	278	278	100.0%	YES	100.0%	YES
HUDSON	651	74	572	99.1%	YES	577	577	100.0%	YES	100.0%	YES
INDIAN LAKES	23	2	19	90.5%	YES	21	21	100.0%	YES	100.0%	YES
LAKE WALES	389	40	327	93.7%	YES	349	349	100.0%	YES	100.0%	YES
LAKELAND	2584	295	2200	96.1%	YES	2290	2290	100.0%	YES	100.0%	YES
MULBERRY	168	16	136	89.5%	NO	152	152	100.0%	YES	100.0%	YES
MYAKKA	52	8	39	88.6%	NO	44	44	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1236	156	1070	99.1%	YES	1080	1079	99.9%	YES	100.0%	YES
N P CHARLOTTE	199	32	160	95.8%	YES	167	167	100.0%	YES	100.0%	YES
PALMETTO	324	40	275	96.8%	YES	284	284	100.0%	YES	100.0%	YES
PLANT CITY	765	86	648	95.4%	YES	679	679	100.0%	YES	100.0%	YES
POLK CITY	95	9	76	88.4%	NO	86	86	100.0%	YES	100.0%	YES
SARASOTA	3219	455	2597	94.0%	YES	2739	2737	99.9%	YES	100.0%	YES
ST PETERSBURG	5925	695	5189	99.2%	YES	5230	5230	100.0%	YES	100.0%	YES
TAMPA	14773	1695	12534	95.8%	YES	13078	13078	100.0%	YES	100.0%	YES
TARPON SPRINGS	899	129	758	98.4%	YES	770	770	100.0%	YES	100.0%	YES
VENICE	773	109	649	97.7%	YES	674	674	100.0%	YES	100.0%	YES
WINTER HAVEN	1320	150	1091	93.2%	YES	1172	1168	99.7%	YES	100.0%	YES
ZEPHYRHILLS	414	55	349	97.2%	YES	359	359	100.0%	YES	100.0%	YES
FLORIDA TOTAL	42247	5187	35810	96.6%	YES	37047	37039	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: SEPTEMBER
PERIOD ENDING: SEPTEMBER 30, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	250	50	190	95.0%	YES	200	200	100.0%	YES	100.0%	YES
BRADENTON	2335	693	1594	97.1%	YES	1642	1642	100.0%	YES	100.0%	YES
CLEARWATER	4683	1227	3348	96.9%	YES	3456	3456	100.0%	YES	100.0%	YES
ENGLEWOOD	242	70	169	98.3%	YES	172	172	100.0%	YES	100.0%	YES
FROSTPROOF	83	22	55	90.2%	YES	61	61	100.0%	YES	100.0%	YES
HAINES CITY	311	90	210	95.0%	YES	221	221	100.0%	YES	100.0%	YES
HUDSON	522	146	373	99.2%	YES	376	376	100.0%	YES	100.0%	YES
INDIAN LAKES	21	3	17	94.4%	YES	18	18	100.0%	YES	100.0%	YES
LAKE WALES	389	76	273	87.2%	NO	313	312	99.7%	YES	100.0%	YES
LAKELAND	2168	548	1571	97.0%	YES	1620	1620	100.0%	YES	100.0%	YES
MULBERRY	139	26	104	92.0%	YES	113	113	100.0%	YES	100.0%	YES
MYAKKA	41	16	24	96.0%	YES	25	25	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1084	272	803	98.9%	YES	812	812	100.0%	YES	100.0%	YES
N P CHARLOTTE	167	48	114	95.8%	YES	119	119	100.0%	YES	100.0%	YES
PALMETTO	323	89	230	98.3%	YES	234	234	100.0%	YES	100.0%	YES
PLANT CITY	662	135	494	93.7%	YES	527	527	100.0%	YES	100.0%	YES
POLK CITY	86	16	60	85.7%	NO	70	69	98.6%	YES	100.0%	YES
SARASOTA	2609	841	1662	94.0%	YES	1768	1768	100.0%	YES	100.0%	YES
ST PETERSBURG	5170	1309	3806	98.6%	YES	3861	3861	100.0%	YES	100.0%	YES
TAMPA	13287	3940	8491	90.8%	YES	9347	9344	99.9%	YES	99.9%	YES
TARPON SPRINGS	870	225	640	99.2%	YES	645	645	100.0%	YES	100.0%	YES
VENICE	709	277	419	97.0%	YES	432	432	100.0%	YES	100.0%	YES
WINTER HAVEN	1153	275	775	88.3%	NO	878	877	99.9%	YES	100.0%	YES
ZEPHYRHILLS	456	107	336	96.3%	YES	349	349	100.0%	YES	100.0%	YES
FLORIDA TOTAL	37760	10501	25758	94.5%	YES	27259	27253	99.9%	YES	99.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: JULY

PERIOD ENDING: SEPTEMBER 30, 1996

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	509		391		60	15.3%	160	40.9%	NO	118	105	89.0%	NO
BRADENTON	1,987		1,524		486	31.9%	1,214	79.7%	NO	463	456	98.5%	YES
CLEARWATER	4,653		3,424		1,259	36.8%	2,973	86.8%	NO	1,229	1,224	99.6%	YES
ENGLEWOOD	484		415		222	53.5%	388	93.5%	NO	69	69	100.0%	YES
FROSTPROOF	160		135		79	58.5%	99	73.3%	NO	25	21	84.0%	NO
HAINES CITY	653		509		118	23.2%	259	50.9%	NO	144	129	89.6%	NO
HUDSON	900		696		250	35.9%	511	73.4%	NO	204	203	99.5%	YES
INDIAN LAKES	37		27		4	14.8%	12	44.4%	NO	10	9	90.0%	NO
LAKE WALES	693		619		266	43.0%	437	70.6%	NO	74	68	91.9%	NO
LAKELAND	2,780		2,181		617	28.3%	1,165	53.4%	NO	599	551	92.0%	NO
MULBERRY	194		146		37	25.3%	60	41.1%	NO	48	37	77.1%	NO
MYAKKA	148		133		44	33.1%	104	78.2%	NO	15	15	100.0%	YES
N P RICHEY	1,128		861		408	47.4%	727	84.4%	NO	267	261	97.8%	YES
NORTH PORT	260		221		126	57.0%	213	96.4%	YES	39	39	100.0%	YES
PALMETTO	537		425		145	34.1%	305	71.8%	NO	112	110	98.2%	YES
PLANT CITY	1,111		915		330	36.1%	592	64.7%	NO	196	183	93.4%	NO
POLK CITY	212		161		45	28.0%	96	59.6%	NO	51	44	86.3%	NO
SARASOTA	2,641		1,939		830	42.8%	1,889	97.4%	YES	702	699	99.6%	YES
ST PETERSBURG	5,395		4,135		1,668	40.3%	3,813	92.2%	NO	1,260	1,259	99.9%	YES
TAMPA	14,094		10,672		3,321	31.1%	7,129	66.8%	NO	3,422	2,933	85.7%	NO
TARPON SPRINGS	1,000		841		535	63.6%	780	92.7%	NO	159	159	100.0%	YES
VENICE	771		606		273	45.0%	594	98.0%	YES	165	165	100.0%	YES
WINTER HAVEN	1,606		1,205		287	23.8%	627	52.0%	NO	401	355	88.5%	NO
ZEPHYRHILLS	438		324		124	38.3%	259	79.9%	NO	114	111	97.4%	YES
FLORIDA TOTAL	42391		32505		11534	35.5%	24406	75.1%	NO	9886	9205	93.1%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: AUGUST

PERIOD ENDING: SEPTEMBER 30, 1996

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	509		361		73	20.2%	171	47.4%	NO	148	130	87.8%	NO
BRADENTON	1999		1495		607	40.6%	1451	97.1%	YES	504	504	100.0%	YES
CLEARWATER	5,565		4,207		1,715	40.8%	4,066	96.6%	YES	1,358	1,357	99.9%	YES
ENGLEWOOD	407		327		171	52.3%	326	99.7%	YES	80	79	98.8%	YES
FROSTPROOF	203		164		37	22.6%	70	42.7%	NO	39	35	89.7%	NO
HAINES CITY	811		653		166	25.4%	417	63.9%	NO	158	155	98.1%	YES
HUDSON	947		774		275	35.5%	708	91.5%	NO	173	173	100.0%	YES
INDIAN LAKES	30		24		5	20.8%	13	54.2%	NO	6	6	100.0%	YES
LAKE WALES	862		730		232	31.8%	397	54.4%	NO	132	119	90.2%	NO
LAKELAND	3,329		2,620		844	32.2%	1,749	66.8%	NO	709	693	97.7%	YES
MULBERRY	388		320		67	20.9%	144	45.0%	NO	68	57	83.8%	NO
MYAKKA	111		94		22	23.4%	88	93.6%	NO	17	17	100.0%	YES
N P RICHEY	1,463		1,107		465	42.0%	1,039	93.9%	NO	356	356	100.0%	YES
NORTH PORT	293		230		78	33.9%	228	99.1%	YES	63	63	100.0%	YES
PALMETTO	598		478		178	37.2%	463	96.9%	YES	120	120	100.0%	YES
PLANT CITY	952		779		377	48.4%	684	87.8%	NO	173	171	98.8%	YES
POLK CITY	196		175		32	18.3%	102	58.3%	NO	21	19	90.5%	NO
SARASOTA	3,290		2,498		1,038	41.6%	2,422	97.0%	YES	792	791	99.9%	YES
ST PETERSBURG	5,594		4,296		1,609	37.5%	4,148	96.6%	YES	1,298	1,296	99.8%	YES
TAMPA	13,744		10,504		4,241	40.4%	9,781	93.1%	NO	3,240	3,222	99.4%	YES
TARPON SPRINGS	1,092		849		316	37.2%	834	98.2%	YES	243	243	100.0%	YES
VENICE	1,011		778		338	43.4%	769	98.8%	YES	233	233	100.0%	YES
WINTER HAVEN	1,600		1,188		292	24.6%	624	52.5%	NO	412	386	93.7%	NO
ZEPHYRHILLS	533		408		174	42.6%	375	91.9%	NO	125	124	99.2%	YES
FLORIDA TOTAL	45527		35059		13352	38.1%	31069	88.6%	NO	10468	10349	98.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: SEPTEMBER

PERIOD ENDING: SEPTEMBER 30, 1996

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	392		287		80	27.9%	203	70.7%	NO	105	104	99.0%	YES
BRADENTON	1,887		1,429		575	40.2%	1,417	99.2%	YES	458	457	99.8%	YES
CLEARWATER	4,571		3,419		1,243	36.4%	3,300	96.5%	YES	1,152	1,148	99.7%	YES
ENGLEWOOD	423		351		196	55.8%	347	98.9%	YES	72	72	100.0%	YES
FROSTPROOF	132		103		29	28.2%	78	75.7%	NO	29	29	100.0%	YES
HAINES CITY	653		520		152	29.2%	388	74.6%	NO	133	132	99.2%	YES
HUDSON	685		522		207	39.7%	506	96.9%	YES	163	162	99.4%	YES
INDIAN LAKES	35		28		7	25.0%	22	78.6%	NO	7	6	85.7%	NO
LAKE WALES	652		536		167	31.2%	407	75.9%	NO	116	112	96.6%	YES
LAKELAND	2,973		2,352		971	41.3%	2,006	85.3%	NO	621	617	99.4%	YES
MULBERRY	269		228		58	25.4%	154	67.5%	NO	41	40	97.6%	YES
MYAKKA	109		87		21	24.1%	86	98.9%	YES	22	22	100.0%	YES
N P RICHEY	934		693		337	48.6%	679	98.0%	YES	241	240	99.6%	YES
NORTH PORT	239		172		67	39.0%	172	100.0%	YES	67	67	100.0%	YES
PALMETTO	519		407		184	45.2%	397	97.5%	YES	112	112	100.0%	YES
PLANT CITY	1,091		923		408	44.2%	858	93.0%	NO	168	168	100.0%	YES
POLK CITY	73		56		14	25.0%	41	73.2%	NO	17	16	94.1%	NO
SARASOTA	2,604		1,925		799	41.5%	1,880	97.7%	YES	679	678	99.9%	YES
ST PETERSBURG	4,485		3,469		1,373	39.6%	3,420	98.6%	YES	1,016	1,015	99.9%	YES
TAMPA	11,761		8,921		3,528	39.5%	8,606	96.5%	YES	2,840	2,812	99.0%	YES
TARPON SPRINGS	640		489		211	43.1%	485	99.2%	YES	151	151	100.0%	YES
VENICE	894		699		280	40.1%	690	98.7%	YES	195	195	100.0%	YES
WINTER HAVEN	1,304		993		272	27.4%	711	71.6%	NO	311	308	99.0%	YES
ZEPHYRHILLS	440		342		179	52.3%	336	98.2%	YES	98	97	99.0%	YES
FLORIDA TOTAL	37765		28951		11358	39.2%	27189	93.9%	NO	8814	8760	99.4%	YES

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Telephone Operations

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

January 31, 1997

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Subject: GTE Florida's Periodic Reports - Fourth Quarter 1996

Enclosed, in duplicate, are GTE Florida's periodic reports for the fourth quarter of 1996, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

A computer disk containing a separate LOTUS 1-2-3 file for each schedule will be provided by February 7.

Subject: GTE Florida's Periodic Reports - Fourth Quarter 1996

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard
Regional Director - Regulatory & Industry Affairs

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
FOURTH QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: OCTOBER 1996

The Bradenton exchange had 1,730 out of service reports with 1,548 reports cleared within 24 hours. The 182 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Clearwater exchange had 4,002 out of service reports with 3,551 reports cleared within 24 hours. The 451 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The New Port Richey exchange had 906 out of service reports with 797 reports cleared within 24 hours. The 109 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The North Port exchange had 300 out of service reports with 281 reports cleared within 24 hours. The 19 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Palmetto exchange had 492 out of service reports with 449 reports cleared within 24 hours. The 43 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Sarasota exchange had 2,547 out of service reports with 2,290 reports cleared within 24 hours. The 257 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The St. Petersburg exchange had 5,560 out of service reports with 4,264 reports cleared within 24 hours. The 1,296 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Tarpon Springs exchange had 555 out of service reports with 518 reports cleared within 24 hours. The 37 reports not cleared within 24 hours were due to Tropical Storm Josephine.

Action Plan Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
FOURTH QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: OCTOBER 1996

The Bartow exchange had 235 out of service reports with 193 reports cleared within 24 hours. The 42 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Frostproof exchange had 189 out of service reports with 142 reports cleared within 24 hours. The 47 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Haines City exchange had 494 out of service reports with 395 reports cleared within 24 hours. The 99 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Indian Lake exchange had 57 out of service reports with 36 reports cleared within 24 hours. The 21 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Lake Wales exchange had 482 out of service reports with 370 reports cleared within 24 hours. The 112 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Lakeland exchange had 2,397 out of service reports with 2,024 reports cleared within 24 hours. The 373 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Mulberry exchange had 122 out of service reports with 93 reports cleared within 24 hours. The 29 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Plant City exchange had 618 out of service reports with 518 reports cleared within 24 hours. The 100 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Polk City exchange had 102 out of service reports with 73 reports cleared within 24 hours. The 29 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Winter Haven exchange had 992 out of service reports with 717 reports cleared within 24 hours. The 275 reports not cleared within 24 hours were due to Tropical Storm Josephine.

The Tampa exchange had 9,881 out of service reports with 8,892 reports cleared within 24 hours. The 989 reports not cleared within 24 hours were due to Tropical Storm Josephine.

Action plan not applicable.

EXPLANATION OF MISSED SERVICE STANDARDS
FOURTH QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: NOVEMBER 1996

The Bradenton exchange had 1,014 out of service reports with 869 reports cleared within 24 hours. The 145 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Clearwater exchange had 3,067 out of service reports with 2,810 reports cleared within 24 hours. The 257 reports not cleared within 24 hours were due to the reallocation of manpower to respond to cable damages, and to the seasonal increase of service order volume.

The Englewood exchange had 268 out of service reports with 237 reports cleared within 24 hours. The 31 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Hudson exchange had 412 out of service reports with 388 reports cleared within 24 hours. The 24 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Myakka exchange had 42 out of service reports with 38 reports cleared within 24 hours. The 4 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The New Port Richey exchange had 524 out of service reports with 492 reports cleared within 24 hours. The 32 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The North Port exchange had 298 out of service reports with 269 reports cleared within 24 hours. The 29 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Palmetto exchange had 460 out of service reports with 379 reports cleared within 24 hours. The 81 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Sarasota exchange had 1,514 out of service reports with 1,429 reports cleared within 24 hours. The 85 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The St. Petersburg exchange had 3,257 out of service reports with 3,092 reports cleared within 24 hours. The 165 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Tarpon Springs exchange had 391 out of service reports with 354 reports cleared within 24 hours. The 37 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Venice exchange had 616 out of service reports with 507 reports cleared within 24 hours. The 109 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

Action Plan:
Plan put into place to add employees, which should reduce the need to reallocate manpower between installation and maintenance.

EXPLANATION OF MISSED SERVICE STANDARDS
FOURTH QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: NOVEMBER 1996

The Bartow exchange had 149 out of service reports with 114 reports cleared within 24 hours. The 35 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Frostproof exchange had 151 out of service reports with 35 reports cleared within 24 hours. The 116 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Haines City exchange had 433 out of service reports with 179 reports cleared within 24 hours. The 254 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Indian Lake exchange had 23 out of service reports with 4 reports cleared within 24 hours. The 19 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Lake Wales exchange had 519 out of service reports with 304 reports cleared within 24 hours. The 215 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Lakeland exchange had 1,575 out of service reports with 1,230 reports cleared within 24 hours. The 345 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume, and numerous damaged cables.

The Mulberry exchange had 63 out of service reports with 52 reports cleared within 24 hours. The 11 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Plant City exchange had 464 out of service reports with 392 reports cleared within 24 hours. The 72 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume and numerous damaged cables.

The Polk City exchange had 58 out of service reports with 28 reports cleared within 24 hours. The 30 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Winter Haven exchange had 748 out of service reports with 415 reports cleared within 24 hours. The 333 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Zephyrhills exchange had 407 out of service reports with 276 reports cleared within 24 hours. The 131 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume and numerous damaged cables.

The Tampa exchange had 6,276 out of service reports with 5,673 reports cleared within 24 hours. The 603 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume and numerous damaged cables.

Action Plan:

Plan put into place to add employees, which should reduce the need the reallocate manpower between installation and maintenance.

EXPLANATION OF MISSED SERVICE STANDARDS
FOURTH QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: DECEMBER 1996

The Frostproof exchange had 113 out of service reports with 103 reports cleared within 24 hours. The 10 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Haines City exchange had 539 out of service reports with 477 reports cleared within 24 hours. The 62 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Indian Lake exchange had 30 out of service reports with 26 reports cleared within 24 hours. The 4 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Lake Wales exchange had 275 out of service reports with 259 reports cleared within 24 hours. The 16 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Mulberry exchange had 70 out of service reports with 59 reports cleared within 24 hours. The 11 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

The Plant City exchange had 683 out of service reports with 636 reports cleared within 24 hours. The 47 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume and numerous damaged cables.

The Winter Haven exchange had 677 out of service reports with 596 reports cleared within 24 hours. The 81 reports not cleared within 24 hours were due to the reallocation of manpower to respond to the seasonal increase of service order volume.

Action Plan:
GTE has hired 70 additional employees that are currently in training, and 40 more are in the employment process.

EXPLANATION OF MISSED SERVICE STANDARDS
FOURTH QUARTER 1996

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: DECEMBER 1996

The Palmetto exchange had 468 out of service reports with 444 reports cleared within 24 hours. The 24 reports not cleared within 24 hours were due to the reallocation of manpower to respond to numerous cable damages.

The Tarpon Springs exchange had 343 out of service reports with 321 reports cleared within 24 hours. The 22 reports not cleared within 24 hours were due to the reallocation of manpower to respond to numerous cable damages.

Action Plan:
We have taken steps to reduce cable damages by keeping GTE employees on site at major construction locations. We are continuing to stress with all contractors the penalties of damaging cables without prior notification for facility location. We are continuing to address proactive maintenance of our outside plant facilities.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: OCTOBER
PERIOD ENDING: DECEMBER 31, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	263	49	196	91.6%	YES	214	214	100.0%	YES	100.0%	YES
BRADENTON	2424	755	1587	95.1%	YES	1669	1669	100.0%	YES	100.0%	YES
CLEARWATER	5567	1660	3800	97.3%	YES	3907	3907	100.0%	YES	100.0%	YES
ENGLEWOOD	326	123	192	94.6%	YES	203	203	100.0%	YES	100.0%	YES
FROSTPROOF	136	28	93	86.1%	NO	108	108	100.0%	YES	100.0%	YES
HAINES CITY	386	112	250	91.2%	YES	274	274	100.0%	YES	100.0%	YES
HUDSON	641	167	466	98.3%	YES	474	474	100.0%	YES	100.0%	YES
INDIAN LAKES	31	8	18	78.3%	NO	23	23	100.0%	YES	100.0%	YES
LAKE WALES	418	100	282	88.7%	NO	318	318	100.0%	YES	100.0%	YES
LAKELAND	2592	666	1840	95.5%	YES	1936	1936	100.0%	YES	100.0%	YES
MULBERRY	174	46	115	89.8%	NO	128	128	100.0%	YES	100.0%	YES
MYAKKA	58	21	34	91.9%	YES	37	37	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1185	302	866	98.1%	YES	883	883	100.0%	YES	100.0%	YES
N P CHARLOTTE	193	67	123	97.6%	YES	126	126	100.0%	YES	100.0%	YES
PALMETTO	472	125	324	93.4%	YES	347	347	100.0%	YES	100.0%	YES
PLANT CITY	840	214	586	93.6%	YES	626	626	100.0%	YES	100.0%	YES
POLK CITY	130	40	77	85.6%	NO	90	90	100.0%	YES	100.0%	YES
SARASOTA	2700	970	1594	92.1%	YES	1730	1730	100.0%	YES	100.0%	YES
ST PETERSBURG	6074	1659	4317	97.8%	YES	4415	4415	100.0%	YES	100.0%	YES
TAMPA	11584	3176	7900	94.0%	YES	8418	8416	99.9%	YES	99.9%	YES
TARPON SPRINGS	1038	307	722	98.8%	YES	731	731	100.0%	YES	100.0%	YES
VENICE	994	386	581	95.6%	YES	608	608	100.0%	YES	100.0%	YES
WINTER HAVEN	1403	380	902	88.2%	NO	1023	1023	100.0%	YES	100.0%	YES
ZEPHYRHILLS	654	178	455	95.6%	YES	476	476	100.0%	YES	100.0%	YES
FLORIDA TOTAL	40283	11539	27320	95.0%	YES	28764	28762	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: NOVEMBER
PERIOD ENDING: DECEMBER 31, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	253	54	187	94.0%	YES	199	199	100.0%	YES	100.0%	YES
BRADENTON	2526	777	1635	93.5%	YES	1749	1749	100.0%	YES	100.0%	YES
CLEARWATER	5119	1818	3138	95.1%	YES	3301	3301	100.0%	YES	100.0%	YES
ENGLEWOOD	358	129	219	95.6%	YES	229	229	100.0%	YES	100.0%	YES
FROSTPROOF	165	43	80	65.6%	NO	122	122	100.0%	YES	100.0%	YES
HAINES CITY	411	109	206	68.2%	NO	302	302	100.0%	YES	100.0%	YES
HUDSON	745	258	476	97.7%	YES	487	487	100.0%	YES	100.0%	YES
INDIAN LAKES	19	0	11	57.9%	NO	19	19	100.0%	YES	100.0%	YES
LAKE WALES	422	95	245	74.9%	NO	327	325	99.4%	YES	100.0%	YES
LAKELAND	2453	727	1585	91.8%	YES	1726	1726	100.0%	YES	100.0%	YES
MULBERRY	138	30	101	93.5%	YES	108	108	100.0%	YES	100.0%	YES
MYAKKA	37	10	22	81.5%	NO	27	27	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1184	385	786	98.4%	YES	799	799	100.0%	YES	100.0%	YES
N P CHARLOTTE	270	95	161	92.0%	YES	175	175	100.0%	YES	100.0%	YES
PALMETTO	550	156	326	82.7%	NO	394	394	100.0%	YES	100.0%	YES
PLANT CITY	697	162	509	95.1%	YES	535	535	100.0%	YES	100.0%	YES
POLK CITY	105	27	71	91.0%	YES	78	78	100.0%	YES	100.0%	YES
SARASOTA	2934	990	1724	88.7%	NO	1944	1943	99.9%	YES	100.0%	YES
ST PETERSBURG	5860	2004	3779	98.0%	YES	3856	3856	100.0%	YES	100.0%	YES
TAMPA	10547	3201	6699	91.2%	YES	7341	7341	100.0%	YES	100.0%	YES
TARPON SPRINGS	1010	332	663	97.8%	YES	678	678	100.0%	YES	100.0%	YES
VENICE	906	334	511	89.3%	NO	572	572	100.0%	YES	100.0%	YES
WINTER HAVEN	1274	325	765	80.6%	NO	939	938	99.9%	YES	100.0%	YES
ZEPHYRHILLS	814	228	538	91.8%	YES	586	586	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38797	12289	24437	92.2%	YES	26493	26489	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: DECEMBER
PERIOD ENDING: DECEMBER 31, 1996

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	227	55	159	92.4%	YES	172	172	100.0%	YES	100.0%	YES
BRADENTON	2476	721	1663	94.8%	YES	1755	1754	99.9%	YES	100.0%	YES
CLEARWATER	5058	1723	3177	95.3%	YES	3335	3331	99.9%	YES	100.0%	YES
ENGLEWOOD	391	142	235	94.4%	YES	249	249	100.0%	YES	100.0%	YES
FROSTPROOF	157	37	114	95.0%	YES	120	120	100.0%	YES	100.0%	YES
HAINES CITY	467	134	297	89.2%	NO	333	333	100.0%	YES	100.0%	YES
HUDSON	689	226	428	92.4%	YES	463	463	100.0%	YES	100.0%	YES
INDIAN LAKES	24	9	11	73.3%	NO	15	15	100.0%	YES	100.0%	YES
LAKE WALES	439	117	295	91.6%	YES	322	322	100.0%	YES	100.0%	YES
LAKELAND	2258	614	1567	95.3%	YES	1644	1644	100.0%	YES	100.0%	YES
MULBERRY	124	36	84	95.5%	YES	88	88	100.0%	YES	100.0%	YES
MYAKKA	35	10	23	92.0%	YES	25	25	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1161	368	756	95.3%	YES	793	793	100.0%	YES	100.0%	YES
N P CHARLOTTE	306	98	205	98.6%	YES	208	208	100.0%	YES	100.0%	YES
PALMETTO	522	157	351	96.2%	YES	365	365	100.0%	YES	100.0%	YES
PLANT CITY	709	182	501	95.1%	YES	527	527	100.0%	YES	100.0%	YES
POLK CITY	150	58	88	95.7%	YES	92	92	100.0%	YES	100.0%	YES
SARASOTA	2748	833	1785	93.2%	YES	1915	1913	99.9%	YES	100.0%	YES
ST PETERSBURG	5322	1588	3608	96.6%	YES	3734	3734	100.0%	YES	100.0%	YES
TAMPA	11640	3155	7750	91.3%	YES	8506	8502	99.9%	YES	100.0%	YES
TARPON SPRINGS	947	317	615	97.6%	YES	630	630	100.0%	YES	100.0%	YES
VENICE	1015	341	644	95.5%	YES	674	674	100.0%	YES	100.0%	YES
WINTER HAVEN	1277	323	898	94.1%	YES	950	950	100.0%	YES	100.0%	YES
ZEPHYRHILLS	845	250	566	95.1%	YES	593	593	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38987	11494	25820	93.9%	YES	27508	27497	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: OCTOBER

PERIOD ENDING: DECEMBER 31, 1996

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	343		235		89	37.9%	193	82.1%	NO	108	106	98.1%	YES
BRADENTON	2,253		1,730		648	37.5%	1,548	89.5%	NO	523	523	100.0%	YES
CLEARWATER	5,479		4,002		1,336	33.4%	3,551	88.7%	NO	1,477	1,473	99.7%	YES
ENGLEWOOD	469		392		166	42.3%	378	96.4%	YES	77	77	100.0%	YES
FROSTPROOF	241		189		58	30.7%	142	75.1%	NO	52	52	100.0%	YES
HAINES CITY	642		494		169	34.2%	395	80.0%	NO	148	146	98.6%	YES
HUDSON	1,684		1,357		969	71.4%	1,309	96.5%	YES	327	327	100.0%	YES
INDIAN LAKES	69		57		13	22.8%	36	63.2%	NO	12	12	100.0%	YES
LAKE WALES	603		482		148	30.7%	370	76.8%	NO	121	121	100.0%	YES
LAKELAND	3,065		2,397		890	37.1%	2,024	84.4%	NO	668	659	98.7%	YES
MULBERRY	164		122		37	30.3%	93	76.2%	NO	42	42	100.0%	YES
MYAKKA	105		85		25	29.4%	82	96.5%	YES	20	20	100.0%	YES
NEW PORT RICHEY	1,190		906		330	36.4%	797	88.0%	NO	284	284	100.0%	YES
N P CHARLOTTE	363		300		137	45.7%	281	93.7%	NO	63	63	100.0%	YES
PALMETTO	607		492		196	39.8%	449	91.3%	NO	115	115	100.0%	YES
PLANT CITY	820		618		274	44.3%	518	83.8%	NO	202	201	99.5%	YES
POLK CITY	137		102		34	33.3%	73	71.6%	NO	35	35	100.0%	YES
SARASOTA	3,398		2,547		905	35.5%	2,290	89.9%	NO	851	851	100.0%	YES
ST. PETERSBURG	7,061		5,560		1,622	29.2%	4,264	76.7%	NO	1,501	1,497	99.7%	YES
TAMPA	13,299		9,881		3,992	40.4%	8,892	90.0%	NO	3,418	3,328	97.4%	YES
TARPON SPRINGS	751		555		235	42.3%	518	93.3%	NO	196	196	100.0%	YES
VENICE	1,149		875		385	44.0%	834	95.3%	YES	274	274	100.0%	YES
WINTER HAVEN	1,370		992		265	26.7%	717	72.3%	NO	378	369	97.6%	YES
ZEPHYRHILLS	584		471		231	49.0%	456	96.8%	YES	113	112	99.1%	YES
FLORIDA TOTAL	45846		34841		13154	37.8%	30210	86.7%	NO	11005	10883	98.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: NOVEMBER

PERIOD ENDING: DECEMBER 31, 1996

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	278		149		58	38.9%	114	76.5%	NO	129	128	99.2%	YES
BRADENTON	1607		1014		346	34.1%	869	85.7%	NO	593	567	95.6%	YES
CLEARWATER	4,769		3,067		1,127	36.7%	2,810	91.6%	NO	1,702	1,691	99.4%	YES
ENGLEWOOD	372		268		84	31.3%	237	88.4%	NO	104	104	100.0%	YES
FROSTPROOF	203		151		14	9.3%	35	23.2%	NO	52	43	82.7%	NO
HAINES CITY	658		433		85	19.6%	179	41.3%	NO	225	195	86.7%	NO
HUDSON	653		412		172	41.7%	388	94.2%	NO	241	239	99.2%	YES
INDIAN LAKES	35		23		2	8.7%	4	17.4%	NO	12	8	66.7%	NO
LAKE WALES	668		519		221	42.6%	304	58.6%	NO	149	134	89.9%	NO
LAKELAND	2,248		1,575		477	30.3%	1,230	78.1%	NO	673	652	96.9%	YES
MULBERRY	103		63		23	36.5%	52	82.5%	NO	40	39	97.5%	YES
MYAKKA	71		42		11	26.2%	38	90.5%	NO	29	27	93.1%	NO
NEW PORT RICHEY	830		524		188	35.9%	492	93.9%	NO	306	306	100.0%	YES
N P CHARLOTTE	387		298		153	51.3%	269	90.3%	NO	89	89	100.0%	YES
PALMETTO	620		460		164	35.7%	379	82.4%	NO	160	150	93.8%	NO
PLANT CITY	661		464		210	45.3%	392	84.5%	NO	197	192	97.5%	YES
POLK CITY	93		58		6	10.3%	28	48.3%	NO	35	30	85.7%	NO
SARASOTA	2,476		1,514		538	35.5%	1,429	94.4%	NO	962	959	99.7%	YES
ST. PETERSBURG	4,801		3,257		1,214	37.3%	3,092	94.9%	NO	1,544	1,539	99.7%	YES
TAMPA	9,706		6,276		2,819	44.9%	5,673	90.4%	NO	3,430	3,343	97.5%	YES
TARPON SPRINGS	645		391		144	36.8%	354	90.5%	NO	254	251	98.8%	YES
VENICE	944		616		174	28.2%	507	82.3%	NO	328	327	99.7%	YES
WINTER HAVEN	1,120		748		175	23.4%	415	55.5%	NO	372	325	87.4%	NO
ZEPHYRHILLS	594		407		110	27.0%	276	67.8%	NO	187	181	96.8%	YES
FLORIDA TOTAL	34542		22729		8515	37.5%	19566	86.1%	NO	11813	11519	97.5%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: DECEMBER

PERIOD ENDING: DECEMBER 31, 1996

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	319		190		85	44.7%	188	98.9%	YES	129	126	97.7%	YES
BRADENTON	1,792		1,099		449	40.9%	1,047	95.3%	YES	693	687	99.1%	YES
CLEARWATER	4,350		2,566		898	35.0%	2,464	96.0%	YES	1,784	1,752	98.2%	YES
ENGLEWOOD	368		264		132	50.0%	254	96.2%	YES	104	104	100.0%	YES
FROSTPROOF	178		113		55	48.7%	103	91.2%	NO	65	61	93.8%	NO
HAINES CITY	795		539		194	36.0%	477	88.5%	NO	256	242	94.5%	NO
HUDSON	720		404		188	46.5%	388	96.0%	YES	316	313	99.1%	YES
INDIAN LAKES	51		30		7	23.3%	26	86.7%	NO	21	19	90.5%	NO
LAKE WALES	437		275		124	45.1%	259	94.2%	NO	162	158	97.5%	YES
LAKELAND	2,501		1,670		647	38.7%	1,599	95.7%	YES	831	821	98.8%	YES
MULBERRY	133		70		26	37.1%	59	84.3%	NO	63	60	95.2%	YES
MYAKKA	81		46		26	56.5%	45	97.8%	YES	35	34	97.1%	YES
NEW PORT RICHEY	838		513		245	47.8%	492	95.9%	YES	325	322	99.1%	YES
N P CHARLOTTE	273		173		74	42.8%	168	97.1%	YES	100	99	99.0%	YES
PALMETTO	614		468		214	45.7%	444	94.9%	NO	146	142	97.3%	YES
PLANT CITY	931		683		228	33.4%	636	93.1%	NO	248	243	98.0%	YES
POLK CITY	123		92		36	39.1%	88	95.7%	YES	31	31	100.0%	YES
SARASOTA	2,641		1,694		684	40.4%	1,647	97.2%	YES	947	946	99.9%	YES
ST. PETERSBURG	5,180		3,388		1,482	43.7%	3,300	97.4%	YES	1,792	1,760	98.2%	YES
TAMPA	10,566		6,764		2,801	41.4%	6,543	96.7%	YES	3,802	3,751	98.7%	YES
TARPON SPRINGS	575		343		153	44.6%	321	93.6%	NO	232	226	97.4%	YES
VENICE	886		559		218	39.0%	535	95.7%	YES	327	325	99.4%	YES
WINTER HAVEN	1,179		677		287	42.4%	596	88.0%	NO	502	471	93.8%	NO
ZEPHYRHILLS	630		424		199	46.9%	411	96.9%	YES	206	201	97.6%	YES
FLORIDA TOTAL	36161		23044		9452	41.0%	22090	95.9%	YES	13117	12894	98.3%	YES

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Telephone Operations

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

April 30, 1997

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the first quarter of 1997, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
FIRST QUARTER 1997

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: MARCH 1997

The Indian Lake exchange had 17 service order requests with 15 requests completed within three days. The 2 requests not completed within three days were due to facilities needing repair.

Action Plan:
We are piloting a process where facilities are assigned on the day of application so that we identify early facilities that are in need of repair and then make those repairs prior to customer Due Date.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2

MONTH: JANUARY

PERIOD ENDING: MARCH 31, 1997

RULE 25-4.66

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	257	40	211	97.2%	YES	217	217	100.0%	YES	100.0%	YES
BRADENTON	2935	760	2107	96.9%	YES	2175	2174	99.9%	YES	100.0%	YES
CLEARWATER	5901	1783	3941	95.7%	YES	4118	4117	99.9%	YES	100.0%	YES
ENGLEWOOD	504	133	361	97.3%	YES	371	371	100.0%	YES	100.0%	YES
FROSTPROOF	223	40	184	100.5%	YES	184	183	99.5%	YES	100.0%	YES
HAINES CITY	634	161	469	99.2%	YES	473	473	100.0%	YES	100.0%	YES
HUDSON	808	241	554	97.7%	YES	567	567	100.0%	YES	100.0%	YES
INDIAN LAKES	60	16	43	97.7%	YES	44	44	100.0%	YES	100.0%	YES
LAKE WALES	586	148	426	97.3%	YES	438	438	100.0%	YES	100.0%	YES
LAKELAND	2942	645	2252	98.0%	YES	2297	2285	99.5%	YES	100.0%	YES
MULBERRY	169	35	131	97.8%	YES	134	134	100.0%	YES	100.0%	YES
MYAKKA	76	19	55	96.5%	YES	57	57	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1329	366	932	96.8%	YES	963	963	100.0%	YES	100.0%	YES
N P CHARLOTTE	396	108	282	97.9%	YES	288	288	100.0%	YES	100.0%	YES
PALMETTO	662	142	502	96.5%	YES	520	520	100.0%	YES	100.0%	YES
PLANT CITY	872	177	678	97.6%	YES	695	695	100.0%	YES	100.0%	YES
POLK CITY	211	45	163	98.2%	YES	166	166	100.0%	YES	100.0%	YES
SARASOTA	3095	809	2191	95.8%	YES	2286	2286	100.0%	YES	100.0%	YES
ST PETERSBURG	6576	1776	4663	97.1%	YES	4800	4800	100.0%	YES	100.0%	YES
TAMPA	12890	3434	9101	96.2%	YES	9456	9456	100.0%	YES	100.0%	YES
TARPON SPRINGS	1031	297	707	96.3%	YES	734	734	100.0%	YES	100.0%	YES
VENICE	1193	382	777	95.8%	YES	811	811	100.0%	YES	100.0%	YES
WINTER HAVEN	1533	350	1129	95.4%	YES	1183	1161	98.1%	YES	100.0%	YES
ZEPHYRHILLS	1100	255	820	97.0%	YES	845	845	100.0%	YES	100.0%	YES
FLORIDA TOTAL	45983	12162	32679	96.6%	YES	33822	33785	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: FEBRUARY
PERIOD ENDING: MARCH 31, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	256	50	201	97.6%	YES	206	206	100.0%	YES	100.0%	YES
BRADENTON	2296	658	1601	97.7%	YES	1638	1638	100.0%	YES	100.0%	YES
CLEARWATER	4951	1572	3282	97.1%	YES	3379	3378	99.9%	YES	100.0%	YES
ENGLEWOOD	330	88	239	98.8%	YES	242	242	100.0%	YES	100.0%	YES
FROSTPROOF	117	22	95	100.0%	YES	95	95	100.0%	YES	100.0%	YES
HAINES CITY	315	85	229	99.6%	YES	230	230	100.0%	YES	100.0%	YES
HUDSON	568	169	389	97.5%	YES	399	399	100.0%	YES	100.0%	YES
INDIAN LAKES	33	5	28	100.0%	YES	28	28	100.0%	YES	100.0%	YES
LAKE WALES	452	120	331	99.7%	YES	332	332	100.0%	YES	100.0%	YES
LAKELAND	2634	598	2007	98.6%	YES	2036	2026	99.5%	YES	100.0%	YES
MULBERRY	139	26	113	100.0%	YES	113	113	100.0%	YES	100.0%	YES
MYAKKA	105	30	72	96.0%	YES	75	75	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1122	321	792	98.9%	YES	801	801	100.0%	YES	100.0%	YES
N P CHARLOTTE	246	80	164	98.8%	YES	166	166	100.0%	YES	100.0%	YES
PALMETTO	429	92	323	95.8%	YES	337	337	100.0%	YES	100.0%	YES
PLANT CITY	795	252	536	98.7%	YES	543	543	100.0%	YES	100.0%	YES
POLK CITY	114	28	83	96.5%	YES	86	86	100.0%	YES	100.0%	YES
SARASOTA	2530	766	1723	97.7%	YES	1764	1764	100.0%	YES	100.0%	YES
ST PETERSBURG	6224	1657	4456	97.6%	YES	4566	4566	100.0%	YES	100.0%	YES
TAMPA	12716	3496	9072	98.4%	YES	9220	9219	99.9%	YES	100.0%	YES
TARPON SPRINGS	838	248	576	97.6%	YES	590	590	100.0%	YES	100.0%	YES
VENICE	805	263	530	97.8%	YES	542	542	100.0%	YES	100.0%	YES
WINTER HAVEN	1348	297	1045	99.4%	YES	1051	1051	100.0%	YES	100.0%	YES
ZEPHYRHILLS	607	158	442	98.4%	YES	449	449	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39970	11081	28329	98.1%	YES	28888	28876	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: MARCH
PERIOD ENDING: MARCH 31, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	251	52	192	96.5%	YES	199	199	100.0%	YES	100.0%	YES
BRADENTON	2256	688	1541	98.3%	YES	1568	1568	100.0%	YES	100.0%	YES
CLEARWATER	4789	1470	3280	98.8%	YES	3319	3319	100.0%	YES	100.0%	YES
ENGLEWOOD	274	87	183	97.9%	YES	187	187	100.0%	YES	100.0%	YES
FROSTPROOF	96	30	66	100.0%	YES	66	66	100.0%	YES	100.0%	YES
HAINES CITY	292	97	193	99.0%	YES	195	195	100.0%	YES	100.0%	YES
HUDSON	518	134	381	99.2%	YES	384	384	100.0%	YES	100.0%	YES
INDIAN LAKES	21	4	15	88.2%	NO	17	17	100.0%	YES	100.0%	YES
LAKE WALES	364	93	270	99.6%	YES	271	271	100.0%	YES	100.0%	YES
LAKELAND	2472	630	1815	98.5%	YES	1842	1842	100.0%	YES	100.0%	YES
MULBERRY	178	34	142	98.6%	YES	144	144	100.0%	YES	100.0%	YES
MYAKKA	36	9	25	92.6%	YES	27	27	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1055	286	762	99.1%	YES	769	769	100.0%	YES	100.0%	YES
N P CHARLOTTE	272	72	197	98.5%	YES	200	200	100.0%	YES	100.0%	YES
PALMETTO	452	119	326	97.9%	YES	333	330	99.1%	YES	100.0%	YES
PLANT CITY	691	173	514	99.2%	YES	518	518	100.0%	YES	100.0%	YES
POLK CITY	81	18	63	100.0%	YES	63	63	100.0%	YES	100.0%	YES
SARASOTA	2570	907	1714	98.3%	YES	1743	1743	100.0%	YES	100.0%	YES
ST PETERSBURG	5873	1489	4357	99.4%	YES	4384	4384	100.0%	YES	100.0%	YES
TAMPA	13205	3914	9033	97.2%	YES	9291	9290	99.9%	YES	100.0%	YES
TARPON SPRINGS	855	279	570	99.0%	YES	576	576	100.0%	YES	100.0%	YES
VENICE	804	275	520	98.3%	YES	529	529	100.0%	YES	100.0%	YES
WINTER HAVEN	1263	322	926	98.4%	YES	941	941	100.0%	YES	100.0%	YES
ZEPHYRHILLS	503	148	344	96.9%	YES	355	355	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39171	11330	27429	98.2%	YES	27921	27917	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: JANUARY

PERIOD ENDING: MARCH 31, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	329		182		96	52.7%	180	98.9%	YES	147	147	100.0%	YES
BRADENTON	2,068		1,287		616	47.9%	1,273	98.9%	YES	781	781	100.0%	YES
CLEARWATER	5,355		3,202		1,428	44.6%	3,154	98.5%	YES	2,153	2,151	99.9%	YES
ENGLEWOOD	493		360		183	50.8%	357	99.2%	YES	133	133	100.0%	YES
FROSTPROOF	244		138		78	56.5%	137	99.3%	YES	106	106	100.0%	YES
HAINES CITY	819		565		298	52.7%	562	99.5%	YES	254	254	100.0%	YES
HUDSON	753		446		179	40.1%	439	98.4%	YES	307	307	100.0%	YES
INDIAN LAKES	98		66		47	71.2%	66	100.0%	YES	32	32	100.0%	YES
LAKE WALES	582		323		174	53.9%	317	98.1%	YES	259	259	100.0%	YES
LAKELAND	2,729		1,803		895	49.6%	1,775	98.4%	YES	926	926	100.0%	YES
MULBERRY	122		62		36	58.1%	62	100.0%	YES	60	60	100.0%	YES
MYAKKA	100		64		20	31.3%	62	96.9%	YES	36	36	100.0%	YES
NEW PORT RICHEY	1,037		586		241	41.1%	582	99.3%	YES	451	451	100.0%	YES
N P CHARLOTTE	306		175		94	53.7%	173	98.9%	YES	131	131	100.0%	YES
PALMETTO	564		405		175	43.2%	404	99.8%	YES	159	159	100.0%	YES
PLANT CITY	778		501		260	51.9%	496	99.0%	YES	277	277	100.0%	YES
POLK CITY	130		98		35	35.7%	95	96.9%	YES	32	32	100.0%	YES
SARASOTA	2,908		1,738		806	46.4%	1,731	99.6%	YES	1,170	1,169	99.9%	YES
ST. PETERSBURG	5,594		3,541		1,740	49.1%	3,523	99.5%	YES	2,053	2,052	99.9%	YES
TAMPA	11,304		6,669		3,152	47.3%	6,604	99.0%	YES	4,635	4,630	99.9%	YES
TARPON SPRINGS	836		518		191	36.9%	512	98.8%	YES	318	318	100.0%	YES
VENICE	1,004		591		271	45.9%	586	99.2%	YES	413	412	99.8%	YES
WINTER HAVEN	1,307		754		377	50.0%	745	98.8%	YES	553	553	100.0%	YES
ZEPHYRHILLS	711		467		271	58.0%	465	99.6%	YES	244	244	100.0%	YES
FLORIDA TOTAL	40171		24541		11663	47.5%	24300	99.0%	YES	15630	15620	99.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: FEBRUARY

RULE 25-4.70

PERIOD ENDING: MARCH 31, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	269		106		52	49.1%	106	100.0%	YES	163	163	100.0%	YES
BRADENTON	1747		923		435	47.1%	916	99.2%	YES	824	824	100.0%	YES
CLEARWATER	4,107		2,090		1,071	51.2%	2,079	99.5%	YES	2,017	2,016	99.9%	YES
ENGLEWOOD	415		294		193	65.6%	293	99.7%	YES	121	121	100.0%	YES
FROSTPROOF	127		57		38	66.7%	56	98.2%	YES	70	70	100.0%	YES
HAINES CITY	626		389		200	51.4%	385	99.0%	YES	237	237	100.0%	YES
HUDSON	754		398		210	52.8%	395	99.2%	YES	356	356	100.0%	YES
INDIAN LAKES	46		22		14	63.6%	21	95.5%	YES	24	24	100.0%	YES
LAKE WALES	414		194		109	56.2%	194	100.0%	YES	220	219	99.5%	YES
LAKELAND	2,197		1,284		698	54.4%	1,284	100.0%	YES	913	912	99.9%	YES
MULBERRY	127		67		27	40.3%	67	100.0%	YES	60	60	100.0%	YES
MYAKKA	124		81		40	49.4%	81	100.0%	YES	43	43	100.0%	YES
NEW PORT RICHEY	800		362		196	54.1%	360	99.4%	YES	438	438	100.0%	YES
N P CHARLOTTE	171		84		39	46.4%	83	98.8%	YES	87	87	100.0%	YES
PALMETTO	596		414		228	55.1%	410	99.0%	YES	182	182	100.0%	YES
PLANT CITY	737		484		323	66.7%	484	100.0%	YES	253	253	100.0%	YES
POLK CITY	126		71		32	45.1%	70	98.6%	YES	55	55	100.0%	YES
SARASOTA	2,501		1,367		688	50.3%	1,360	99.5%	YES	1,134	1,134	100.0%	YES
ST. PETERSBURG	4,139		2,339		1,243	53.1%	2,327	99.5%	YES	1,800	1,799	99.9%	YES
TAMPA	11,039		6,162		3,622	58.8%	6,127	99.4%	YES	4,877	4,872	99.9%	YES
TARPON SPRINGS	506		226		131	58.0%	226	100.0%	YES	280	280	100.0%	YES
VENICE	899		478		216	45.2%	478	100.0%	YES	421	421	100.0%	YES
WINTER HAVEN	1,097		552		315	57.1%	548	99.3%	YES	545	545	100.0%	YES
ZEPHYRHILLS	582		339		230	67.8%	339	100.0%	YES	243	243	100.0%	YES
FLORIDA TOTAL	34146		18783		10350	55.1%	18689	99.5%	YES	15363	15354	99.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: MARCH

RULE 25-4.70

PERIOD ENDING: MARCH 31, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	297		127		68	53.5%	125	98.4%	YES	170	170	100.0%	YES
BRADENTON	1,825		848		431	50.8%	847	99.9%	YES	977	977	100.0%	YES
CLEARWATER	5,281		2,616		1,414	54.1%	2,591	99.0%	YES	2,665	2,664	99.9%	YES
ENGLEWOOD	347		199		105	52.8%	197	99.0%	YES	148	148	100.0%	YES
FROSTPROOF	130		50		26	52.0%	49	98.0%	YES	80	80	100.0%	YES
HAINES CITY	604		311		148	47.6%	307	98.7%	YES	293	293	100.0%	YES
HUDSON	698		269		134	49.8%	266	98.9%	YES	429	429	100.0%	YES
INDIAN LAKES	42		13		7	53.8%	13	100.0%	YES	29	29	100.0%	YES
LAKE WALES	374		147		84	57.1%	144	98.0%	YES	227	227	100.0%	YES
LAKELAND	2,540		1,445		724	50.1%	1,430	99.0%	YES	1,095	1,093	99.8%	YES
MULBERRY	104		44		22	50.0%	44	100.0%	YES	60	60	100.0%	YES
MYAKKA	239		152		80	52.6%	152	100.0%	YES	87	87	100.0%	YES
NEW PORT RICHEY	882		327		158	48.3%	324	99.1%	YES	555	554	99.8%	YES
N P CHARLOTTE	187		91		50	54.9%	91	100.0%	YES	96	96	100.0%	YES
PALMETTO	525		299		145	48.5%	294	98.3%	YES	226	226	100.0%	YES
PLANT CITY	659		422		211	50.0%	417	98.8%	YES	237	237	100.0%	YES
POLK CITY	142		85		60	70.6%	84	98.8%	YES	57	57	100.0%	YES
SARASOTA	2,598		1,230		567	46.1%	1,222	99.3%	YES	1,368	1,366	99.9%	YES
ST. PETERSBURG	4,630		2,419		1,298	53.7%	2,410	99.6%	YES	2,211	2,209	99.9%	YES
TAMPA	10,849		5,533		2,837	51.3%	5,501	99.4%	YES	5,316	5,306	99.8%	YES
TARPON SPRINGS	628		262		136	51.9%	262	100.0%	YES	366	366	100.0%	YES
VENICE	1,293		821		489	59.6%	812	98.9%	YES	472	472	100.0%	YES
WINTER HAVEN	1,260		534		294	55.1%	532	99.6%	YES	726	722	99.4%	YES
ZEPHYRHILLS	467		236		128	54.2%	234	99.2%	YES	231	231	100.0%	YES
FLORIDA TOTAL	36601		18480		9616	52.0%	18348	99.3%	YES	18121	18099	99.9%	YES

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Telephone Operations

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

July 31, 1997

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the second quarter of 1997, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: APRIL 1997

The Bradenton exchange had 1,146 out of service trouble reports with 1,076 reports cleared within 24 hours. The 70 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Myakka exchange had 52 out of service trouble reports with 47 reports cleared within 24 hours. The 5 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Palmetto exchange had 348 out of service trouble reports with 310 reports cleared within 24 hours. The 38 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The St. Petersburg exchange had 3,323 out of service trouble reports with 3,113 reports cleared within 24 hours. The 210 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JUNE 1997

The Indian Lakes exchange had 16 out of service reports with 15 reports cleared within 24 hours. The 1 report not cleared within 24 hours was due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Lakeland exchange had 1830 out of service reports with 1698 reports cleared within 24 hours. The 132 reports not cleared within 24 hours were due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Zephyrhills exchange had 255 out of service reports with 236 reports cleared within 24 hours. The 19 reports not cleared within 24 hours were due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Tampa exchange had 8078 out of service reports with 7629 reports cleared within 24 hours. The 449 reports not cleared within 24 hours were due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

Action Plan: N/A

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JUNE 1997

The Bradenton exchange had 857 out of service trouble reports with 782 reports cleared within 24 hours. The 75 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Clearwater exchange had 2,701 out of service trouble reports with 2,515 reports cleared within 24 hours. The 186 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Hudson exchange had 401 out of service trouble reports with 360 reports cleared within 24 hours. The 41 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Myakka exchange had 66 out of service trouble reports with 58 reports cleared within 24 hours. The 8 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The New Port Richey exchange had 469 out of service trouble reports with 438 reports cleared within 24 hours. The 31 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Palmetto exchange had 345 out of service trouble reports with 321 reports cleared within 24 hours. The 24 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Sarasota exchange had 1,561 out of service trouble reports with 1,464 reports cleared within 24 hours. The 97 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JUNE 1997

The St. Petersburg exchange had 2,978 out of service trouble reports with 2,738 reports cleared within 24 hours. The 240 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Tarpon Springs exchange had 397 out of service trouble reports with 373 reports cleared within 24 hours. The 24 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Venice exchange had 475 out of service trouble reports with 448 reports cleared within 24 hours. The 27 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

Action Plan: Not Applicable

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: APRIL
PERIOD ENDING: JUNE 30, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	256	47	206	98.6%	YES	209	209	100.0%	YES	100.0%	YES
BRADENTON	2238	730	1495	99.1%	YES	1508	1508	100.0%	YES	100.0%	YES
CLEARWATER	4929	1671	3225	99.0%	YES	3258	3258	100.0%	YES	100.0%	YES
ENGLEWOOD	277	83	194	100.0%	YES	194	194	100.0%	YES	100.0%	YES
FROSTPROOF	90	25	65	100.0%	YES	65	65	100.0%	YES	100.0%	YES
HAINES CITY	293	60	230	98.7%	YES	233	233	100.0%	YES	100.0%	YES
HUDSON	592	191	395	98.5%	YES	401	401	100.0%	YES	100.0%	YES
INDIAN LAKES	28	8	20	100.0%	YES	20	20	100.0%	YES	100.0%	YES
LAKE WALES	372	86	280	97.9%	YES	286	286	100.0%	YES	100.0%	YES
LAKELAND	2577	728	1821	98.5%	YES	1849	1848	99.9%	YES	100.0%	YES
MULBERRY	164	28	135	99.3%	YES	136	136	100.0%	YES	100.0%	YES
MYAKKA	39	6	30	90.9%	YES	33	33	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1077	357	715	99.3%	YES	720	720	100.0%	YES	100.0%	YES
N P CHARLOTTE	229	71	158	100.0%	YES	158	158	100.0%	YES	100.0%	YES
PALMETTO	421	101	309	96.6%	YES	320	320	100.0%	YES	100.0%	YES
PLANT CITY	741	178	543	96.4%	YES	563	563	100.0%	YES	100.0%	YES
POLK CITY	154	31	121	98.4%	YES	123	123	100.0%	YES	100.0%	YES
SARASOTA	2560	851	1676	98.1%	YES	1708	1708	100.0%	YES	100.0%	YES
ST PETERSBURG	5533	1695	3804	99.1%	YES	3838	3838	100.0%	YES	100.0%	YES
TAMPA	12376	3723	8547	98.8%	YES	8653	8652	99.9%	YES	100.0%	YES
TARPON SPRINGS	864	272	588	99.3%	YES	592	592	100.0%	YES	100.0%	YES
VENICE	846	296	547	99.5%	YES	550	550	100.0%	YES	100.0%	YES
WINTER HAVEN	1220	308	892	97.8%	YES	912	910	99.8%	YES	100.0%	YES
ZEPHYRHILLS	487	118	362	98.1%	YES	369	369	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38363	11664	26358	98.7%	YES	26698	26694	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: MAY
PERIOD ENDING: JUNE 30, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	233	52	179	98.9%	YES	181	181	100.0%	YES	100.0%	YES
BRADENTON	2217	727	1468	98.5%	YES	1490	1490	100.0%	YES	100.0%	YES
CLEARWATER	5214	2058	3127	99.1%	YES	3156	3156	100.0%	YES	100.0%	YES
ENGLEWOOD	297	98	194	97.5%	YES	199	199	100.0%	YES	100.0%	YES
FROSTPROOF	92	24	67	98.5%	YES	68	68	100.0%	YES	100.0%	YES
HAINES CITY	502	123	370	97.6%	YES	379	379	100.0%	YES	100.0%	YES
HUDSON	607	221	382	99.0%	YES	386	386	100.0%	YES	100.0%	YES
INDIAN LAKES	15	6	9	100.0%	YES	9	9	100.0%	YES	100.0%	YES
LAKE WALES	342	87	253	99.2%	YES	255	255	100.0%	YES	100.0%	YES
LAKELAND	2327	679	1623	98.5%	YES	1648	1648	100.0%	YES	100.0%	YES
MULBERRY	149	33	112	96.6%	YES	116	116	100.0%	YES	100.0%	YES
MYAKKA	29	13	15	93.8%	YES	16	16	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1121	390	727	99.5%	YES	731	730	99.9%	YES	99.9%	YES
N P CHARLOTTE	239	98	141	100.0%	YES	141	141	100.0%	YES	100.0%	YES
PALMETTO	365	107	250	96.9%	YES	258	258	100.0%	YES	100.0%	YES
PLANT CITY	724	204	506	97.3%	YES	521	521	100.0%	YES	100.0%	YES
POLK CITY	573	144	412	96.0%	YES	429	429	100.0%	YES	100.0%	YES
SARASOTA	2655	1011	1610	97.9%	YES	1644	1644	100.0%	YES	100.0%	YES
ST PETERSBURG	6025	2183	3815	99.3%	YES	3842	3842	100.0%	YES	100.0%	YES
TAMPA	13017	4427	8460	98.5%	YES	8590	8588	99.9%	YES	99.9%	YES
TARPON SPRINGS	890	344	542	99.3%	YES	546	546	100.0%	YES	100.0%	YES
VENICE	838	312	515	97.9%	YES	526	526	100.0%	YES	100.0%	YES
WINTER HAVEN	767	211	539	96.9%	YES	556	556	100.0%	YES	100.0%	YES
ZEPHYRHILLS	432	112	316	98.8%	YES	320	320	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39670	13664	25632	98.6%	YES	26007	26004	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

MONTH: JUNE
PERIOD ENDING: JUNE 30, 1997

SCHEDULE 2
RULE 25-4.66

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	248	67	171	94.5%	YES	181	181	100.0%	YES	100.0%	YES
BRADENTON	2233	679	1514	97.4%	YES	1554	1553	99.9%	YES	100.0%	YES
CLEARWATER	5200	1884	3187	96.1%	YES	3316	3315	99.9%	YES	100.0%	YES
ENGLEWOOD	269	83	177	95.2%	YES	186	186	100.0%	YES	100.0%	YES
FROSTPROOF	87	10	74	96.1%	YES	77	77	100.0%	YES	100.0%	YES
HAINES CITY	612	158	444	97.8%	YES	454	454	100.0%	YES	100.0%	YES
HUDSON	576	180	382	96.5%	YES	396	396	100.0%	YES	100.0%	YES
INDIAN LAKES	24	5	19	100.0%	YES	19	19	100.0%	YES	100.0%	YES
LAKE WALES	339	96	238	97.9%	YES	243	243	100.0%	YES	100.0%	YES
LAKELAND	2449	699	1706	97.5%	YES	1750	1750	100.0%	YES	100.0%	YES
MULBERRY	145	29	111	95.7%	YES	116	116	100.0%	YES	100.0%	YES
MYAKKA	31	10	21	100.0%	YES	21	21	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1063	312	725	96.5%	YES	751	751	100.0%	YES	100.0%	YES
N P CHARLOTTE	201	60	139	98.6%	YES	141	141	100.0%	YES	100.0%	YES
PALMETTO	364	99	249	94.0%	YES	265	265	100.0%	YES	100.0%	YES
PLANT CITY	726	177	529	96.4%	YES	549	549	100.0%	YES	100.0%	YES
POLK CITY	752	190	538	95.7%	YES	562	562	100.0%	YES	100.0%	YES
SARASOTA	2800	986	1741	96.0%	YES	1814	1814	100.0%	YES	100.0%	YES
ST PETERSBURG	5741	1957	3663	96.8%	YES	3784	3784	100.0%	YES	100.0%	YES
TAMPA	12944	4231	8419	96.6%	YES	8712	8707	99.9%	YES	100.0%	YES
TARPON SPRINGS	901	346	539	97.1%	YES	555	555	100.0%	YES	100.0%	YES
VENICE	846	287	530	94.8%	YES	559	559	100.0%	YES	100.0%	YES
WINTER HAVEN	613	159	444	97.8%	YES	454	454	100.0%	YES	100.0%	YES
ZEPHYRHILLS	402	114	277	96.2%	YES	288	288	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39566	12818	25837	96.6%	YES	26747	26740	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: APRIL

PERIOD ENDING: JUNE 30, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	359		153		65	42.5%	152	99.3%	YES	206	206	100.0%	YES
BRADENTON	2,327		1,146		515	44.9%	1,076	93.9%	NO	1,181	1,181	100.0%	YES
CLEARWATER	5,552		2,627		1,010	38.4%	2,507	95.4%	YES	2,925	2,921	99.9%	YES
ENGLEWOOD	451		259		128	49.4%	257	99.2%	YES	192	192	100.0%	YES
FROSTPROOF	94		35		12	34.3%	34	97.1%	YES	59	59	100.0%	YES
HAINES CITY	724		378		159	42.1%	369	97.6%	YES	346	345	99.7%	YES
HUDSON	921		460		273	59.3%	459	99.8%	YES	461	460	99.8%	YES
INDIAN LAKES	44		14		7	50.0%	14	100.0%	YES	30	30	100.0%	YES
LAKE WALES	491		222		88	39.6%	221	99.5%	YES	269	268	99.6%	YES
LAKELAND	2,895		1,594		733	46.0%	1,532	96.1%	YES	1,301	1,301	100.0%	YES
MULBERRY	215		98		47	48.0%	94	95.9%	YES	117	117	100.0%	YES
MYAKKA	94		52		15	28.8%	47	90.4%	NO	42	42	100.0%	YES
NEW PORT RICHEY	999		348		159	45.7%	346	99.4%	YES	651	650	99.8%	YES
N P CHARLOTTE	233		123		64	52.0%	122	99.2%	YES	110	110	100.0%	YES
PALMETTO	590		348		151	43.4%	310	89.1%	NO	242	241	99.6%	YES
PLANT CITY	888		575		286	49.7%	559	97.2%	YES	313	313	100.0%	YES
POLK CITY	173		97		53	54.6%	94	96.9%	YES	76	76	100.0%	YES
SARASOTA	3,300		1,618		764	47.2%	1,582	97.8%	YES	1,682	1,682	100.0%	YES
ST. PETERSBURG	6,317		3,323		1,236	37.2%	3,113	93.7%	NO	2,994	2,993	99.9%	YES
TAMPA	12,837		6,487		2,947	45.4%	6,392	98.5%	YES	6,350	6,339	99.8%	YES
TARPON SPRINGS	924		396		243	61.4%	394	99.5%	YES	528	528	100.0%	YES
VENICE	1,059		587		316	53.8%	578	98.5%	YES	472	472	100.0%	YES
WINTER HAVEN	1,415		689		329	47.8%	680	98.7%	YES	726	726	100.0%	YES
ZEPHYRHILLS	748		426		279	65.5%	418	98.1%	YES	322	321	99.7%	YES
FLORIDA TOTAL	43650		22055		9879	44.8%	21350	96.8%	YES	21595	21573	99.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: MAY

RULE 25-4.70

PERIOD ENDING: JUNE 30, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	326		130		60	46.2%	128	98.5%	YES	196	196	100.0%	YES
BRADENTON	1829		889		338	38.0%	878	98.8%	YES	940	940	100.0%	YES
CLEARWATER	4,905		2,169		808	37.3%	2,118	97.6%	YES	2,736	2,730	99.8%	YES
ENGLEWOOD	331		189		107	56.6%	188	99.5%	YES	142	142	100.0%	YES
FLORIDA STATE	1,704		879		326	37.1%	871	99.1%	YES	825	823	99.8%	YES
FROSTPROOF	129		46		17	37.0%	44	95.7%	YES	83	83	100.0%	YES
HAINES CITY	689		356		163	45.8%	352	98.9%	YES	333	333	100.0%	YES
HUDSON	673		305		132	43.3%	303	99.3%	YES	368	368	100.0%	YES
INDIAN LAKES	30		11		6	54.5%	11	100.0%	YES	19	19	100.0%	YES
LAKE WALES	398		159		66	41.5%	157	98.7%	YES	239	239	100.0%	YES
LAKELAND	2,589		1,368		589	43.1%	1,341	98.0%	YES	1,221	1,220	99.9%	YES
MULBERRY	126		49		18	36.7%	49	100.0%	YES	77	77	100.0%	YES
MYAKKA	90		53		21	39.6%	51	96.2%	YES	37	37	100.0%	YES
NEW PORT RICHEY	874		341		163	47.8%	338	99.1%	YES	533	533	100.0%	YES
N P CHARLOTTE	155		78		43	55.1%	78	100.0%	YES	77	77	100.0%	YES
PALMETTO	522		297		152	51.2%	291	98.0%	YES	225	225	100.0%	YES
PLANT CITY	842		475		242	50.9%	473	99.6%	YES	367	367	100.0%	YES
POLK CITY	237		169		105	62.1%	166	98.2%	YES	68	68	100.0%	YES
SARASOTA	2,811		1,410		657	46.6%	1,382	98.0%	YES	1,401	1,399	99.9%	YES
ST. PETERSBURG	5,326		2,589		870	33.6%	2,512	97.0%	YES	2,737	2,734	99.9%	YES
TAMPA	11,981		6,160		2,740	44.5%	6,025	97.8%	YES	5,821	5,797	99.6%	YES
TARPON SPRINGS	666		278		133	47.8%	277	99.6%	YES	388	388	100.0%	YES
VENICE	868		489		233	47.6%	486	99.4%	YES	379	379	100.0%	YES
WINTER HAVEN	1,224		634		342	53.9%	616	97.2%	YES	590	589	99.8%	YES
ZEPHYRHILLS	432		212		118	55.7%	212	100.0%	YES	220	220	100.0%	YES
FLORIDA TOTAL	39,757		19,735		8,449	42.8%	19,347	98.0%	YES	20,022	19,983	99.8%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: JUNE

RULE 25-4.70

PERIOD ENDING: JUNE 30, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	394		160		72	45.0%	159	99.4%	YES	234	234	100.0%	YES
BRADENTON	1,971		857		297	34.7%	782	91.2%	NO	1,114	1,109	99.6%	YES
CLEARWATER	5,847		2,701		1,081	40.0%	2,515	93.1%	NO	3,146	3,141	99.8%	YES
ENGLEWOOD	373		188		71	37.8%	181	96.3%	YES	185	185	100.0%	YES
FROSTPROOF	125		47		14	29.8%	47	100.0%	YES	78	78	100.0%	YES
HAINES CITY	758		400		134	33.5%	384	96.0%	YES	358	358	100.0%	YES
HUDSON	916		401		158	39.4%	360	89.8%	NO	515	512	99.4%	YES
INDIAN LAKES	49		16		9	56.3%	15	93.8%	NO	33	33	100.0%	YES
LAKE WALES	546		238		130	54.6%	229	96.2%	YES	308	308	100.0%	YES
LAKELAND	3,236		1,830		723	39.5%	1,698	92.8%	NO	1,406	1,406	100.0%	YES
MULBERRY	241		88		31	35.2%	87	98.9%	YES	153	153	100.0%	YES
MYAKKA	129		66		20	30.3%	58	87.9%	NO	63	63	100.0%	YES
NEW PORT RICHEY	1,278		469		180	38.4%	438	93.4%	NO	809	799	98.8%	YES
N P CHARLOTTE	187		85		36	42.4%	85	100.0%	YES	102	102	100.0%	YES
PALMETTO	562		345		110	31.9%	321	93.0%	NO	217	216	99.5%	YES
PLANT CITY	926		521		253	48.6%	499	95.8%	YES	405	405	100.0%	YES
POLK CITY	202		100		25	25.0%	97	97.0%	YES	102	102	100.0%	YES
SARASOTA	3,283		1,561		569	36.5%	1,464	93.8%	NO	1,722	1,719	99.8%	YES
ST. PETERSBURG	6,096		2,978		1,323	44.4%	2,738	91.9%	NO	3,118	3,111	99.8%	YES
TAMPA	15,663		8,078		3,614	44.7%	7,629	94.4%	NO	7,585	7,565	99.7%	YES
TARPON SPRINGS	898		397		174	43.8%	373	94.0%	NO	501	493	98.4%	YES
VENICE	898		475		191	40.2%	448	94.3%	NO	423	419	99.1%	YES
WINTER HAVEN	1,588		715		271	37.9%	683	95.5%	YES	873	871	99.8%	YES
ZEPHYRHILLS	538		255		86	33.7%	236	92.5%	NO	283	283	100.0%	YES
FLORIDA TOTAL	46704		22971		9572	41.7%	21526	93.7%	NO	23733	23665	99.7%	YES

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Telephone Operations

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

October 31, 1997

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the third quarter of 1997, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

DBK

FOR Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: JULY 1997

The Myakka Exchange had 28 total service order requests with 25 requests completed within three days. The 3 requests not completed within three days were due to reallocating manpower to address the increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: AUGUST 1997

The Indian Lake exchange had 17 total service order requests with 13 requests completed within three days. The 4 requests not completed within three days were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

Action plan: N/A

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JULY 1997

The St. Petersburg exchange had 4,501 out of service reports with 4,080 reports cleared within 24 hours. The 421 reports not cleared within 24 hours were due to increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

The Clearwater exchange had 3,195 out of service reports with 2,977 reports cleared within 24 hours. The 218 reports not cleared within 24 hours were due to increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

The Hudson exchange had 477 out of service reports with 442 reports cleared within 24 hours. The 35 reports not cleared within 24 hours were due to increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JULY 1997

The Bartow exchange had 322 out of service reports with 273 reports cleared within 24 hours. The 49 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Frostproof exchange had 76 out of service reports with 69 reports cleared within 24 hours. The 7 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Haines City exchange had 668 out of service reports with 523 reports cleared within 24 hours. The 145 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Indian Lakes exchange had 24 out of service reports with 19 reports cleared within 24 hours. The 5 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Lake Wales exchange had 457 out of service reports with 396 reports cleared within 24 hours. The 61 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Lakeland exchange had 2,707 out of service reports with 2,227 reports cleared within 24 hours. The 480 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Mulberry exchange had 124 out of service reports with 111 reports cleared within 24 hours. The 13 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Plant City exchange had 842 out of service reports with 753 reports cleared within 24 hours. The 89 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Polk City exchange had 202 out of service reports with 139 reports cleared within 24 hours. The 63 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Winter Haven exchange had 802 out of service reports with 612 reports cleared within 24 hours. The 190 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Zephyrhills exchange had 310 out of service reports with 281 reports cleared within 24 hours. The 29 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

The Tampa exchange had 10,934 out of service reports with 9,838 reports cleared within 24 hours. The 1096 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages. A service emergency was declared from July 14 through July 16.

Action plan: N/A

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: AUGUST 1997

The Bartow exchange had 247 out of service reports with 232 reports cleared within 24 hours. The 15 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Haines City exchange had 456 out of service reports with 418 reports cleared within 24 hours. The 38 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Lake Wales exchange had 233 out of service reports with 221 reports cleared within 24 hours. The 12 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Lakeland exchange had 2,042 out of service reports with 1,903 reports cleared within 24 hours. The 139 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Mulberry exchange had 78 out of service reports with 70 reports cleared within 24 hours. The 8 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Plant City exchange had 738 out of service reports with 678 reports cleared within 24 hours. The 60 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Polk City exchange had 173 out of service reports with 155 reports cleared within 24 hours. The 18 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Winter Haven exchange had 747 out of service reports with 649 reports cleared within 24 hours. The 98 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Zephyrhills exchange had 322 out of service reports with 298 reports cleared within 24 hours. The 24 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Tampa exchange had 8,981 out of service reports with 8,433 reports cleared within 24 hours. The 548 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

Action plan: N/A

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: SEPTEMBER 1997

The St. Petersburg exchange had 3,783 out of service reports with 3,228 reports cleared within 24 hours. The 555 reports not cleared within 24 hours were due to severe flooding from rain in excess of 14 inches in a two day period.

The Clearwater exchange had 3,028 out of service reports with 2,844 reports cleared within 24 hours. The 184 reports not cleared within 24 hours were due to severe flooding from rain in excess of 10 inches in a two day period.

The Palmetto exchange had 343 out of service reports with 321 reports cleared within 24 hours. The 22 reports not cleared within 24 hours were due to rain in excess of 6 inches in a two day period.

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: SEPTEMBER 1997

The Bartow exchange had 186 out of service reports with 170 reports cleared within 24 hours. The 16 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Indian Lakes exchange had 11 out of service reports with 10 reports cleared within 24 hours. The 1 report not cleared within 24 hours was due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Mulberry exchange had 97 out of service reports with 83 reports cleared within 24 hours. The 14 reports not cleared within 24 hours were due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Plant City exchange had 624 out of service reports with 584 reports cleared within 24 hours. The 40 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Polk City exchange had 133 out of service reports with 125 reports cleared within 24 hours. The 8 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Winter Haven exchange had 685 out of service reports with 634 reports cleared within 24 hours. The 51 reports not cleared within 24 hours were due to the combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Zephyrhills exchange had 303 out of service reports with 284 reports cleared within 24 hours. The 19 reports not cleared within 24 hours were due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

The Tampa exchange had 8952 out of service reports with 7860 reports cleared within 24 hours. The 1092 reports not cleared within 24 hours were due to combination of severe inclement weather and the reallocation of manpower to respond to numerous cable damages.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

MONTH: JULY
PERIOD ENDING: SEPTEMBER 30, 1997

SCHEDULE 2
RULE 25-4.66

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	268	54	201	93.9%	YES	214	214	100.0%	YES	100.0%	YES
BRADENTON	2355	718	1589	97.1%	YES	1637	1637	100.0%	YES	100.0%	YES
CLEARWATER	5267	1848	3264	95.5%	YES	3419	3416	99.9%	YES	100.0%	YES
ENGLEWOOD	275	80	191	97.9%	YES	195	195	100.0%	YES	100.0%	YES
FROSTPROOF	76	19	52	91.2%	YES	57	57	100.0%	YES	100.0%	YES
HAINES CITY	643	130	486	94.7%	YES	513	513	100.0%	YES	100.0%	YES
HUDSON	589	185	393	97.3%	YES	404	404	100.0%	YES	100.0%	YES
INDIAN LAKES	15	4	10	90.9%	YES	11	11	100.0%	YES	100.0%	YES
LAKE WALES	340	77	244	92.8%	YES	263	263	100.0%	YES	100.0%	YES
LAKELAND	2421	724	1650	97.2%	YES	1697	1697	100.0%	YES	100.0%	YES
MULBERRY	158	34	117	94.4%	YES	124	124	100.0%	YES	100.0%	YES
MYAKKA	43	15	25	89.3%	NO	28	28	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1159	355	786	97.8%	YES	804	804	100.0%	YES	100.0%	YES
N P CHARLOTTE	210	54	153	98.1%	YES	156	156	100.0%	YES	100.0%	YES
PALMETTO	351	88	251	95.4%	YES	263	263	100.0%	YES	100.0%	YES
PLANT CITY	704	161	524	96.5%	YES	543	543	100.0%	YES	100.0%	YES
POLK CITY	778	216	527	93.8%	YES	562	562	100.0%	YES	100.0%	YES
SARASOTA	2925	1031	1823	96.3%	YES	1894	1893	99.9%	YES	100.0%	YES
ST PETERSBURG	6054	1863	4013	95.8%	YES	4191	4190	99.9%	YES	99.9%	YES
TAMPA	13355	4296	8404	92.8%	YES	9059	9053	99.9%	YES	100.0%	YES
TARPON SPRINGS	923	328	582	97.8%	YES	595	595	100.0%	YES	100.0%	YES
VENICE	762	279	469	97.1%	YES	483	482	99.8%	YES	100.0%	YES
WINTER HAVEN	586	166	410	97.6%	YES	420	420	100.0%	YES	100.0%	YES
ZEPHYRHILLS	398	90	288	96.6%	YES	298	298	100.0%	YES	100.0%	YES
FLORIDA TOTAL	40655	12815	26452	95.0%	YES	27830	27818	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: AUGUST
PERIOD ENDING: SEPTEMBER 30, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	265	51	203	94.9%	YES	214	214	100.0%	YES	100.0%	YES
BRADENTON	2387	787	1569	98.1%	YES	1600	1599	99.9%	YES	100.0%	YES
CLEARWATER	5684	2144	3430	96.9%	YES	3540	3540	100.0%	YES	100.0%	YES
ENGLEWOOD	276	83	192	99.5%	YES	193	193	100.0%	YES	100.0%	YES
FROSTPROOF	80	18	62	100.0%	YES	62	62	100.0%	YES	100.0%	YES
HAINES CITY	626	135	476	96.9%	YES	491	491	100.0%	YES	100.0%	YES
HUDSON	622	183	417	95.0%	YES	439	439	100.0%	YES	100.0%	YES
INDIAN LAKES	22	5	13	76.5%	NO	17	17	100.0%	YES	100.0%	YES
LAKE WALES	408	91	306	96.5%	YES	317	317	100.0%	YES	100.0%	YES
LAKELAND	2485	713	1728	97.5%	YES	1772	1771	99.9%	YES	100.0%	YES
MULBERRY	143	32	104	93.7%	YES	111	111	100.0%	YES	100.0%	YES
MYAKKA	44	11	30	90.9%	YES	33	33	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1235	425	786	97.0%	YES	810	810	100.0%	YES	100.0%	YES
N P CHARLOTTE	197	66	130	99.2%	YES	131	131	100.0%	YES	100.0%	YES
PALMETTO	352	100	236	93.7%	YES	252	252	100.0%	YES	100.0%	YES
PLANT CITY	797	196	582	96.8%	YES	601	600	99.8%	YES	100.0%	YES
POLK CITY	818	190	601	95.7%	YES	628	628	100.0%	YES	100.0%	YES
SARASOTA	3431	1164	2190	96.6%	YES	2267	2267	100.0%	YES	100.0%	YES
ST PETERSBURG	6478	2098	4241	96.8%	YES	4380	4380	100.0%	YES	100.0%	YES
TAMPA	15859	5476	9833	94.7%	YES	10383	10379	99.9%	YES	99.9%	YES
TARPON SPRINGS	1024	382	627	97.7%	YES	642	642	100.0%	YES	100.0%	YES
VENICE	801	322	464	96.9%	YES	479	479	100.0%	YES	100.0%	YES
WINTER HAVEN	620	155	446	95.9%	YES	465	465	100.0%	YES	100.0%	YES
ZEPHYRHILLS	451	100	331	94.8%	YES	349	349	100.0%	YES	100.0%	YES
FLORIDA TOTAL	45105	14927	28997	96.1%	YES	30176	30169	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: SEPTEMBER
PERIOD ENDING: SEPTEMBER 30, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	277	44	226	97.0%	YES	233	233	100.0%	YES	100.0%	YES
BRADENTON	2372	758	1578	97.8%	YES	1614	1614	100.0%	YES	100.0%	YES
CLEARWATER	5378	1788	3469	96.6%	YES	3590	3589	99.9%	YES	100.0%	YES
ENGLEWOOD	285	87	191	96.5%	YES	198	198	100.0%	YES	100.0%	YES
FROSTPROOF	101	19	80	97.6%	YES	82	82	100.0%	YES	100.0%	YES
HAINES CITY	635	135	486	97.2%	YES	500	500	100.0%	YES	100.0%	YES
HUDSON	575	175	392	98.0%	YES	400	400	100.0%	YES	100.0%	YES
INDIAN LAKES	12	2	9	90.0%	YES	10	10	100.0%	YES	100.0%	YES
LAKE WALES	448	90	352	98.3%	YES	358	358	100.0%	YES	100.0%	YES
LAKELAND	2624	683	1899	97.8%	YES	1941	1941	100.0%	YES	100.0%	YES
MULBERRY	162	34	125	97.7%	YES	128	128	100.0%	YES	100.0%	YES
MYAKKA	46	15	31	100.0%	YES	31	31	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1091	327	741	97.0%	YES	764	764	100.0%	YES	100.0%	YES
N P CHARLOTTE	235	60	172	98.3%	YES	175	175	100.0%	YES	100.0%	YES
PALMETTO	394	94	291	97.0%	YES	300	300	100.0%	YES	100.0%	YES
PLANT CITY	796	164	608	96.2%	YES	632	632	100.0%	YES	100.0%	YES
POLK CITY	799	197	572	95.0%	YES	602	602	100.0%	YES	100.0%	YES
SARASOTA	3022	1025	1930	96.6%	YES	1997	1996	99.9%	YES	99.9%	YES
ST PETERSBURG	6168	1806	4233	97.0%	YES	4362	4362	100.0%	YES	100.0%	YES
TAMPA	13728	4086	9158	95.0%	YES	9642	9641	99.9%	YES	100.0%	YES
TARPON SPRINGS	963	310	632	96.8%	YES	653	653	100.0%	YES	100.0%	YES
VENICE	866	327	519	96.3%	YES	539	539	100.0%	YES	100.0%	YES
WINTER HAVEN	605	149	436	95.6%	YES	456	456	100.0%	YES	100.0%	YES
ZEPHYRHILLS	510	135	369	98.4%	YES	375	375	100.0%	YES	100.0%	YES
FLORIDA TOTAL	42092	12510	28499	96.3%	YES	29582	29579	99.9%	YES	99.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: JULY

PERIOD ENDING: SEPTEMBER 30, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	610		322		113	35.1%	273	84.8%	NO	288	287	99.7%	YES
BRADENTON	2,293		1,168		493	42.2%	1,147	98.2%	YES	1,125	1,125	100.0%	YES
CLEARWATER	6,520		3,195		934	29.2%	2,977	93.2%	NO	3,325	3,318	99.8%	YES
ENGLEWOOD	392		217		73	33.6%	213	98.2%	YES	175	175	100.0%	YES
FROSTPROOF	167		76		29	38.2%	69	90.8%	NO	91	91	100.0%	YES
HAINES CITY	1,164		668		149	22.3%	523	78.3%	NO	496	494	99.6%	YES
HUDSON	1,011		477		156	32.7%	442	92.7%	NO	534	533	99.8%	YES
INDIAN LAKES	53		24		5	20.8%	19	79.2%	NO	29	29	100.0%	YES
LAKE WALES	803		457		182	39.8%	396	86.7%	NO	346	345	99.7%	YES
LAKELAND	4,866		2,707		817	30.2%	2,227	82.3%	NO	2,159	2,151	99.6%	YES
MULBERRY	261		124		38	30.6%	111	89.5%	NO	137	135	98.5%	YES
MYAKKA	384		251		142	56.6%	250	99.6%	YES	133	133	100.0%	YES
NEW PORT RICHEY	1,173		540		213	39.4%	523	96.9%	YES	633	633	100.0%	YES
N P CHARLOTTE	201		110		33	30.0%	109	99.1%	YES	91	91	100.0%	YES
PALMETTO	583		374		150	40.1%	366	97.9%	YES	209	209	100.0%	YES
PLANT CITY	1,375		842		315	37.4%	753	89.4%	NO	533	532	99.8%	YES
POLK CITY	363		202		51	25.2%	139	68.8%	NO	161	161	100.0%	YES
SARASOTA	3,512		1,900		695	36.6%	1,842	96.9%	YES	1,612	1,610	99.9%	YES
ST. PETERSBURG	8,008		4,501		1,500	33.3%	4,080	90.6%	NO	3,507	3,499	99.8%	YES
TAMPA	20,203		10,934		4,030	36.9%	9,838	90.0%	NO	9,269	9,238	99.7%	YES
TARPON SPRINGS	898		414		144	34.8%	400	96.6%	YES	484	483	99.8%	YES
VENICE	1,246		828		338	40.8%	804	97.1%	YES	418	418	100.0%	YES
WINTER HAVEN	1,652		802		200	24.9%	612	76.3%	NO	850	847	99.6%	YES
ZEPHYRHILLS	590		310		124	40.0%	281	90.6%	NO	280	279	99.6%	YES
FLORIDA TOTAL	58,328		31,443		10,924	34.7%	28,394	90.3%	NO	26,885	26,816	99.7%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

MONTH: AUGUST

SCHEDULE 11

RULE 25-4.70

PERIOD ENDING: SEPTEMBER 30, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	513		247		89	36.0%	232	93.9%	NO	266	266	100.0%	YES
BRADENTON	1896		886		411	46.4%	875	98.8%	YES	1010	1008	99.8%	YES
CLEARWATER	5,486		2,777		971	35.0%	2,673	96.3%	YES	2,709	2,706	99.9%	YES
ENGLEWOOD	340		217		95	43.8%	215	99.1%	YES	123	123	100.0%	YES
FROSTPROOF	123		62		18	29.0%	59	95.2%	YES	61	61	100.0%	YES
HAINES CITY	820		456		160	35.1%	418	91.7%	NO	364	364	100.0%	YES
HUDSON	901		493		213	43.2%	477	96.8%	YES	408	407	99.8%	YES
INDIAN LAKES	51		28		4	14.3%	27	96.4%	YES	23	23	100.0%	YES
LAKE WALES	458		233		88	37.8%	221	94.8%	NO	225	225	100.0%	YES
LAKELAND	3,562		2,042		610	29.9%	1,903	93.2%	NO	1,520	1,518	99.9%	YES
MULBERRY	159		78		22	28.2%	70	89.7%	NO	81	81	100.0%	YES
MYAKKA	181		109		50	45.9%	109	100.0%	YES	72	72	100.0%	YES
NEW PORT RICHEY	784		329		109	33.1%	323	98.2%	YES	455	454	99.8%	YES
N P CHARLOTTE	235		125		51	40.8%	124	99.2%	YES	110	110	100.0%	YES
PALMETTO	528		356		174	48.9%	350	98.3%	YES	172	172	100.0%	YES
PLANT CITY	1,234		738		279	37.8%	678	91.9%	NO	496	496	100.0%	YES
POLK CITY	257		173		57	32.9%	155	89.6%	NO	84	84	100.0%	YES
SARASOTA	2,833		1,474		562	38.1%	1,458	98.9%	YES	1,359	1,357	99.9%	YES
ST. PETERSBURG	6,371		3,630		1,270	35.0%	3,500	96.4%	YES	2,741	2,734	99.7%	YES
TAMPA	16,533		8,981		3,090	34.4%	8,433	93.9%	NO	7,552	7,533	99.7%	YES
TARPON SPRINGS	910		390		158	40.5%	386	99.0%	YES	520	520	100.0%	YES
VENICE	1,200		689		395	57.3%	683	99.1%	YES	511	511	100.0%	YES
WINTER HAVEN	1,478		747		228	30.5%	649	86.9%	NO	731	729	99.7%	YES
ZEPHYRHILLS	583		322		116	36.0%	298	92.5%	NO	261	260	99.6%	YES
FLORIDA TOTAL	47,436		25,582		9,220	36.0%	24,316	95.1%	YES	21,854	21,814	99.8%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: SEPTEMBER

PERIOD ENDING: SEPTEMBER 30, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	405		186		44	23.7%	170	91.4%	NO	219	219	100.0%	YES
BRADENTON	2,137		1,115		461	41.3%	1,071	96.1%	YES	1,022	1,022	100.0%	YES
CLEARWATER	5,822		3,028		929	30.7%	2,844	93.9%	NO	2,794	2,787	99.7%	YES
ENGLEWOOD	414		240		87	36.3%	238	99.2%	YES	174	174	100.0%	YES
FROSTPROOF	79		35		13	37.1%	34	97.1%	YES	44	44	100.0%	YES
HAINES CITY	703		392		140	35.7%	374	95.4%	YES	311	310	99.7%	YES
HUDSON	834		414		186	44.9%	402	97.1%	YES	420	418	99.5%	YES
INDIAN LAKES	32		11		4	36.4%	10	90.9%	NO	21	21	100.0%	YES
LAKE WALES	454		226		85	37.6%	216	95.6%	YES	228	228	100.0%	YES
LAKELAND	3,234		1,900		553	29.1%	1,819	95.7%	YES	1,334	1,334	100.0%	YES
MULBERRY	175		97		24	24.7%	83	85.6%	NO	78	78	100.0%	YES
MYAKKA	145		68		26	38.2%	67	98.5%	YES	77	77	100.0%	YES
NEW PORT RICHEY	997		514		264	51.4%	503	97.9%	YES	483	482	99.8%	YES
N P CHARLOTTE	229		120		50	41.7%	118	98.3%	YES	109	109	100.0%	YES
PALMETTO	532		343		123	35.9%	321	93.6%	NO	189	189	100.0%	YES
PLANT CITY	1,008		624		183	29.3%	584	93.6%	NO	384	383	99.7%	YES
POLK CITY	222		133		32	24.1%	125	94.0%	NO	89	89	100.0%	YES
SARASOTA	3,373		1,749		623	35.6%	1,678	95.9%	YES	1,624	1,621	99.8%	YES
ST. PETERSBURG	6,904		3,783		1,163	30.7%	3,228	85.3%	NO	3,121	3,107	99.6%	YES
TAMPA	15,540		8,952		3,016	33.7%	7,860	87.8%	NO	6,588	6,553	99.5%	YES
TARPON SPRINGS	985		471		163	34.6%	464	98.5%	YES	514	513	99.8%	YES
VENICE	1,039		620		259	41.8%	605	97.6%	YES	419	418	99.8%	YES
WINTER HAVEN	1,354		685		218	31.8%	634	92.6%	NO	669	669	100.0%	YES
ZEPHYRHILLS	546		303		92	30.4%	284	93.7%	NO	243	243	100.0%	YES
FLORIDA TOTAL	47,163		26,009		8,738	33.6%	23,732	91.2%	NO	21,154	21,088	99.7%	YES

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

January 30, 1998

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the fourth quarter of 1997, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Deborah B Kampert for
Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1997

DATA MONTH: OCTOBER 1997

SCHEDULE 11 - ALL EXCHANGES EXCEPT FOR MYAKKA AND PALMETTO MISSED THE OBJECTIVE FOR OUT OF SERVICE CLEARED WITHIN 24 HOURS. SEE EXPLANATION BELOW.

SCHEDULE 17 - CLEARWATER, HAINES CITY, NEW PORT RICHEY, SARASOTA, ST. PETERSBURG, TAMPA, VENICE AND WINTER HAVEN MISSED THE OBJECTIVE FOR REPAIR APPOINTMENTS. SEE EXPLANATION BELOW.

SCHEDULE 18 - NEW PORT RICHEY, PLANT CITY, SARASOTA, ST. PETERSBURG, TAMPA, AND VENICE MISSED THE OBJECTIVE FOR SERVICE ORDER APPOINTMENTS. SEE EXPLANATION BELOW.

THE FLORIDA REGION HAD 8.45 INCHES OF RAIN ON SEPTEMBER 26, WHICH HAD A DIRECT IMPACT ON OCTOBER RESULTS. IN ADDITION, OCTOBER HAD AN AVERAGE OF 5.5 INCHES OF RAIN, WITH SOME AREAS HAVING 6 TO 9 INCHES OF RAIN. THIS IS COMPARED TO THE AVERAGE RAINFALL FOR OCTOBER OF 2.02 INCHES.

WHILE THE EXCESSIVE RAINFALL CAUSED UNUSUALLY HIGH SERVICE PROBLEMS, IT ALSO KEPT OUR WORK FORCE FROM PERFORMING THEIR JOB; ADDING TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

ACTION PLAN: THE FLORIDA REGION, IN ITS EFFORTS TO MEET OUR OBJECTIVES, HAS HAD NUMEROUS SERVICE EMERGENCIES DUE TO THIS YEAR'S SEVERE WEATHER. WE USE ALL EMPLOYEES CAPABLE OF REPAIRING TROUBLE AND PERFORMING INSTALLATION, INCLUDING CONTRACTORS. WE REQUIRE WORKING SIX AND SEVEN DAYS AT 10 TO 12 HOURS PER DAY. WE ARE ALSO IN THE PROCESS OF ADDING APPROXIMATELY 150 MORE EMPLOYEES.

WE HAVE CAPTURED PATTERNS AND ARE NOW PREPARING FOR PROACTIVE MAINTENANCE ON THOSE AREAS THAT HAVE BEEN IDENTIFIED AS PROBLEM AREAS. OUR GOAL IS TO PREVENT OUR CUSTOMERS FROM HAVING PROBLEMS WITH THEIR SERVICE, EVEN IN THE SEVEREST WEATHER CONDITIONS.

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1997

DATA MONTH: NOVEMBER 1997

SCHEDULE 2 - FROSTPROOF, HUDSON, INDIAN LAKES, LAKES WALES, MULBERRY AND PLANT CITY MISSED THE OBJECTIVE FOR COMPLETED SERVICE ORDERS IN THREE DAYS. SEE EXPLANATION BELOW.

SCHEDULE 11 - ALL EXCHANGES MISSED THE OBJECTIVE FOR OUT OF SERVICE CLEARED WITHIN 24 HOURS. SEE EXPLANATION BELOW.

SCHEDULE 17 - BARTOW, BRADENTON, HAINES CITY, LAKE WALES AND PLANT CITY MISSED THE OBJECTIVE FOR REPAIR APPOINTMENTS. SEE EXPLANATION BELOW.

SCHEDULE 18 - ALL SERVICE CENTERS EXCEPT FOR CLEARWATER AND HAINES CITY MISSED THE OBJECTIVE FOR SERVICE ORDER APPOINTMENTS. SEE EXPLANATION BELOW.

NOVEMBER HAD AN AVERAGE OF 4.4 INCHES OF RAIN, WITH SOME AREAS HAVING 6 TO 7 INCHES OF RAIN.

WHILE THE EXCESSIVE RAINFALL CAUSED UNUSUALLY HIGH SERVICE PROBLEMS, IT ALSO KEPT OUR WORK FORCE FROM PERFORMING THEIR JOB; ADDING TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

ACTION PLAN: THE FLORIDA REGION, IN ITS EFFORTS TO MEET OUR OBJECTIVES, HAS HAD NUMEROUS SERVICE EMERGENCIES DUE TO THIS YEAR'S SEVERE WEATHER. WE USE ALL EMPLOYEES CAPABLE OF REPAIRING TROUBLE AND PERFORMING INSTALLATION, INCLUDING CONTRACTORS. WE REQUIRE WORKING SIX AND SEVEN DAYS AT 10 TO 12 HOURS PER DAY. WE ARE ALSO IN THE PROCESS OF ADDING APPROXIMATELY 150 MORE EMPLOYEES.

WE HAVE CAPTURED PATTERNS AND ARE NOW PREPARING FOR PROACTIVE MAINTENANCE ON THOSE AREAS THAT HAVE BEEN IDENTIFIED AS PROBLEM AREAS. OUR GOAL IS TO PREVENT OUR CUSTOMERS FROM HAVING PROBLEMS WITH THEIR SERVICE, EVEN IN THE SEVEREST WEATHER CONDITIONS.

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1997

DATA MONTH: DECEMBER 1997

SCHEDULE 2 - FROSTPROOF, HAINES CITY, INDIAN LAKES, AND MULBERRY MISSED THE OBJECTIVE FOR COMPLETED SERVICE ORDERS IN THREE DAYS. SEE EXPLANATION BELOW.

SCHEDULE 11 - ALL EXCHANGES MISSED THE OBJECTIVE FOR OUT OF SERVICE CLEARED WITHIN 24 HOURS. SEE EXPLANATION BELOW.

SCHEDULE 17 - ALL SERVICE CENTERS EXCEPT FOR BARTOW, LAKE WALES, PLANT CITY AND WINTER HAVEN MISSED THE OBJECTIVE FOR REPAIR APPOINTMENTS. SEE EXPLANATION BELOW.

SCHEDULE 18 - ALL SERVICE CENTERS EXCEPT FOR CLEARWATER AND LAKELAND MISSED THE OBJECTIVE FOR SERVICE ORDER APPOINTMENTS. SEE EXPLANATION BELOW.

THE FLORIDA REGION HAD RAIN IN EXCESS OF 15 INCHES, WHICH IS THE HIGHEST AMOUNT OF RAINFALL IN ONE MONTH SINCE THE WEATHER SERVICE BEGAN TRACKING RAINFALL. THIS IS COMPARED TO AN AVERAGE RAINFALL FOR DECEMBER OF 2.15 INCHES.

WHILE THE EXCESSIVE RAINFALL CAUSED UNUSUALLY HIGH SERVICE PROBLEMS, IT ALSO KEPT OUR WORK FORCE FROM PERFORMING THEIR JOB; ADDING TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

ACTION PLAN: THE FLORIDA REGION, IN ITS EFFORTS TO MEET OUR OBJECTIVES, HAS HAD NUMEROUS SERVICE EMERGENCIES DUE TO THIS YEAR'S SEVERE WEATHER. WE USE ALL EMPLOYEES CAPABLE OF REPAIRING TROUBLE AND PERFORMING INSTALLATION, INCLUDING CONTRACTORS. WE REQUIRE WORKING SIX AND SEVEN DAYS AT 10 TO 12 HOURS PER DAY. WE ARE ALSO IN THE PROCESS OF ADDING APPROXIMATELY 150 MORE EMPLOYEES.

WE HAVE CAPTURED PATTERNS AND ARE NOW PREPARING FOR PROACTIVE MAINTENANCE ON THOSE AREAS THAT HAVE BEEN IDENTIFIED AS PROBLEM AREAS. OUR GOAL IS TO PREVENT OUR CUSTOMERS FROM HAVING PROBLEMS WITH THEIR SERVICE, EVEN IN THE SEVEREST WEATHER CONDITIONS.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: OCTOBER
PERIOD ENDING: DECEMBER 31, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	300	62	226	95.0%	YES	238	238	100.0%	YES	100.0%	YES
BRADENTON	2546	832	1658	96.7%	YES	1714	1714	100.0%	YES	100.0%	YES
CLEARWATER	5548	1988	3398	95.4%	YES	3560	3559	99.9%	YES	100.0%	YES
ENGLEWOOD	375	120	234	91.8%	YES	255	255	100.0%	YES	100.0%	YES
FROSTPROOF	158	28	119	91.5%	YES	130	130	100.0%	YES	100.0%	YES
HAINES CITY	860	219	606	94.5%	YES	641	641	100.0%	YES	100.0%	YES
HUDSON	649	198	433	96.0%	YES	451	451	100.0%	YES	100.0%	YES
INDIAN LAKES	25	5	19	95.0%	YES	20	20	100.0%	YES	100.0%	YES
LAKE WALES	422	110	291	93.3%	YES	312	312	100.0%	YES	100.0%	YES
LAKELAND	2708	725	1904	96.0%	YES	1983	1979	99.8%	YES	100.0%	YES
MULBERRY	178	30	138	93.2%	YES	148	148	100.0%	YES	100.0%	YES
MYAKKA	46	7	37	94.9%	YES	39	39	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1208	388	793	96.7%	YES	820	820	100.0%	YES	100.0%	YES
N P CHARLOTTE	272	108	158	96.3%	YES	164	164	100.0%	YES	100.0%	YES
PALMETTO	457	126	320	96.7%	YES	331	331	100.0%	YES	100.0%	YES
PLANT CITY	810	179	597	94.6%	YES	631	630	99.8%	YES	100.0%	YES
POLK CITY	826	188	616	96.6%	YES	638	638	100.0%	YES	100.0%	YES
SARASOTA	3036	1113	1769	92.0%	YES	1923	1920	99.8%	YES	99.9%	YES
ST PETERSBURG	6331	1953	4183	95.5%	YES	4378	4375	99.9%	YES	100.0%	YES
TAMPA	13140	3923	8538	92.6%	YES	9217	9216	99.9%	YES	100.0%	YES
TARPON SPRINGS	1027	357	634	94.6%	YES	670	670	100.0%	YES	100.0%	YES
VENICE	980	401	557	96.2%	YES	579	579	100.0%	YES	100.0%	YES
WINTER HAVEN	740	163	552	95.7%	YES	577	577	100.0%	YES	100.0%	YES
ZEPHYRHILLS	689	215	435	91.8%	YES	474	473	99.8%	YES	100.0%	YES
FLORIDA TOTAL	43331	13438	28215	94.4%	YES	29893	29879	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: NOVEMBER
PERIOD ENDING: DECEMBER 31, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	241	51	172	90.5%	YES	190	190	100.0%	YES	100.0%	YES
BRADENTON	2631	905	1632	94.6%	YES	1726	1725	99.9%	YES	100.0%	YES
CLEARWATER	5243	1911	3197	95.9%	YES	3332	3331	99.9%	YES	100.0%	YES
ENGLEWOOD	346	127	212	96.8%	YES	219	219	100.0%	YES	100.0%	YES
FROSTPROOF	155	32	98	79.7%	NO	123	123	100.0%	YES	100.0%	YES
HAINES CITY	868	244	567	90.9%	YES	624	624	100.0%	YES	100.0%	YES
HUDSON	723	240	433	89.6%	NO	483	483	100.0%	YES	100.0%	YES
INDIAN LAKES	37	8	15	51.7%	NO	29	29	100.0%	YES	100.0%	YES
LAKE WALES	472	130	290	84.8%	NO	342	342	100.0%	YES	100.0%	YES
LAKELAND	2341	665	1611	96.1%	YES	1676	1676	100.0%	YES	100.0%	YES
MULBERRY	124	29	74	77.9%	NO	95	95	100.0%	YES	100.0%	YES
MYAKKA	38	8	27	90.0%	YES	30	30	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1070	344	677	93.3%	YES	726	726	100.0%	YES	100.0%	YES
N P CHARLOTTE	296	107	183	96.8%	YES	189	189	100.0%	YES	100.0%	YES
PALMETTO	479	149	309	93.6%	YES	330	330	100.0%	YES	100.0%	YES
PLANT CITY	717	186	466	87.8%	NO	531	530	99.8%	YES	100.0%	YES
POLK CITY	774	215	521	93.2%	YES	559	559	100.0%	YES	100.0%	YES
SARASOTA	2866	1058	1710	94.6%	YES	1808	1805	99.8%	YES	100.0%	YES
ST PETERSBURG	5820	1898	3753	95.7%	YES	3922	3921	99.9%	YES	100.0%	YES
TAMPA	11957	4012	7523	94.7%	YES	7945	7941	99.9%	YES	100.0%	YES
TARPON SPRINGS	974	363	588	96.2%	YES	611	611	100.0%	YES	100.0%	YES
VENICE	1106	451	629	96.0%	YES	655	655	100.0%	YES	100.0%	YES
WINTER HAVEN	650	170	450	93.8%	YES	480	480	100.0%	YES	100.0%	YES
ZEPHYRHILLS	830	257	550	96.0%	YES	573	573	100.0%	YES	100.0%	YES
FLORIDA TOTAL	40758	13560	25687	94.4%	YES	27198	27187	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: DECEMBER
PERIOD ENDING: DECEMBER 31, 1997

EXCHANGE	TOTAL REQUESTS	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	276	59	199	91.7%	YES	217	217	100.0%	YES	100.0%	YES
BRADENTON	2650	935	1638	95.5%	YES	1715	1714	99.9%	YES	100.0%	YES
CLEARWATER	5492	1966	3423	97.1%	YES	3526	3525	99.9%	YES	100.0%	YES
ENGLEWOOD	453	199	238	93.7%	YES	254	254	100.0%	YES	100.0%	YES
FROSTPROOF	197	66	113	86.3%	NO	131	131	100.0%	YES	100.0%	YES
HAINES CITY	1092	340	647	86.0%	NO	752	752	100.0%	YES	100.0%	YES
HUDSON	734	282	426	94.2%	YES	452	452	100.0%	YES	100.0%	YES
INDIAN LAKES	32	16	13	81.3%	NO	16	16	100.0%	YES	100.0%	YES
LAKE WALES	494	160	305	91.3%	YES	334	334	100.0%	YES	100.0%	YES
LAKELAND	2615	802	1764	97.3%	YES	1813	1812	99.9%	YES	99.9%	YES
MULBERRY	146	41	89	84.8%	NO	105	105	100.0%	YES	100.0%	YES
MYAKKA	42	12	27	90.0%	YES	30	30	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1223	425	760	95.2%	YES	798	798	100.0%	YES	100.0%	YES
N P CHARLOTTE	327	148	169	94.4%	YES	179	179	100.0%	YES	100.0%	YES
PALMETTO	564	191	342	91.7%	YES	373	373	100.0%	YES	100.0%	YES
PLANT CITY	850	215	598	94.2%	YES	635	635	100.0%	YES	100.0%	YES
POLK CITY	871	233	599	93.9%	YES	638	638	100.0%	YES	100.0%	YES
SARASOTA	3084	1183	1777	93.5%	YES	1901	1900	99.9%	YES	99.9%	YES
ST PETERSBURG	6169	1895	4105	96.0%	YES	4274	4272	99.9%	YES	100.0%	YES
TAMPA	12753	4002	8444	96.5%	YES	8751	8751	100.0%	YES	100.0%	YES
TARPON SPRINGS	1030	387	620	96.4%	YES	643	643	100.0%	YES	100.0%	YES
VENICE	1157	512	595	92.2%	YES	645	644	99.8%	YES	99.9%	YES
WINTER HAVEN	691	218	455	96.2%	YES	473	473	100.0%	YES	100.0%	YES
ZEPHYRHILLS	1023	365	628	95.4%	YES	658	658	100.0%	YES	100.0%	YES
FLORIDA TOTAL	43965	14652	27974	95.4%	YES	29313	29306	99.9%	YES	99.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: OCTOBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	401		184		46	25.0%	158	85.9%	NO	217	216	99.5%	YES
BRADENTON	2,612		1,459		659	45.2%	1,344	92.1%	NO	1,153	1,148	99.6%	YES
CLEARWATER	7,104		3,913		1,377	35.2%	3,385	86.5%	NO	3,191	3,182	99.7%	YES
ENGLEWOOD	510		357		134	37.5%	320	89.6%	NO	153	152	99.3%	YES
FROSTPROOF	129		70		22	31.4%	59	84.3%	NO	59	59	100.0%	YES
HAINES CITY	753		409		124	30.3%	359	87.8%	NO	344	344	100.0%	YES
HUDSON	851		372		85	22.8%	313	84.1%	NO	479	476	99.4%	YES
INDIAN LAKES	51		27		10	37.0%	19	70.4%	NO	24	24	100.0%	YES
LAKE WALES	471		238		84	35.3%	206	86.6%	NO	233	233	100.0%	YES
LAKELAND	3,427		1,982		539	27.2%	1,605	81.0%	NO	1,445	1,439	99.6%	YES
MULBERRY	195		94		21	22.3%	87	92.6%	NO	101	101	100.0%	YES
MYAKKA	130		78		42	53.8%	76	97.4%	YES	52	52	100.0%	YES
NEW PORT RICHEY	992		455		144	31.6%	418	91.9%	NO	537	537	100.0%	YES
N P CHARLOTTE	316		174		59	33.9%	158	90.8%	NO	142	142	100.0%	YES
PALMETTO	605		384		149	38.8%	355	92.4%	NO	221	220	99.5%	YES
PLANT CITY	2,775		2,253		1,780	79.0%	2,143	95.1%	YES	522	520	99.6%	YES
POLK CITY	189		105		27	25.7%	93	88.6%	NO	84	84	100.0%	YES
SARASOTA	3,351		1,760		584	33.2%	1,562	88.8%	NO	1,591	1,577	99.1%	YES
ST. PETERSBURG	6,749		3,728		961	25.8%	2,897	77.7%	NO	3,021	2,980	98.6%	YES
TAMPA	15,849		8,462		2,199	26.0%	6,610	78.1%	NO	7,387	7,309	98.9%	YES
TARPON SPRINGS	1,357		788		381	48.4%	719	91.2%	NO	569	565	99.3%	YES
VENICE	1,068		570		209	36.7%	514	90.2%	NO	498	494	99.2%	YES
WINTER HAVEN	1,426		767		291	37.9%	675	88.0%	NO	659	656	99.5%	YES
ZEPHYRHILLS	712		398		87	21.9%	308	77.4%	NO	314	313	99.7%	YES
FLORIDA TOTAL	52,023		29,027		10,014	34.5%	24,383	84.0%	NO	22,996	22,823	99.2%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: NOVEMBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	371		200		57	28.5%	178	89.0%	NO	171	168	98.2%	YES
BRADENTON	2971		1908		614	32.2%	1476	77.4%	NO	1063	988	92.9%	NO
CLEARWATER	7,168		4,463		1,361	30.5%	3,623	81.2%	NO	2,705	2,625	97.0%	YES
ENGLEWOOD	603		380		141	37.1%	328	86.3%	NO	223	221	99.1%	YES
FROSTPROOF	180		108		39	36.1%	100	92.6%	NO	72	72	100.0%	YES
HAINES CITY	828		539		176	32.7%	479	88.9%	NO	289	288	99.7%	YES
HUDSON	912		524		147	28.1%	439	83.8%	NO	388	378	97.4%	YES
INDIAN LAKES	69		47		15	31.9%	36	76.6%	NO	22	22	100.0%	YES
LAKE WALES	574		362		130	35.9%	325	89.8%	NO	212	209	98.6%	YES
LAKELAND	3,377		2,192		588	26.8%	1,902	86.8%	NO	1,185	1,177	99.3%	YES
MULBERRY	199		112		23	20.5%	92	82.1%	NO	87	85	97.7%	YES
MYAKKA	182		134		59	44.0%	121	90.3%	NO	48	45	93.8%	NO
NEW PORT RICHEY	968		550		188	34.2%	460	83.6%	NO	418	411	98.3%	YES
N P CHARLOTTE	302		168		57	33.9%	140	83.3%	NO	134	133	99.3%	YES
PALMETTO	683		440		140	31.8%	342	77.7%	NO	243	229	94.2%	NO
PLANT CITY	1,057		704		267	37.9%	621	88.2%	NO	353	350	99.2%	YES
POLK CITY	219		153		34	22.2%	133	86.9%	NO	66	63	95.5%	YES
SARASOTA	4,057		2,438		806	33.1%	1,998	82.0%	NO	1,619	1,566	96.7%	YES
ST. PETERSBURG	7,284		4,797		1,712	35.7%	3,834	79.9%	NO	2,487	2,404	96.7%	YES
TAMPA	14,375		8,728		3,303	37.8%	7,915	90.7%	NO	5,647	5,610	99.3%	YES
TARPON SPRINGS	1,141		661		255	38.6%	569	86.1%	NO	480	470	97.9%	YES
VENICE	1,273		808		269	33.3%	666	82.4%	NO	465	463	99.6%	YES
WINTER HAVEN	1,632		954		261	27.4%	845	88.6%	NO	678	667	98.4%	YES
ZEPHYRHILLS	710		468		130	27.8%	413	88.2%	NO	242	241	99.6%	YES
FLORIDA TOTAL	51135		31838		10772	33.8%	27035	84.9%	NO	19297	18885	97.9%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: DECEMBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1997

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RUL SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	381		230		36	15.7%	163	70.9%	NO	151	126	83.4%	NO
BRADENTON	3,349		2,187		665	30.4%	1,790	81.8%	NO	1,162	910	78.3%	NO
CLEARWATER	8,637		5,654		1,223	21.6%	4,158	73.5%	NO	2,983	2,178	73.0%	NO
ENGLEWOOD	651		463		155	33.5%	413	89.2%	NO	188	143	76.1%	NO
FROSTPROOF	196		135		21	15.6%	97	71.9%	NO	61	53	86.9%	NO
HAINES CITY	913		611		160	26.2%	429	70.2%	NO	302	273	90.4%	NO
HUDSON	1,031		643		193	30.0%	541	84.1%	NO	388	313	80.7%	NO
INDIAN LAKES	75		51		11	21.6%	30	58.8%	NO	24	20	83.3%	NO
LAKE WALES	626		402		94	23.4%	285	70.9%	NO	224	188	83.9%	NO
LAKELAND	4,517		3,072		602	19.6%	2,045	66.6%	NO	1,445	1,264	87.5%	NO
MULBERRY	257		181		35	19.3%	119	65.7%	NO	76	61	80.3%	NO
MYAKKA	108		77		15	19.5%	67	87.0%	NO	31	25	80.6%	NO
NEW PORT RICHEY	1,235		752		238	31.6%	621	82.6%	NO	483	385	79.7%	NO
N P CHARLOTTE	301		190		61	32.1%	166	87.4%	NO	111	92	82.9%	NO
PALMETTO	855		647		238	36.8%	521	80.5%	NO	208	175	84.1%	NO
PLANT CITY	1,241		824		238	28.9%	659	80.0%	NO	417	408	97.8%	YES
POLK CITY	201		131		23	17.6%	78	59.5%	NO	70	62	88.6%	NO
SARASOTA	4,341		2,549		850	33.3%	2,178	85.4%	NO	1,792	1,385	77.3%	NO
ST. PETERSBURG	10,805		7,231		1,515	21.0%	4,214	58.3%	NO	3,574	2,243	62.8%	NO
TAMPA	18,745		11,763		2,865	24.4%	8,870	75.4%	NO	6,982	6,254	89.6%	NO
TARPON SPRINGS	1,418		892		302	33.9%	744	83.4%	NO	526	370	70.3%	NO
VENICE	1,543		989		344	34.8%	868	87.8%	NO	554	403	72.7%	NO
WINTER HAVEN	2,214		1,488		268	18.0%	1,055	70.9%	NO	726	596	82.1%	NO
ZEPHYRHILLS	905		590		126	21.4%	403	68.3%	NO	315	284	90.2%	NO
FLORIDA TOTAL	64,545		41,752		10,278	24.6%	30,514	73.1%	NO	22,793	18,211	79.9%	NO

Beverly Y. Menard
Regional Director-Regulatory & Industry Affairs (FL)

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

April 30, 1998

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the first quarter of 1998, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

for Deborah B. Kampert
Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1998

DATA MONTH: JANUARY 1998

IN JANUARY WE EXPERIENCED RAINFALL IN EXCESS OF 9 INCHES. THIS CONTINUED EXCESSIVE RAINFALL HAD A DIRECT IMPACT ON OUR JANUARY RESULTS. THIS ALSO HINDERED OUR WORK FORCE FROM PERFORMING THEIR JOB AND ADDED TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	SCH 11 OOS/24 HOURS	SCH 11 NOS/72 HOURS	SCH 2 SERVICE ORDERS
BARTOW HAINES CITY ST PETE SARASOTA BRADENTON VENICE NEW PORT RICHEY	ALL MISSED EXCEPT PLANT CITY AND TAMPA	ALL MISSED	ALL MISSED EXCEPT BARTOW, PLANT CITY, AND TAMPA	FROSTPROOF INDIAN LAKE

ACTION PLAN: WE HAVE DEVELOPED TWO PLANS THAT WILL HELP US DURING INCLEMENT WEATHER CONDITIONS:

1) WE HAVE EXPANDED OUR PROACTIVE MAINTENANCE PROGRAM TO INCLUDE IDENTIFYING, PROCESSING AND PROVIDING CORRECTIVE ACTION TO OUR OUTSIDE PLANT FACILITIES.

2) WE BEGAN THE PROCESS OF OBTAINING AN ADDITIONAL 100 CONTRACTORS THAT WILL BE AVAILABLE TO US ON A DAY TO DAY BASIS AS IS NECESSARY TO RESPOND TO ACTIVITY THAT IS THE RESULT OF THE SEVERE WEATHER.

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1998

DATA MONTH: FEBRUARY 1998

IN FEBRUARY WE EXPERIENCED 10.82 INCHES OF RAINFALL, WHICH WAS A RECORD RAINFALL FOR THE MONTH. THIS CONTINUED EXCESSIVE RAINFALL HAD A DIRECT IMPACT ON OUR RESULTS BY HINDERING OUR WORK FORCE IN PERFORMING THEIR JOBS, WHICH ADDED TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	SCH 11 OOS/24 HOURS	SCH 11 NOS/72 HOURS	SCH 2 SERVICE ORDERS
BARTOW	WINTER HAVEN	ALL	LAKELAND	INDIAN LAKE
LAKE WALES	TAMPA	MISSED	ZEPHYRHILLS	
ST PETE	ST PETE	EXCEPT	ST PETE	
SARASOTA	SARASOTA	ENGLEWOOD	SARASOTA	
BRADENTON	BRADENTON	AND	BRADENTON	
NEW PORT R	CLEARWATER	NORTHPORT	MYAKKA	
	NEW PORT RICHEY		PALMETTO	
			CLEARWATER	
			HUDSON	
			NEW PORT RICHEY	
			TARPON	

ACTION PLAN: JANUARY'S ACTION PLAN IS STILL APPLICABLE, HOWEVER, RECORD RAINFALL IS CONTINUING TO HINDER OUR PROACTIVE MAINTENANCE EFFORTS.

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1998

DATA MONTH: MARCH 1998

IN MARCH WE EXPERIENCED RAINFALL IN EXCESS OF 8 INCHES. OUR AVERAGE RAINFALL FROM OCTOBER THROUGH MARCH IS 14.02 INCHES. WE HAVE RECEIVED 43.58 INCHES OF RAIN IN THIS TIME PERIOD. THIS CONTINUED EXCESSIVE RAINFALL HAD A DIRECT IMPACT ON OUR RESULTS BY HINDERING OUR WORK FORCE IN PERFORMING THEIR JOBS, WHICH ADDED TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	SCH 11 OOS/24 HOURS	SCH 11 NOS/72 HOURS	SCH 2 SERVICE ORDERS
BARTOW	LAKE WALES	ALL	BRADENTON	INDIAN LAKE
LAKE WALES	PLANT CITY	MISSED	FROSTPROOF	
HAINES CITY	ST PETE	EXCEPT	INDIAN LAKE	
	BRADENTON	ENGLEWOOD,	POLK CITY	
	NEW PORT R	VENICE,		
		CLEARWATER		
		HAINES CITY		

ACTION PLAN: THE ACTION PLAN THAT WAS PUT INTO PLACE IN JANUARY IS STILL APPLICABLE, HOWEVER, THE EXCESSIVE RECORD RAINFALL CONTINUES TO DELAY THE RESULTS ANTICIPATED IN THE TIME FRAME WE EXPECTED.

THE CURRENT SNAPSHOT FOR APRIL SHOWS MUCH IMPROVED RESULTS IN EVERY CATEGORY.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2

MONTH: JANUARY

PERIOD ENDING: MARCH 31, 1998

RULE 25-4.66

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 3 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	316	34	35	226	91.5%	YES	247	247	100.0%	YES	100.0%	YES
BRADENTON	2846	917	51	1831	97.5%	YES	1878	1878	100.0%	YES	100.0%	YES
CLEARWATER	5593	1976	140	3381	97.2%	YES	3477	3477	100.0%	YES	100.0%	YES
ENGLEWOOD	494	191	6	279	93.9%	YES	297	297	100.0%	YES	100.0%	YES
FROSTPROOF	192	26	32	114	85.1%	NO	134	134	100.0%	YES	100.0%	YES
HAINES CITY	1238	273	104	781	90.7%	YES	861	861	100.0%	YES	100.0%	YES
HUDSON	825	260	31	501	93.8%	YES	534	534	100.0%	YES	100.0%	YES
INDIAN LAKES	59	8	27	19	79.2%	NO	24	24	100.0%	YES	100.0%	YES
LAKE WALES	533	128	47	332	92.7%	YES	358	358	100.0%	YES	100.0%	YES
LAKELAND	2705	589	192	1872	97.3%	YES	1924	1924	100.0%	YES	100.0%	YES
MULBERRY	164	31	11	116	95.1%	YES	122	122	100.0%	YES	100.0%	YES
MYAKKA	32	0	12	19	95.0%	YES	20	20	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1346	450	10	841	94.9%	YES	886	886	100.0%	YES	100.0%	YES
N P CHARLOTTE	333	116	7	202	96.2%	YES	210	210	100.0%	YES	100.0%	YES
PALMETTO	628	168	26	412	94.9%	YES	434	434	100.0%	YES	100.0%	YES
PLANT CITY	803	121	95	572	97.4%	YES	587	587	100.0%	YES	100.0%	YES
POLK CITY	924	204	101	596	96.3%	YES	619	618	99.8%	YES	99.9%	YES
SARASOTA	3045	1130	83	1752	95.6%	YES	1832	1832	100.0%	YES	100.0%	YES
ST PETERSBURG	6300	2000	184	3768	91.5%	YES	4116	4116	100.0%	YES	100.0%	YES
TAMPA	13181	4401	61	8403	96.4%	YES	8719	8719	100.0%	YES	100.0%	YES
TARPON SPRINGS	1082	382	28	646	96.1%	YES	672	671	99.9%	YES	99.9%	YES
VENICE	1219	492	22	681	96.6%	YES	705	705	100.0%	YES	100.0%	YES
WINTER HAVEN	739	146	57	521	97.2%	YES	536	536	100.0%	YES	100.0%	YES
ZEPHYRHILLS	1012	174	93	685	91.9%	YES	745	745	100.0%	YES	100.0%	YES
FLORIDA TOTAL	45609	14217	1455	28550	95.4%	YES	29937	29935	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: FEBRUARY
PERIOD ENDING: MARCH 31, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 3 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	215	69	17	125	96.9%	YES	129	129	100.0%	YES	100.0%	YES
BRADENTON	2307	969	40	1275	98.2%	YES	1298	1298	100.0%	YES	100.0%	YES
CLEARWATER	4664	2303	135	2180	97.9%	YES	2226	2226	100.0%	YES	100.0%	YES
ENGLEWOOD	300	141	5	152	98.7%	YES	154	154	100.0%	YES	100.0%	YES
FROSTPROOF	100	30	8	56	90.3%	YES	62	62	100.0%	YES	100.0%	YES
HAINES CITY	748	238	84	401	94.1%	YES	426	426	100.0%	YES	100.0%	YES
HUDSON	611	235	37	314	92.6%	YES	339	339	100.0%	YES	100.0%	YES
INDIAN LAKES	29	6	10	10	76.9%	NO	13	13	100.0%	YES	100.0%	YES
LAKE WALES	358	93	43	209	94.1%	YES	222	222	100.0%	YES	100.0%	YES
LAKELAND	2413	806	157	1426	98.3%	YES	1450	1450	100.0%	YES	100.0%	YES
MULBERRY	157	43	14	91	91.0%	YES	100	100	100.0%	YES	100.0%	YES
MYAKKA	44	8	17	19	100.0%	YES	19	19	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1113	494	11	586	96.4%	YES	608	608	100.0%	YES	100.0%	YES
N P CHARLOTTE	225	96	15	111	97.4%	YES	114	114	100.0%	YES	100.0%	YES
PALMETTO	412	170	9	229	98.3%	YES	233	233	100.0%	YES	100.0%	YES
PLANT CITY	719	294	70	338	95.2%	YES	355	355	100.0%	YES	100.0%	YES
POLK CITY	792	237	82	460	97.3%	YES	473	473	100.0%	YES	100.0%	YES
SARASOTA	2548	1276	65	1169	96.9%	YES	1207	1207	100.0%	YES	100.0%	YES
ST PETERSBURG	5750	2611	209	2807	95.8%	YES	2930	2930	100.0%	YES	100.0%	YES
TAMPA	11991	6234	93	5494	97.0%	YES	5664	5664	100.0%	YES	100.0%	YES
TARPON SPRINGS	855	386	32	428	97.9%	YES	437	437	100.0%	YES	100.0%	YES
VENICE	848	448	27	369	98.9%	YES	373	373	100.0%	YES	100.0%	YES
WINTER HAVEN	638	210	59	350	94.9%	YES	369	369	100.0%	YES	100.0%	YES
ZEPHYRHILLS	545	248	62	219	93.2%	YES	235	235	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38382	17645	1301	18818	96.8%	YES	19436	19436	100.0%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: MARCH
PERIOD ENDING: MARCH 31, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 3 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	269	58	40	163	95.3%	YES	171	171	100.0%	YES	100.0%	YES
BRADENTON	2282	1112	53	1072	96.0%	YES	1117	1117	100.0%	YES	100.0%	YES
CLEARWATER	4737	2283	112	2295	98.0%	YES	2342	2342	100.0%	YES	100.0%	YES
ENGLEWOOD	272	135	9	126	98.4%	YES	128	128	100.0%	YES	100.0%	YES
FROSTPROOF	108	32	12	58	90.6%	YES	64	64	100.0%	YES	100.0%	YES
HAINES CITY	737	212	91	406	93.5%	YES	434	434	100.0%	YES	100.0%	YES
HUDSON	591	239	25	315	96.3%	YES	327	327	100.0%	YES	100.0%	YES
INDIAN LAKES	20	5	5	8	80.0%	NO	10	10	100.0%	YES	100.0%	YES
LAKE WALES	367	105	34	221	96.9%	YES	228	228	100.0%	YES	100.0%	YES
LAKELAND	2518	888	172	1419	97.3%	YES	1458	1458	100.0%	YES	100.0%	YES
MULBERRY	135	36	12	82	94.3%	YES	87	87	100.0%	YES	100.0%	YES
MYAKKA	48	22	13	12	92.3%	YES	13	13	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1149	507	16	602	96.2%	YES	626	626	100.0%	YES	100.0%	YES
N P CHARLOTTE	232	89	15	124	96.9%	YES	128	128	100.0%	YES	100.0%	YES
PALMETTO	388	178	26	181	98.4%	YES	184	184	100.0%	YES	100.0%	YES
PLANT CITY	784	244	104	423	97.0%	YES	436	436	100.0%	YES	100.0%	YES
POLK CITY	746	216	72	441	96.3%	YES	458	458	100.0%	YES	100.0%	YES
SARASOTA	2693	1372	79	1224	98.6%	YES	1242	1242	100.0%	YES	100.0%	YES
ST PETERSBURG	5741	2585	199	2859	96.7%	YES	2957	2957	100.0%	YES	100.0%	YES
TAMPA	12984	6488	84	6181	96.4%	YES	6412	6412	100.0%	YES	100.0%	YES
TARPON SPRINGS	904	436	20	436	97.3%	YES	448	448	100.0%	YES	100.0%	YES
VENICE	801	438	13	341	97.4%	YES	350	350	100.0%	YES	100.0%	YES
WINTER HAVEN	601	151	52	384	96.5%	YES	398	398	100.0%	YES	100.0%	YES
ZEPHYRHILLS	521	173	61	280	97.6%	YES	287	287	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39628	18004	1319	19653	96.8%	YES	20305	20305	100.0%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: JANUARY

RULE 25-4.70

PERIOD ENDING: MARCH 31, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	OT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 2 HOUR	RULE SAT
BARTOW	416		250		93	37.2%	221	88.4%	NO	166	159	95.8%	YES
BRADENTON	3,010		1,994		553	27.7%	1,745	87.5%	NO	1,016	716	70.5%	NO
CLEARWATER	7,716		4,904		1,326	27.0%	4,062	82.8%	NO	2,812	2,023	71.9%	NO
ENGLEWOOD	675		462		139	30.1%	410	88.7%	NO	213	157	73.7%	NO
FROSTPROOF	217		136		25	18.4%	100	73.5%	NO	81	67	82.7%	NO
HAINES CITY	1,165		808		240	29.7%	619	76.6%	NO	357	289	81.0%	NO
HUDSON	948		603		190	31.5%	536	88.9%	NO	345	268	77.7%	NO
INDIAN LAKES	67		46		5	10.9%	33	71.7%	NO	21	19	90.5%	NO
LAKE WALES	693		445		120	27.0%	334	75.1%	NO	248	214	86.3%	NO
LAKELAND	3,596		2,374		630	26.5%	1,951	82.2%	NO	1,222	1,159	94.8%	NO
MULBERRY	212		113		18	15.9%	88	77.9%	NO	99	94	94.9%	NO
MYAKKA	191		133		66	49.6%	123	92.5%	NO	58	49	84.5%	NO
NEW PORT RICHEY	1,150		705		271	38.4%	659	93.5%	NO	445	375	84.3%	NO
N P CHARLOTTE	383		262		71	27.1%	224	85.5%	NO	121	89	73.6%	NO
PALMETTO	754		521		178	34.2%	442	84.8%	NO	233	166	71.2%	NO
PLANT CITY	955		573		185	32.3%	480	83.8%	NO	382	368	96.3%	YES
POLK CITY	163		104		22	21.2%	79	76.0%	NO	59	55	93.2%	NO
SARASOTA	4,361		2,683		854	31.8%	2,415	90.0%	NO	1,678	1,239	73.8%	NO
ST. PETERSBURG	10,816		7,021		3,090	44.0%	6,164	87.8%	NO	3,795	2,636	69.5%	NO
TAMPA	15,024		9,018		2,874	31.9%	8,235	91.3%	NO	6,006	5,828	97.0%	YES
TARPON SPRINGS	1,150		640		194	30.3%	579	90.5%	NO	510	379	74.3%	NO
VENICE	1,606		1,069		331	31.0%	945	88.4%	NO	537	403	75.0%	NO
WINTER HAVEN	1,720		1,030		227	22.0%	779	75.6%	NO	690	598	86.7%	NO
ZEPHYRHILLS	851		548		138	25.2%	441	80.5%	NO	303	282	93.1%	NO
FLORIDA TOTAL	57,839		36,442		11,840	32.5%	31,664	86.9%	NO	21,397	17,632	82.4%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: FEBRUARY

PERIOD ENDING: MARCH 31, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	455		278		72	25.9%	244	87.8%	NO	177	173	97.7%	YES
BRADENTON	3633		2582		1259	48.8%	2383	92.3%	NO	1,051	911	86.7%	NO
CLEARWATER	7,169		4,508		1,855	41.1%	4,166	92.4%	NO	2,661	2,420	90.9%	NO
ENGLEWOOD	508		314		144	45.9%	302	96.2%	YES	194	191	98.5%	YES
FROSTPROOF	188		118		33	28.0%	104	88.1%	NO	70	70	100.0%	YES
HAINES CITY	1,349		920		461	50.1%	837	91.0%	NO	429	427	99.5%	YES
HUDSON	1,252		831		365	43.9%	779	93.7%	NO	421	390	92.6%	NO
INDIAN LAKES	118		79		36	45.6%	70	88.6%	NO	39	39	100.0%	YES
LAKE WALES	626		383		104	27.2%	340	88.8%	NO	243	241	99.2%	YES
LAKELAND	4,645		3,336		958	28.7%	2,785	83.5%	NO	1,309	1,231	94.0%	NO
MULBERRY	224		125		38	30.4%	114	91.2%	NO	99	99	100.0%	YES
MYAKKA	298		237		96	40.5%	221	93.2%	NO	61	51	83.6%	NO
NEW PORT RICHEY	1,152		693		253	36.5%	647	93.4%	NO	459	434	94.6%	NO
N P CHARLOTTE	264		167		72	43.1%	160	95.8%	YES	97	94	96.9%	YES
PALMETTO	696		472		158	33.5%	427	90.5%	NO	224	200	89.3%	NO
PLANT CITY	1,220		866		257	29.7%	768	88.7%	NO	354	346	97.7%	YES
POLK CITY	169		118		28	23.7%	106	89.8%	NO	51	50	98.0%	YES
SARASOTA	4,068		2,474		1,056	42.7%	2,316	93.6%	NO	1,594	1,479	92.8%	NO
ST. PETERSBURG	9,175		6,224		1,734	27.9%	5,111	82.1%	NO	2,951	2,378	80.6%	NO
TAMPA	15,673		9,864		3,285	33.3%	9,106	92.3%	NO	5,809	5,661	97.5%	YES
TARPON SPRINGS	1,048		642		261	40.7%	609	94.9%	NO	406	375	92.4%	NO
VENICE	1,266		763		368	48.2%	721	94.5%	NO	503	486	96.6%	YES
WINTER HAVEN	1,867		1,216		475	39.1%	1,061	87.3%	NO	651	634	97.4%	YES
ZEPHYRHILLS	687		456		159	34.9%	405	88.8%	NO	231	209	90.5%	NO
FLORIDA TOTAL	57,750		37,666		13,527	35.9%	33,782	89.7%	NO	20,084	18,589	92.6%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: MARCH

PERIOD ENDING: MARCH 31, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	439		265		86	32.5%	246	92.8%	NO	174	170	97.7%	YES
BRADENTON	3,165		2,033		699	34.4%	1,772	87.2%	NO	1,132	1,039	91.8%	NO
CLEARWATER	6,220		3,577		1,320	36.9%	3,421	95.6%	YES	2,643	2,630	99.5%	YES
ENGLEWOOD	423		265		111	41.9%	260	98.1%	YES	158	157	99.4%	YES
FROSTPROOF	222		125		48	38.4%	111	88.8%	NO	97	90	92.8%	NO
HAINES CITY	881		560		189	33.8%	533	95.2%	YES	321	313	97.5%	YES
HUDSON	1,042		634		164	25.9%	594	93.7%	NO	408	389	95.3%	YES
INDIAN LAKES	110		72		16	22.2%	48	66.7%	NO	38	36	94.7%	NO
LAKE WALES	693		447		129	28.9%	384	85.9%	NO	246	236	95.9%	YES
LAKELAND	3,970		2,549		912	35.8%	2,374	93.1%	NO	1,421	1,357	95.5%	YES
MULBERRY	273		169		50	29.6%	149	88.2%	NO	104	103	99.0%	YES
MYAKKA	223		162		51	31.5%	145	89.5%	NO	61	60	98.4%	YES
NEW PORT RICHEY	1,539		959		259	27.0%	787	82.1%	NO	580	569	98.1%	YES
N P CHARLOTTE	285		171		53	31.0%	161	94.2%	NO	114	112	98.2%	YES
PALMETTO	779		543		147	27.1%	485	89.3%	NO	236	228	96.6%	YES
PLANT CITY	1,217		787		252	32.0%	695	88.3%	NO	430	421	97.9%	YES
POLK CITY	157		95		23	24.2%	86	90.5%	NO	62	58	93.5%	NO
SARASOTA	4,380		2,603		884	34.0%	2,428	93.3%	NO	1,777	1,721	96.8%	YES
ST. PETERSBURG	8,017		4,855		1,550	31.9%	4,491	92.5%	NO	3,162	3,035	96.0%	YES
TAMPA	15,809		9,509		3,069	32.3%	8,962	94.2%	NO	6,300	6,169	97.9%	YES
TARPON SPRINGS	1,174		705		207	29.4%	653	92.6%	NO	469	456	97.2%	YES
VENICE	1,295		779		295	37.9%	742	95.3%	YES	516	512	99.2%	YES
WINTER HAVEN	1,798		1,073		297	27.7%	951	88.6%	NO	725	691	95.3%	YES
ZEPHYRHILLS	689		432		150	34.7%	403	93.3%	NO	257	250	97.3%	YES
FLORIDA TOTAL	54,800		33,369		10,961	32.8%	30,881	92.5%	NO	21,431	20,802	97.1%	YES

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

July 30, 1998

Mr. Walter D'Haeseleer, *Director*
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the second quarter of 1998, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

SECOND QUARTER 1998

DATA MONTH: APRIL 1998

APRIL 1998
MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	OOS/24 HOURS	NOS/72 HOURS	PRIMARY I&T MET 3 DAYS
BARTOW	HAINES CITY PLANT CITY WINTER HAVEN NEW PORT RICHEY	POLK CITY	NONE	FROSTPROOF INDIAN LAKE

THE BARTOW EXCHANGE HAD 103 SERVICE ORDER APPOINTMENTS AND MET 97 OF THEM. THE 1 APPOINTMENT MISSED WHICH PUT US UNDER THE PSC ØBJECTIVE WAS DUE TO A HIGHER THAN NORMAL AMOUNT OF APPOINTMENTS (ALMOST DOUBLE) SCHEDULED ON THE LAST DAY OF THE MONTH.

THE HAINES CITY EXCHANGE HAD 30 REPAIR APPOINTMENTS AND MET 26 OF THEM. THE 3 APPOINTMENTS MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WERE DUE TO A HIGHER THAN NORMAL VOLUME OF REPAIR REPORTS. WE MISSED THE APPOINTMENTS BY ONE HOUR OR LESS IN ALL THREE INSTANCES.

THE PLANT CITY EXCHANGE HAD 78 REPAIR APPOINTMENTS AND MET 74 OF THEM. THE 1 APPOINTMENT MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO A CUT CABLE.

THE WINTER HAVEN EXCHANGE HAD 103 REPAIR APPOINTMENTS AND MET 92 OF THEM. THE 6 APPOINTMENTS MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WERE DUE TO VARIOUS PROBLEMS INCLUDING WET CABLES, CABLE DAMAGES AND NOT BEING ABLE TO LOCATE A CUSTOMER'S ADDRESS.

THE NEW PORT RICHEY EXCHANGE HAD 224 REPAIR APPOINTMENTS AND MET 206 OF THEM. THE 7 APPOINTMENTS MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WERE DUE TO PRIORITY BEING GIVEN TO OUT OF SERVICE REPORTS.

THE POLK CITY EXCHANGE HAD 100 OUT OF SERVICE REPORTS AND MET 94 OF THEM WITHIN 24 HOURS. THE 1 MISSED REPORT WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO REALLOCATION OF MANPOWER TO ADDRESS HIGHER THAN NORMAL OUT OF SERVICE COMMITMENTS .

THE FROSTPROOF EXCHANGE HAD 46 PRIMARY I & T ORDERS AND MET 41 OF THEM WITHIN THREE DAYS. THE 1 MISSED ORDER WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO A FACILITIES PROBLEM.

THE INDIAN LAKE EXCHANGE HAD 13 PRIMARY I & T ORDERS AND MET 11 OF THEM WITHIN THREE DAYS. THE 1 MISSED ORDER WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO A FACILITIES PROBLEM.

ACTION PLAN: THE ACTION PLAN THAT WAS PUT INTO PLACE IN JANUARY IS STILL APPLICABLE.

We have developed two plans that will hep us during inclement weather condition:
1) expanded our proactive Maintenance program to include identifying, processing and providing corrective action to our outside plant facilities.

2) began the process of obtaining an additional 100 contractors that will be available on a day to day basis as is necessary to respond to activity that is the results of severe weather.

EXPLANATION OF MISSED SERVICE STANDARDS

SECOND QUARTER 1998

DATA MONTH: MAY 1998

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	OOS/24 HOURS	NOS/72 HOURS	PRIMARY I&T MET 3 DAYS
BARTOW	WINTER HAVEN	POLK CITY FROSTPROOF	NONE	INDIAN LAKE

THE BARTOW EXCHANGE HAD 92 SERVICE ORDER APPOINTMENTS AND MET 87 OF THEM. THE 1 APPOINTMENT MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO A HIGHER THAN NORMAL VOLUME OF OUT OF SERVICE COMMITMENTS.

THE WINTER HAVEN EXCHANGE HAD 114 REPAIR APPOINTMENTS AND MET 107 OF THEM. THE 2 APPOINTMENTS MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WERE DUE TO A HIGHER THAN NORMAL VOLUME OF OUT OF SERVICE COMMITMENTS.

THE POLK CITY EXCHANGE HAD 113 OUT OF SERVICE REPORTS AND MET 106 OF THEM WITHIN 24 HOURS. THE 2 REPORTS MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WERE DUE TO REALLOCATION OF MANPOWER TO ADDRESS HIGHER THAN NORMAL OUT OF SERVICE COMMITMENTS.

THE FROSTPROOF EXCHANGE HAD 62 OUT OF SERVICE REPORTS AND MET 58 OF THEM WITHIN 24 HOURS. THE 1 REPORT MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO A HIGHER THAN NORMAL VOLUME OF OUT OF SERVICE COMMITMENTS.

THE INDIAN LAKE EXCHANGE HAD 12 PRIMARY I & T ORDERS AND MET 10 OF THEM WITHIN THREE DAYS. THE 1 MISSED WHICH PUT US UNDER THE PSC OBJECTIVE WAS DUE TO FACILITIES THAT NEEDED TO BE CLEARED BEFORE SERVICE COULD BE INSTALLED.

ACTION PLAN: THE ACTION PLAN THAT WAS PUT INTO PLACE IN JANUARY IS STILL APPLICABLE.

We have developed two plans that will hep us during inclement weather condition:
1) expanded our proactive Maintenance program to include identifying, processing and providing corrective action to our outside plant facilities.

2) began the process of obtaining an additional 100 contractors that will be available on a day to day basis as is necessary to respond to activity that is the results of severe weather.

EXPLANATION OF MISSED SERVICE STANDARDS

SECOND QUARTER 1998

DATA MONTH: JUNE 1998

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	OOS/24 HOURS	NOS/72 HOURS	PRIMARY I&T MET 3 DAYS
NONE	BARTOW TAMPA WINTER HAVEN	HAINES CITY INDIAN LAKE MULBERRY NORTH PORT POLK CITY ST PETE TAMPA TARPON SPRINGS WINTER HAVEN	NONE	INDIAN LAKE

WE WERE MEETING OR EXCEEDING OUR INDICES IN MOST EXCHANGES UNTIL JUNE 23RD, WHEN WE EXPERIENCED SEVERE INCLEMENT WEATHER INCLUDING RAIN IN EXCESS OF 8.97 INCHES FOR SIX OF THE LAST EIGHT DAYS OF THE MONTH IN MOST OF OUR SERVING AREAS. THIS CONTINUED EXCESSIVE RAINFALL HAD A DIRECT IMPACT ON OUR RESULTS BY HINDERING OUR WORK FORCE IN PERFORMING THEIR JOBS, WHICH ADDED TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

THE PSC OBJECTIVE WAS MISSED IN THE TARPON SPRINGS EXCHANGE DUE TO A MAJOR CABLE DAMAGE CAUSED BY A NON-GTE CONSTRUCTION CREW, PERFORMING NON-GTE RELATED WORK. THE EXCHANGE WAS MEETING OR EXCEEDING THE PSC STANDARD ON MOST DAYS PRIOR TO AND AFTER THE CABLE DAMAGE.

ACTION PLAN: THE ACTION PLAN THAT WAS PUT INTO PLACE IN JANUARY IS STILL APPLICABLE.

We have developed two plans that will hep us during inclement weather condition:
1) expanded our proactive Maintenance program to include identifying, processing and providing corrective action to our outside plant facilities.

2) began the process of obtaining an additional 100 contractors that will be available on a day to day basis as is necessary to respond to activity that is the results of severe weather.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: APRIL
PERIOD ENDING: JUNE 30, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 3 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	279	98	9	166	96.5%	YES	172	172	100.0%	YES	100.0%	YES
BRADENTON	2299	1185	42	1040	97.0%	YES	1072	1072	100.0%	YES	100.0%	YES
CLEARWATER	4631	2465	40	2082	97.9%	YES	2126	2126	100.0%	YES	100.0%	YES
ENGLEWOOD	324	149	10	164	99.4%	YES	165	165	100.0%	YES	100.0%	YES
FROSTPROOF	69	21	2	41	89.1%	NO	46	46	100.0%	YES	100.0%	YES
HAINES CITY	703	272	20	400	97.3%	YES	411	411	100.0%	YES	100.0%	YES
HUDSON	557	250	8	283	94.6%	YES	299	299	100.0%	YES	100.0%	YES
INDIAN LAKES	15	2	0	11	84.6%	NO	13	13	100.0%	YES	100.0%	YES
LAKE WALES	378	144	12	216	97.3%	YES	222	222	100.0%	YES	100.0%	YES
LAKELAND	2405	1209	54	1118	97.9%	YES	1142	1142	100.0%	YES	100.0%	YES
MULBERRY	125	39	4	80	97.6%	YES	82	82	100.0%	YES	100.0%	YES
MYAKKA	34	15	6	12	92.3%	YES	13	13	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1069	540	16	494	96.3%	YES	513	513	100.0%	YES	100.0%	YES
N P CHARLOTTE	242	116	16	106	96.4%	YES	110	110	100.0%	YES	100.0%	YES
PALMETTO	426	217	14	191	97.9%	YES	195	195	100.0%	YES	100.0%	YES
PLANT CITY	684	259	19	394	97.0%	YES	406	406	100.0%	YES	100.0%	YES
POLK CITY	685	258	18	398	97.3%	YES	409	409	100.0%	YES	100.0%	YES
SARASOTA	2561	1361	78	1100	98.0%	YES	1122	1122	100.0%	YES	100.0%	YES
ST PETERSBURG	5497	2812	68	2520	96.3%	YES	2617	2617	100.0%	YES	100.0%	YES
TAMPA	12757	6351	189	6070	97.6%	YES	6217	6217	100.0%	YES	100.0%	YES
TARPON SPRINGS	848	452	17	375	98.9%	YES	379	379	100.0%	YES	100.0%	YES
VENICE	859	489	10	351	97.5%	YES	360	360	100.0%	YES	100.0%	YES
WINTER HAVEN	599	207	9	376	98.2%	YES	383	383	100.0%	YES	100.0%	YES
ZEPHYRHILLS	497	211	16	259	95.9%	YES	270	270	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38543	19122	677	18247	97.3%	YES	18744	18744	100.0%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE E
RULE 25-4.86

MONTH: MAY
PERIOD ENDING: JUNE 30, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 3 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	219	79	7	126	94.7%	YES	133	133	100.0%	YES	100.0%	YES
BRADENTON	2141	1107	53	944	96.2%	YES	981	980	99.9%	YES	100.0%	YES
CLEARWATER	4436	2336	50	2007	97.9%	YES	2050	2049	99.9%	YES	100.0%	YES
ENGLEWOOD	293	132	9	150	98.7%	YES	152	152	100.0%	YES	100.0%	YES
FROSTPROOF	47	24	1	20	90.9%	YES	22	22	100.0%	YES	100.0%	YES
HAINES CITY	578	209	26	333	97.1%	YES	343	343	100.0%	YES	100.0%	YES
HUDSON	501	246	5	244	97.6%	YES	250	250	100.0%	YES	100.0%	YES
INDIAN LAKES	24	9	3	10	83.3%	NO	12	12	100.0%	YES	100.0%	YES
LAKE WALES	327	121	12	179	92.3%	YES	194	194	100.0%	YES	100.0%	YES
LAKELAND	2158	1047	54	1017	96.2%	YES	1057	1057	100.0%	YES	100.0%	YES
MULBERRY	130	48	2	76	95.0%	YES	80	80	100.0%	YES	100.0%	YES
MYAKKA	33	14	7	11	91.7%	YES	12	12	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1043	542	11	474	96.7%	YES	490	490	100.0%	YES	100.0%	YES
N P CHARLOTTE	233	129	8	95	99.0%	YES	96	96	100.0%	YES	100.0%	YES
PALMETTO	326	167	14	134	92.4%	YES	145	145	100.0%	YES	100.0%	YES
PLANT CITY	636	253	30	341	96.6%	YES	353	353	100.0%	YES	100.0%	YES
POLK CITY	679	268	14	380	95.7%	YES	397	397	100.0%	YES	100.0%	YES
SARASOTA	2620	1470	74	1059	98.4%	YES	1076	1076	100.0%	YES	100.0%	YES
ST PETERSBURG	5491	2888	95	2437	97.2%	YES	2508	2505	99.9%	YES	99.9%	YES
TAMPA	12511	6360	218	5784	97.5%	YES	5933	5928	99.9%	YES	99.9%	YES
TARPON SPRINGS	857	467	18	364	97.8%	YES	372	372	100.0%	YES	100.0%	YES
VENICE	810	445	22	336	98.0%	YES	343	343	100.0%	YES	100.0%	YES
WINTER HAVEN	554	231	15	301	97.7%	YES	308	308	100.0%	YES	100.0%	YES
ZEPHYRHILLS	359	120	21	213	97.7%	YES	218	218	100.0%	YES	100.0%	YES
FLORIDA TOTAL	37006	18712	769	17035	97.2%	YES	17525	17515	99.9%	YES	99.9%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: JUNE
PERIOD ENDING: JUNE 30, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 3 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	283	91	8	176	95.7%	YES	184	184	100.0%	YES	100.0%	YES
BRADENTON	2415	1260	64	1071	98.2%	YES	1091	1091	100.0%	YES	100.0%	YES
CLEARWATER	5233	2842	107	2257	98.8%	YES	2284	2284	100.0%	YES	100.0%	YES
ENGLEWOOD	276	138	6	131	99.2%	YES	132	132	100.0%	YES	100.0%	YES
FROSTPROOF	86	28	0	56	96.6%	YES	58	58	100.0%	YES	100.0%	YES
HAINES CITY	666	251	22	376	95.7%	YES	393	393	100.0%	YES	100.0%	YES
HUDSON	634	302	13	317	99.4%	YES	319	319	100.0%	YES	100.0%	YES
INDIAN LAKES	32	13	2	13	76.5%	NO	17	17	100.0%	YES	100.0%	YES
LAKE WALES	372	140	17	206	95.8%	YES	215	215	100.0%	YES	100.0%	YES
LAKELAND	2491	1211	37	1201	96.6%	YES	1243	1243	100.0%	YES	100.0%	YES
MULBERRY	134	51	0	79	95.2%	YES	83	83	100.0%	YES	100.0%	YES
MYAKKA	37	14	11	11	91.7%	YES	12	12	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1198	580	29	578	98.1%	YES	589	589	100.0%	YES	100.0%	YES
N P CHARLOTTE	234	103	13	116	98.3%	YES	118	118	100.0%	YES	100.0%	YES
PALMETTO	410	189	18	196	96.6%	YES	203	203	100.0%	YES	100.0%	YES
PLANT CITY	764	331	32	380	94.8%	YES	401	401	100.0%	YES	100.0%	YES
POLK CITY	794	324	9	445	96.5%	YES	461	461	100.0%	YES	100.0%	YES
SARASOTA	3046	1673	99	1257	98.7%	YES	1274	1274	100.0%	YES	100.0%	YES
ST PETERSBURG	6494	3444	190	2809	98.2%	YES	2860	2860	100.0%	YES	100.0%	YES
TAMPA	13847	7414	209	6008	96.5%	YES	6224	6224	100.0%	YES	100.0%	YES
TARPON SPRINGS	1044	620	23	393	98.0%	YES	401	401	100.0%	YES	100.0%	YES
VENICE	867	468	15	376	97.9%	YES	384	384	100.0%	YES	100.0%	YES
WINTER HAVEN	641	258	10	359	96.2%	YES	373	373	100.0%	YES	100.0%	YES
ZEPHYRHILLS	411	174	22	209	97.2%	YES	215	215	100.0%	YES	100.0%	YES
FLORIDA TOTAL	42409	21919	956	19030	97.4%	YES	19534	19534	100.0%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: APRIL

PERIOD ENDING: JUNE 30, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	326		168		81	48.2%	167	99.4%	YES	158	157	99.4%	YES
BRADENTON	2,881		1,911		1,065	55.7%	1,882	98.5%	YES	970	970	100.0%	YES
CLEARWATER	5,588		3,088		1,189	38.5%	3,006	97.3%	YES	2,500	2,488	99.5%	YES
ENGLEWOOD	501		330		168	50.9%	321	97.3%	YES	171	170	99.4%	YES
FROSTPROOF	186		123		47	38.2%	123	100.0%	YES	63	63	100.0%	YES
HAINES CITY	685		401		185	46.1%	394	98.3%	YES	284	283	99.6%	YES
HUDSON	871		466		154	33.0%	455	97.6%	YES	405	403	99.5%	YES
INDIAN LAKES	49		30		13	43.3%	30	100.0%	YES	19	19	100.0%	YES
LAKE WALES	466		255		108	42.4%	249	97.6%	YES	211	211	100.0%	YES
LAKELAND	3,409		2,164		1,035	47.8%	2,120	98.0%	YES	1,245	1,241	99.7%	YES
MULBERRY	207		127		58	45.7%	124	97.6%	YES	80	80	100.0%	YES
MYAKKA	147		89		23	25.8%	88	98.9%	YES	58	58	100.0%	YES
NEW PORT RICHEY	956		491		180	36.7%	482	98.2%	YES	465	464	99.8%	YES
N P CHARLOTTE	237		116		37	31.9%	112	96.6%	YES	121	121	100.0%	YES
PALMETTO	594		377		184	48.8%	368	97.6%	YES	217	217	100.0%	YES
PLANT CITY	928		549		259	47.2%	535	97.4%	YES	379	379	100.0%	YES
POLK CITY	159		100		31	31.0%	94	94.0%	NO	59	59	100.0%	YES
SARASOTA	3,523		1,957		616	31.5%	1,900	97.1%	YES	1,566	1,562	99.7%	YES
ST. PETERSBURG	6,724		3,827		1,469	38.4%	3,696	96.6%	YES	2,897	2,889	99.7%	YES
TAMPA	13,405		7,842		3,051	38.9%	7,568	96.5%	YES	5,563	5,547	99.7%	YES
TARPON SPRINGS	1,090		616		198	32.1%	591	95.9%	YES	474	473	99.8%	YES
VENICE	1,144		680		231	34.0%	661	97.2%	YES	464	462	99.6%	YES
WINTER HAVEN	1,520		867		360	41.5%	832	96.0%	YES	653	652	99.8%	YES
ZEPHYRHILLS	548		329		132	40.1%	316	96.0%	YES	219	219	100.0%	YES
FLORIDA TOTAL	46,144		26,903		10,874	40.4%	26,114	97.1%	YES	19,241	19,187	99.7%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: MAY

PERIOD ENDING: JUNE 30, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	334		173		59	34.1%	167	96.5%	YES	161	161	100.0%	YES
BRADENTON	2340		1395		631	45.2%	1380	98.9%	YES	945	943	99.8%	YES
CLEARWATER	5,453		2,962		1,283	43.3%	2,915	98.4%	YES	2,491	2,480	99.6%	YES
ENGLEWOOD	389		220		94	42.7%	214	97.3%	YES	169	169	100.0%	YES
FROSTPROOF	118		62		16	25.8%	58	93.5%	NO	56	56	100.0%	YES
HAINES CITY	774		476		168	35.3%	460	96.6%	YES	298	296	99.3%	YES
HUDSON	1,101		740		302	40.8%	737	99.6%	YES	361	361	100.0%	YES
INDIAN LAKES	46		30		14	46.7%	29	96.7%	YES	16	16	100.0%	YES
LAKE WALES	778		551		391	71.0%	546	99.1%	YES	227	227	100.0%	YES
LAKELAND	2,998		1,758		684	38.9%	1,713	97.4%	YES	1,240	1,238	99.8%	YES
MULBERRY	171		90		35	38.9%	88	97.8%	YES	81	81	100.0%	YES
MYAKKA	194		134		91	67.9%	134	100.0%	YES	60	60	100.0%	YES
NEW PORT RICHEY	1,032		538		275	51.1%	535	99.4%	YES	494	494	100.0%	YES
N P CHARLOTTE	235		113		41	36.3%	111	98.2%	YES	122	122	100.0%	YES
PALMETTO	596		378		187	49.5%	376	99.5%	YES	218	218	100.0%	YES
PLANT CITY	1,060		644		286	44.4%	639	99.2%	YES	416	416	100.0%	YES
POLK CITY	203		113		47	41.6%	106	93.8%	NO	90	90	100.0%	YES
SARASOTA	3,564		2,045		757	37.0%	2,004	98.0%	YES	1,519	1,517	99.9%	YES
ST. PETERSBURG	6,315		3,581		1,315	36.7%	3,486	97.3%	YES	2,734	2,728	99.8%	YES
TAMPA	14,191		8,513		3,076	36.1%	8,223	96.6%	YES	5,678	5,653	99.6%	YES
TARPON SPRINGS	1,001		528		229	43.4%	523	99.1%	YES	473	478	100.0%	YES
VENICE	1,019		575		231	40.2%	564	98.1%	YES	444	442	99.5%	YES
WINTER HAVEN	1,463		801		280	35.0%	774	96.6%	YES	662	661	99.8%	YES
ZEPHYRHILLS	544		325		144	44.3%	319	98.2%	YES	219	219	100.0%	YES
FLORIDA TOTAL	45,919		26,745		10,636	39.8%	26,101	97.6%	YES	19,174	19,121	99.7%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: JUNE

PERIOD ENDING: JUNE 30, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	429		251		102	40.6%	245	97.6%	YES	178	177	99.4%	YES
BRADENTON	2,299		1,283		557	43.4%	1,262	98.4%	YES	1,016	1,015	99.9%	YES
CLEARWATER	5,556		2,932		1,269	43.3%	2,862	97.6%	YES	2,624	2,620	99.8%	YES
ENGLEWOOD	360		208		79	38.0%	204	98.1%	YES	152	151	99.3%	YES
FROSTPROOF	154		71		32	45.1%	68	95.8%	YES	83	83	100.0%	YES
HAINES CITY	666		371		112	30.2%	358	94.3%	NO	295	293	99.3%	YES
HUDSON	819		463		188	40.6%	453	97.8%	YES	356	352	98.9%	YES
INDIAN LAKES	73		48		16	33.3%	41	85.4%	NO	25	25	100.0%	YES
LAKE WALES	446		237		74	31.2%	228	96.2%	YES	209	209	100.0%	YES
LAKELAND	3,259		2,003		719	35.9%	1,929	96.3%	YES	1,256	1,254	99.8%	YES
MULBERRY	222		129		52	40.3%	120	93.0%	NO	93	93	100.0%	YES
MYAKKA	169		114		40	35.1%	112	98.2%	YES	55	55	100.0%	YES
NEW PORT RICHEY	862		401		144	35.9%	398	99.3%	YES	461	458	99.3%	YES
N P CHARLOTTE	229		110		45	40.9%	104	94.5%	NO	119	119	100.0%	YES
PALMETTO	670		434		185	42.6%	422	97.2%	YES	236	236	100.0%	YES
PLANT CITY	1,403		924		390	42.2%	903	97.7%	YES	479	476	99.4%	YES
POLK CITY	247		146		66	45.2%	138	94.5%	NO	101	100	99.0%	YES
SARASOTA	3,579		1,979		852	43.1%	1,915	96.8%	YES	1,600	1,596	99.8%	YES
ST. PETERSBURG	7,575		4,522		1,535	33.9%	4,141	91.6%	NO	3,053	3,019	98.9%	YES
TAMPA	17,112		10,316		3,643	35.3%	9,716	94.2%	NO	6,796	6,744	99.2%	YES
TARPON SPRINGS	1,937		1,413		649	45.9%	1,140	80.7%	NO	524	522	99.6%	YES
VENICE	1,155		721		322	44.7%	703	97.5%	YES	434	434	100.0%	YES
WINTER HAVEN	1,591		853		252	29.5%	798	93.6%	NO	738	730	98.9%	YES
ZEPHYRHILLS	559		353		160	45.3%	346	98.0%	YES	206	205	99.5%	YES
FLORIDA TOTAL	51,371		30,282		11,483	37.9%	28,548	94.4%	NO	21,089	20,966	99.4%	YES

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

October 30, 1998

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the third quarter of 1998, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Debby Kampert
for Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

THIRD QUARTER 1998

DATA MONTH: JULY 1998

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	OOS/24 HOURS	NOS/72 HOURS	PRIMARY I&T MET 3 DAYS
LAKE WALES PLANT CITY	BARTOW HAINES CITY LAKE WALES LAKELAND PLANT CITY SARASOTA TAMPA WINTER HAVEN	BARTOW CLEARWATER FROSTPROOF HAINES CITY HUDSON INDIAN LAKE LAKE WALES LAKELAND MULBERRY MYAKKA PLANT CITY POLK CITY TAMPA WINTER HAVEN ZEPHYRHILLS	BARTOW FROSTPROOF HAINES CITY INDIAN LAKE LAKE WALES LAKELAND MULBERRY POLK CITY WINTER HAVEN	NONE
	FLORIDA	FLORIDA		

IN JULY WE EXPERIENCED 12.95 INCHES OF RAINFALL, WHICH WAS IN EXCESS OF 6 INCHES ABOVE THE AVERAGE RAINFALL. THIS EXCESSIVE RAINFALL HAD A DIRECT IMPACT ON OUR JULY RESULTS. THIS ALSO HINDERED OUR WORK FORCE FROM PERFORMING THEIR JOB AND ADDED TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

ACTION PLAN: WE ARE CONTINUING OUR PROACTIVE MAINTENANCE PROGRAM, WHICH, WE FIND HAS HELPED US TO MAINTAIN A CERTAIN IMPROVED SERVICE LEVEL EVEN WITH THE INCLEMENT WEATHER.

EXPLANATION OF MISSED SERVICE STANDARDS

THIRD QUARTER 1998

DATA MONTH: AUGUST 1998

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	OOS/24 HOURS	NOS/72 HOURS	PRIMARY I&T MET 3 DAYS
WINTER HAVEN BARTOW VENICE	BARTOW LAKE WALES LAKELAND NEW PORT RICHEY PLANT CITY TAMPA WINTER HAVEN	HAINES CITY LAKE WALES LAKELAND MULBERRY PALMETTO PLANT CITY SARASOTA TAMPA WINTER HAVEN ZEPHYRHILLS	NONE	MYAKKA
	FLORIDA	FLORIDA		

THE BARTOW EXCHANGE HAD 101 SERVICE ORDER APPOINTMENTS AND MET 94. THE 2 APPOINTMENTS DELAYED WHICH CAUSED THE PSC OBJECTIVE TO BE MISSED WERE DUE TO REALLOCATION OF MANPOWER TO ASSIST THE WINTER HAVEN EXCHANGE WITH THEIR APPOINTMENTS.

THE WINTER HAVEN EXCHANGE HAD 330 SERVICE ORDER APPOINTMENTS AND MET 313. THE 1 APPOINTMENT MISSED WHICH CAUSED THE PSC OBJECTIVE TO BE MISSED WAS DUE TO AN UNUSUALLY HIGH VOLUME OF SERVICE ORDER APPOINTMENTS. WINTER HAVEN HAD MORE SERVICE ORDER APPOINTMENTS IN AUGUST THAN IN ANY OTHER MONTH THIS YEAR.

THE VENICE EXCHANGE HAD 400 SERVICE ORDER APPOINTMENTS AND MET 373. THE 5 APPOINTMENTS MISSED WHICH CAUSED GTE TO BE UNDER THE PSC OBJECTIVE WERE DUE TO OVER BOOKING APPOINTMENTS ON ONE PARTICULAR DAY.

THE MYAKKA EXCHANGE HAD 17 PRIMARY I & T ORDERS AND MET 15 WITHIN THREE DAYS. THE 2 MISSED ORDERS WHICH PUT GTE UNDER THE PSC OBJECTIVE WERE DUE TO FACILITY PROBLEMS.

THE EXCHANGES ABOVE WERE ALL OUT OF SERVICE OVER 24 HOURS DUE IN PART TO 9% MORE CABLE DAMAGES IN AUGUST THAN IN THE AVERAGE FIRST SIX MONTHS OF THE YEAR. WE ALSO EXPERIENCED IN EXCESS OF 680 REPORTS ASSOCIATED WITH LIGHTNING DAMAGE TO CABLES.

THE EXCHANGES ABOVE ALL MISSED THEIR REPAIR APPOINTMENTS DUE TO PRIORITY BEING GIVEN TO OUT OF SERVICE CUSTOMERS AND, IN PART, BY THE REALLOCATION OF MANPOWER TO REPAIR THE ABNORMAL NUMBER OF DAMAGED CABLES.

ACTION PLAN: THE IMPLEMENTATION OF NOCV SHOULD REDUCE OVER BOOKINGS ON APPOINTMENTS. THE NOCV IMPLEMENTATION IS SCHEDULED FOR SEPTEMBER 11, 1998. WE ARE REVIEWING THE APPOINTMENT PROCESS WITH OUR CARE CENTERS TO ENSURE APPOINTMENTS ARE GIVEN APPROPRIATELY.

EXPLANATION OF MISSED SERVICE STANDARDS

THIRD QUARTER 1998

DATA MONTH: SEPTEMBER 1998

MISSED OBJECTIVES BY EXCHANGE:

SERVICE ORDER APPOINTMENTS	REPAIR APPOINTMENTS	OOS/24 HOURS	NOS/72 HOURS	PRIMARY I&T MET 3 DAYS
N/A	BARTOW	TAMPA	TAMPA	N/A
	HAINES CITY	LAKELAND	LAKELAND	
	LAKE WALES	PLANT CITY	PLANT CITY	
	LAKELAND	ZEPHYRHILLS	ZEPHYRHILLS	
	PLANT CITY	POLK CITY	POLK CITY	
	SARASOTA	WINTER HAVEN	WINTER HAVEN	
	ST. PETERSBURG	BARTOW	BARTOW	
	TAMPA	MULBERRY	MULBERRY	
	WINTER HAVEN	FROSTPROOF	FROSTPROOF	
		INDIAN LAKES	INDIAN LAKES	
		LAKE WALES	LAKE WALES	
		HAINES CITY	HAINES CITY	
		ST PETE	ST PETE	
		SARASOTA		
	FLORIDA	FLORIDA	FLORIDA	

IN SEPTEMBER WE EXPERIENCED SEVERE INCLEMENT WEATHER; HEAVY RAIN, TORNADOES, AND LIGHTNING, BEFORE AND AFTER THE EFFECTS OF HURRICANE GEORGES.

SEPTEMBER SERVICE ORDER DATA IS DELAYED DUE TO THE NOCV CONVERSION. THE DATA WILL BE AVAILABLE BY NOVEMBER 30, 1998.

ACTION PLAN: NOT APPLICABLE

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: JULY
PERIOD ENDING: SEPTEMBER 30, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	238	92	2	136	94.4%	YES	144	144	100.0%	YES	100.0%	YES
BRADENTON	2357	1184	93	1059	98.1%	YES	1080	1080	100.0%	YES	100.0%	YES
CLEARWATER	4804	2591	123	2051	98.1%	YES	2090	2090	100.0%	YES	100.0%	YES
ENGLEWOOD	279	140	5	131	97.8%	YES	134	134	100.0%	YES	100.0%	YES
FROSTPROOF	72	27	3	42	97.7%	YES	43	43	100.0%	YES	100.0%	YES
HAINES CITY	698	274	26	386	97.0%	YES	398	398	100.0%	YES	100.0%	YES
HUDSON	569	304	11	251	98.8%	YES	254	254	100.0%	YES	100.0%	YES
INDIAN LAKES	18	5	0	13	100.0%	YES	13	13	100.0%	YES	100.0%	YES
LAKE WALES	365	124	7	230	98.3%	YES	234	234	100.0%	YES	100.0%	YES
LAKELAND	2429	1133	41	1227	97.8%	YES	1255	1255	100.0%	YES	100.0%	YES
MULBERRY	132	53	3	69	90.8%	YES	76	76	100.0%	YES	100.0%	YES
MYAKKA	54	20	19	14	93.3%	YES	15	15	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1168	555	38	568	98.8%	YES	575	575	100.0%	YES	100.0%	YES
N P CHARLOTTE	230	103	14	112	99.1%	YES	113	113	100.0%	YES	100.0%	YES
PALMETTO	385	161	28	187	95.4%	YES	196	196	100.0%	YES	100.0%	YES
PLANT CITY	736	282	32	394	93.4%	YES	422	422	100.0%	YES	100.0%	YES
POLK CITY	750	297	12	432	98.0%	YES	441	441	100.0%	YES	100.0%	YES
SARASOTA	2870	1578	101	1158	97.2%	YES	1191	1191	100.0%	YES	100.0%	YES
ST PETERSBURG	6097	3178	196	2647	97.2%	YES	2723	2723	100.0%	YES	100.0%	YES
TAMPA	14099	7707	277	5845	95.6%	YES	6115	6113	99.9%	YES	100.0%	YES
TARPON SPRINGS	905	491	27	382	98.7%	YES	387	387	100.0%	YES	100.0%	YES
VENICE	764	434	27	297	98.0%	YES	303	303	100.0%	YES	100.0%	YES
WINTER HAVEN	617	264	19	325	97.3%	YES	334	334	100.0%	YES	100.0%	YES
ZEPHYRHILLS	396	160	9	226	99.6%	YES	227	227	100.0%	YES	100.0%	YES
FLORIDA TOTAL	41032	21157	1113	18182	96.9%	YES	18763	18761	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: AUGUST
PERIOD ENDING: SEPTEMBER 30, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	255	86	12	149	94.9%	YES	157	157	100.0%	YES	100.0%	YES
BRADENTON	2519	1286	101	1096	96.8%	YES	1132	1131	99.9%	YES	100.0%	YES
CLEARWATER	5168	2761	145	2224	98.3%	YES	2262	2262	100.0%	YES	100.0%	YES
ENGLEWOOD	287	123	17	144	98.0%	YES	147	147	100.0%	YES	100.0%	YES
FROSTPROOF	82	26	5	50	98.0%	YES	51	51	100.0%	YES	100.0%	YES
HAINES CITY	646	230	23	379	96.4%	YES	393	393	100.0%	YES	100.0%	YES
HUDSON	609	279	19	297	95.5%	YES	311	311	100.0%	YES	100.0%	YES
INDIAN LAKES	23	5	4	13	92.9%	YES	14	14	100.0%	YES	100.0%	YES
LAKE WALES	335	131	8	188	95.9%	YES	196	196	100.0%	YES	100.0%	YES
LAKELAND	2491	1110	55	1282	96.7%	YES	1326	1325	99.9%	YES	100.0%	YES
MULBERRY	145	43	9	91	97.8%	YES	93	93	100.0%	YES	100.0%	YES
MYAKKA	50	14	19	15	88.2%	NO	17	17	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1213	609	39	555	98.2%	YES	565	565	100.0%	YES	100.0%	YES
N P CHARLOTTE	221	112	16	89	95.7%	YES	93	93	100.0%	YES	100.0%	YES
PALMETTO	405	191	25	184	97.4%	YES	189	189	100.0%	YES	100.0%	YES
PLANT CITY	755	265	27	443	95.7%	YES	463	463	100.0%	YES	100.0%	YES
POLK CITY	795	327	13	439	96.5%	YES	455	455	100.0%	YES	100.0%	YES
SARASOTA	3202	1738	105	1324	97.4%	YES	1359	1359	100.0%	YES	100.0%	YES
ST PETERSBURG	6166	3221	250	2644	98.1%	YES	2695	2695	100.0%	YES	100.0%	YES
TAMPA	15265	7921	272	6708	94.9%	YES	7072	7072	100.0%	YES	100.0%	YES
TARPON SPRINGS	926	474	34	412	98.6%	YES	418	417	99.8%	YES	100.0%	YES
VENICE	794	453	22	310	97.2%	YES	319	319	100.0%	YES	100.0%	YES
WINTER HAVEN	621	276	14	317	95.8%	YES	331	331	100.0%	YES	100.0%	YES
ZEPHYRHILLS	489	165	27	290	97.6%	YES	297	297	100.0%	YES	100.0%	YES
FLORIDA TOTAL	43462	21846	1261	19643	96.5%	YES	20355	20352	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

MONTH: SEPTEMBER

SCHEDULE 2

RULE 25-4.66

PERIOD ENDING: SEPTEMBER 30, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	203	45	1	157	100.0%	YES	157	157	100.0%	YES	100.0%	YES
BRADENTON	1890	647	35	1103	91.3%	YES	1208	1207	99.9%	YES	100.0%	YES
CLEARWATER	3940	1429	49	2232	90.7%	YES	2462	2462	100.0%	YES	100.0%	YES
ENGLEWOOD	224	64	0	148	92.5%	YES	160	160	100.0%	YES	100.0%	YES
FROSTPROOF	95	21	1	67	91.8%	YES	73	73	100.0%	YES	100.0%	YES
HAINES CITY	517	150	6	335	92.8%	YES	361	361	100.0%	YES	100.0%	YES
HUDSON	516	165	7	312	90.7%	YES	344	344	100.0%	YES	100.0%	YES
INDIAN LAKES	18	3	0	13	86.7%	NO	15	15	100.0%	YES	100.0%	YES
LAKE WALES	348	104	4	231	96.3%	YES	240	240	100.0%	YES	100.0%	YES
LAKELAND	1981	622	26	1221	91.6%	YES	1333	1332	99.9%	YES	100.0%	YES
MULBERRY	126	31	4	83	91.2%	YES	91	91	100.0%	YES	100.0%	YES
MYAKKA	21	8	5	8	100.0%	YES	8	8	100.0%	YES	100.0%	YES
NEW PORT RICHEY	847	278	14	492	88.6%	NO	555	554	99.8%	YES	100.0%	YES
N P CHARLOTTE	172	50	3	105	88.2%	NO	119	119	100.0%	YES	100.0%	YES
PALMETTO	306	85	8	189	88.7%	NO	213	213	100.0%	YES	100.0%	YES
PLANT CITY	640	174	9	432	94.5%	YES	457	456	99.8%	YES	100.0%	YES
POLK CITY	360	129	3	222	97.4%	YES	228	228	100.0%	YES	100.0%	YES
SARASOTA	2195	849	39	1170	89.5%	NO	1307	1307	100.0%	YES	100.0%	YES
ST PETERSBURG	4519	1581	91	2550	89.6%	NO	2847	2847	100.0%	YES	100.0%	YES
TAMPA	10352	3630	120	6037	91.4%	YES	6602	6602	100.0%	YES	100.0%	YES
TARPON SPRINGS	590	236	18	308	91.7%	YES	336	336	100.0%	YES	100.0%	YES
VENICE	613	225	2	350	90.7%	YES	386	386	100.0%	YES	100.0%	YES
WINTER HAVEN	770	190	8	531	92.8%	YES	572	572	100.0%	YES	100.0%	YES
ZEPHYRHILLS	366	88	2	260	94.2%	YES	276	276	100.0%	YES	100.0%	YES
FLORIDA TOTAL	31609	10804	455	18556	91.2%	YES	20350	20346	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: JULY

PERIOD ENDING: SEPTEMBER 30, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	1,037		713		207	29.0%	531	74.5%	NO	324	275	84.9%	NO
BRADENTON	3,467		2,352		1,381	58.7%	2,315	98.4%	YES	1,115	1,112	99.7%	YES
CLEARWATER	6,365		3,563		1,277	35.8%	3,372	94.6%	NO	2,802	2,791	99.6%	YES
ENGLEWOOD	717		502		299	59.6%	485	96.6%	YES	215	215	100.0%	YES
FROSTPROOF	159		98		30	30.6%	92	93.9%	NO	61	55	90.2%	NO
HAINES CITY	963		607		171	28.2%	496	81.7%	NO	356	321	90.2%	NO
HUDSON	1,320		827		306	37.0%	769	93.0%	NO	493	490	99.4%	YES
INDIAN LAKES	77		51		13	25.5%	41	80.4%	NO	26	24	92.3%	NO
LAKE WALES	838		557		175	31.4%	444	79.7%	NO	281	239	85.1%	NO
LAKELAND	5,388		3,522		1,123	31.9%	3,045	86.5%	NO	1,866	1,714	91.9%	NO
MULBERRY	356		250		55	22.0%	137	54.8%	NO	106	94	88.7%	NO
MYAKKA	403		290		99	34.1%	272	93.8%	NO	113	113	100.0%	YES
NEW PORT RICHEY	1,166		650		263	40.5%	635	97.7%	YES	516	510	98.8%	YES
N P CHARLOTTE	404		244		112	45.9%	240	98.4%	YES	160	160	100.0%	YES
PALMETTO	583		329		111	33.7%	316	96.0%	YES	254	254	100.0%	YES
PLANT CITY	1,671		1,100		441	40.1%	1,027	93.4%	NO	571	548	96.0%	YES
POLK CITY	282		188		52	27.7%	158	84.0%	NO	94	85	90.4%	NO
SARASOTA	4,159		2,417		1,020	42.2%	2,311	95.6%	YES	1,742	1,732	99.4%	YES
ST. PETERSBURG	7,922		4,339		1,564	36.0%	4,171	96.1%	YES	3,583	3,574	99.7%	YES
TAMPA	21,648		13,683		4,372	32.0%	12,284	89.8%	NO	7,965	7,684	96.5%	YES
TARPON SPRINGS	1,424		857		333	38.9%	831	97.0%	YES	567	566	99.8%	YES
VENICE	1,220		727		300	41.3%	702	96.6%	YES	493	490	99.4%	YES
WINTER HAVEN	2,669		1,694		463	27.3%	1,391	82.1%	NO	975	879	90.2%	NO
ZEPHYRHILLS	714		416		146	35.1%	381	91.6%	NO	298	294	98.7%	YES
FLORIDA TOTAL	64,952		39,976		14,313	35.8%	36,446	91.2%	NO	24,976	24,219	97.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

MONTH: AUGUST

SCHEDULE 11

RULE 25-4.70

PERIOD ENDING: SEPTEMBER 30, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	487		305		114	37.4%	291	95.4%	YES	182	181	99.5%	YES
BRADENTON	2626		1630		595	36.5%	1584	97.2%	YES	996	994	99.8%	YES
CLEARWATER	6,168		3,668		1,340	36.5%	3,572	97.4%	YES	2,500	2,490	99.6%	YES
ENGLEWOOD	468		299		108	36.1%	284	95.0%	YES	169	169	100.0%	YES
FROSTPROOF	183		101		37	36.6%	96	95.0%	YES	82	80	97.6%	YES
HAINES CITY	866		530		169	31.9%	497	93.8%	NO	336	334	99.4%	YES
HUDSON	1,116		654		190	29.1%	636	97.2%	YES	462	456	98.7%	YES
INDIAN LAKES	50		35		14	40.0%	34	97.1%	YES	15	15	100.0%	YES
LAKE WALES	813		524		258	49.2%	494	94.3%	NO	289	286	99.0%	YES
LAKELAND	4,371		2,932		781	26.6%	2,739	93.4%	NO	1,439	1,415	98.3%	YES
MULBERRY	237		129		39	30.2%	116	89.9%	NO	108	108	100.0%	YES
MYAKKA	290		215		71	33.0%	213	99.1%	YES	75	75	100.0%	YES
NEW PORT RICHEY	1,050		608		210	34.5%	596	98.0%	YES	442	440	99.5%	YES
N P CHARLOTTE	370		237		100	42.2%	232	97.9%	YES	133	133	100.0%	YES
PALMETTO	698		443		156	35.2%	415	93.7%	NO	255	255	100.0%	YES
PLANT CITY	1,616		1,169		367	31.4%	968	82.8%	NO	447	440	98.4%	YES
POLK CITY	455		392		105	26.8%	377	96.2%	YES	63	63	100.0%	YES
SARASOTA	4,460		2,782		862	31.0%	2,581	92.8%	NO	1,678	1,670	99.5%	YES
ST. PETERSBURG	6,852		4,165		1,349	32.4%	4,028	96.7%	YES	2,687	2,665	99.2%	YES
TAMPA	22,350		14,892		4,287	28.8%	13,588	91.2%	NO	7,458	7,203	96.6%	YES
TARPON SPRINGS	1,370		862		249	28.9%	845	98.0%	YES	508	507	99.8%	YES
VENICE	1,270		810		327	40.4%	776	95.8%	YES	460	459	99.8%	YES
WINTER HAVEN	2,073		1,355		376	27.7%	1,249	92.2%	NO	718	708	98.6%	YES
ZEPHYRHILLS	615		408		138	33.8%	384	94.1%	NO	207	203	98.1%	YES
FLORIDA TOTAL	60,854		39,145		12,242	31.3%	36,595	93.5%	NO	21,709	21,349	98.3%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

RULE 25-4.70

MONTH: SEPTEMBER

PERIOD ENDING: SEPTEMBER 30, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OO EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOUR	RULE SAT
BARTOW	698		453		99	21.9%	297	65.6%	NO	245	193	78.8%	NO
BRADENTON	2,527		1,638		529	32.3%	1,585	96.8%	YES	889	877	98.7%	YES
CLEARWATER	6,141		3,870		1,448	37.4%	3,695	95.5%	YES	2,271	2,246	98.9%	YES
ENGLEWOOD	470		314		129	41.1%	306	97.5%	YES	156	154	98.7%	YES
FROSTPROOF	147		98		31	31.6%	83	84.7%	NO	49	44	89.8%	NO
HAINES CITY	888		612		173	28.3%	501	81.9%	NO	276	248	89.9%	NO
HUDSON	1,174		735		262	35.6%	705	95.9%	YES	439	428	97.5%	YES
INDIAN LAKES	62		42		10	23.8%	37	88.1%	NO	20	18	90.0%	NO
LAKE WALES	940		678		305	45.0%	620	91.4%	NO	262	234	89.3%	NO
LAKELAND	4,794		3,360		949	28.2%	2,826	84.1%	NO	1,434	1,207	84.2%	NO
MULBERRY	703		596		240	40.3%	395	66.3%	NO	107	84	78.5%	NO
MYAKKA	145		92		26	28.3%	88	95.7%	YES	53	53	100.0%	YES
NEW PORT RICHEY	1,273		822		335	40.8%	788	95.9%	YES	451	447	99.1%	YES
N P CHARLOTTE	344		215		75	34.9%	211	98.1%	YES	129	128	99.2%	YES
PALMETTO	890		639		315	49.3%	609	95.3%	YES	251	249	99.2%	YES
PLANT CITY	1,615		1,104		330	29.9%	962	87.1%	NO	511	476	93.2%	NO
POLK CITY	227		144		33	22.9%	133	92.4%	NO	83	72	86.7%	NO
SARASOTA	4,350		2,758		1,029	37.3%	2,602	94.3%	NO	1,592	1,539	96.7%	YES
ST. PETERSBURG	8,006		5,188		1,511	29.1%	4,841	93.3%	NO	2,818	2,636	93.5%	NO
TAMPA	20,810		14,236		4,410	31.0%	12,769	89.7%	NO	6,574	6,026	91.7%	NO
TARPON SPRINGS	1,247		784		296	37.8%	755	96.3%	YES	463	459	99.1%	YES
VENICE	1,237		834		367	44.0%	795	95.3%	YES	403	392	97.3%	YES
WINTER HAVEN	2,333		1,600		429	26.8%	1,279	79.9%	NO	733	601	82.0%	NO
ZEPHYRHILLS	808		552		205	37.1%	493	89.3%	NO	256	242	94.5%	NO
FLORIDA TOTAL	61,829		41,364		13,536	32.7%	37,375	90.4%	NO	20,465	19,053	93.1%	NO

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

February 5, 1999

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the fourth quarter of 1998, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

for Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED STANDARDS
FOURTH QUARTER 1998

The volume of service order and repair activity during fourth quarter exceeded our manpower capabilities causing some exchanges to miss the service standard for Service Orders, Repair and Appointments. The following were the steps taken by GTE to try to reduce the impact:

- Extensive overtime was used.
- Reallocated manpower giving priority to the Out of Service Customers.
- Added contractors and other temporary employees.

Note: The priority and reallocation of manpower did have a residual affect. Some exchanges missed the appointments, both service order and repair as well as NOS trouble objective as a result of the reallocation.

Action Plan

- Add contractors. Although some contractors at first were not meeting our production objective, they did help during that time frame to restore Out of Service Customers. We are seeing improved productivity today and expect to see that to continue.
- Continue our aggressive Trouble reduction program as well as developing plans to reduce rework.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: OCTOBER
PERIOD ENDING: DECEMBER 31, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	270	81	4	181	97.8%	YES	185	185	100.0%	YES	100.0%	YES
BRADENTON	2296	1280	2	977	96.4%	YES	1014	1014	100.0%	YES	100.0%	YES
CLEARWATER	4665	2393	20	2161	96.0%	YES	2252	2252	100.0%	YES	100.0%	YES
ENGLEWOOD	318	191	0	124	97.6%	YES	127	127	100.0%	YES	100.0%	YES
FROSTPROOF	137	59	3	72	96.0%	YES	75	75	100.0%	YES	100.0%	YES
HAINES CITY	769	314	8	424	94.9%	YES	447	447	100.0%	YES	148.7%	YES
HUDSON	763	394	8	345	95.6%	YES	361	361	100.0%	YES	100.0%	YES
INDIAN LAKES	21	9	0	12	100.0%	YES	12	12	100.0%	YES	100.0%	YES
LAKE WALES	389	154	2	223	95.7%	YES	233	233	100.0%	YES	100.0%	YES
LAKELAND	2391	1174	36	1128	95.5%	YES	1181	1181	100.0%	YES	100.0%	YES
MULBERRY	160	49	3	105	97.2%	YES	108	108	100.0%	YES	100.0%	YES
MYAKKA	31	19	1	10	90.9%	YES	11	11	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1088	592	8	457	93.6%	YES	488	488	100.0%	YES	100.0%	YES
N P CHARLOTTE	232	136	0	88	91.7%	YES	96	96	100.0%	YES	100.0%	YES
PALMETTO	412	246	3	155	95.1%	YES	163	163	100.0%	YES	100.0%	YES
PLANT CITY	712	331	11	363	98.1%	YES	370	370	100.0%	YES	100.0%	YES
POLK CITY	95	46	2	45	95.7%	YES	47	47	100.0%	YES	100.0%	YES
SARASOTA	2674	1648	2	967	94.4%	YES	1024	1024	100.0%	YES	100.0%	YES
ST PETERSBURG	5349	2917	36	2302	96.1%	YES	2396	2396	100.0%	YES	100.0%	YES
TAMPA	11117	6120	17	4681	477.7%	YES	4980	4980	100.0%	YES	100.0%	YES
TARPON SPRINGS	659	365	6	270	93.8%	YES	288	288	100.0%	YES	100.0%	YES
VENICE	903	589	0	300	95.5%	YES	314	314	100.0%	YES	100.0%	YES
WINTER HAVEN	1365	629	15	680	94.3%	YES	721	721	100.0%	YES	100.0%	YES
ZEPHYRHILLS	603	317	9	266	96.0%	YES	277	277	100.0%	YES	100.0%	YES
FLORIDA TOTAL	37419	20053	196	16336	95.1%	YES	17170	17170	100.0%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

MONTH: NOVEMBER

SCHEDULE 2
RULE 25-4.66

PERIOD ENDING: DECEMBER 31, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	220	95	5	113	94.1%	YES	120	120	100.0%	YES	100.0%	YES
BRADENTON	2053	1166	4	839	95.0%	YES	883	881	99.8%	YES	100.0%	YES
CLEARWATER	4157	2356	22	1718	96.6%	YES	1779	1779	100.0%	YES	100.0%	YES
ENGLEWOOD	306	177	0	127	98.4%	YES	129	129	100.0%	YES	100.0%	YES
FROSTPROOF	147	76	2	68	95.6%	YES	69	69	100.0%	YES	100.0%	YES
HAINES CITY	786	366	48	364	97.8%	YES	372	372	100.0%	YES	100.0%	YES
HUDSON	746	395	28	318	96.0%	YES	323	323	100.0%	YES	100.0%	YES
INDIAN LAKES	23	9	2	12	100.0%	YES	12	12	100.0%	YES	100.0%	YES
LAKE WALES	385	186	2	191	97.0%	YES	197	197	100.0%	YES	100.0%	YES
LAKELAND	2169	1149	34	955	96.9%	YES	986	986	100.0%	YES	100.0%	YES
MULBERRY	132	59	2	66	93.0%	YES	71	71	100.0%	YES	100.0%	YES
MYAKKA	51	37	1	13	100.0%	YES	13	13	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1051	610	4	428	97.9%	YES	437	437	100.0%	YES	100.0%	YES
N P CHARLOTTE	205	124	0	80	98.8%	YES	81	81	100.0%	YES	100.0%	YES
PALMETTO	440	238	4	189	95.5%	YES	198	198	100.0%	YES	100.0%	YES
PLANT CITY	626	297	14	303	96.2%	YES	315	315	100.0%	YES	100.0%	YES
POLK CITY	108	46	0	60	96.8%	YES	62	61	98.4%	YES	100.0%	YES
SARASOTA	2384	1471	1	874	95.8%	YES	912	911	99.9%	YES	100.0%	YES
ST PETERSBURG	4849	2721	20	2043	96.9%	YES	2108	2108	100.0%	YES	100.0%	YES
TAMPA	9995	5654	14	4086	94.4%	YES	4327	4325	99.9%	YES	100.0%	YES
TARPON SPRINGS	625	376	4	238	97.1%	YES	245	245	100.0%	YES	57.8%	NO
VENICE	837	556	0	275	97.9%	YES	281	281	100.0%	YES	100.0%	YES
WINTER HAVEN	1142	559	12	562	98.4%	YES	571	571	100.0%	YES	100.0%	YES
ZEPHYRHILLS	742	420	9	307	98.1%	YES	313	313	100.0%	YES	100.0%	YES
FLORIDA TOTAL	34179	19143	232	14221	96.1%	YES	14304	14798	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: DECEMBER
PERIOD ENDING: DECEMBER 31, 1998

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	247	46	1	191	95.5%	YES	200	200	100.0%	YES	100.0%	YES
BRADENTON	2194	761	5	1316	92.2%	YES	1428	1426	99.9%	YES	100.0%	YES
CLEARWATER	4374	1515	29	2640	93.3%	YES	2830	2829	99.9%	YES	100.0%	YES
ENGLEWOOD	358	139	1	197	90.4%	YES	218	217	99.5%	YES	100.0%	YES
FROSTPROOF	160	47	1	109	97.3%	YES	112	112	100.0%	YES	100.0%	YES
HAINES CITY	749	180	22	522	95.4%	YES	547	546	99.8%	YES	100.0%	YES
HUDSON	794	268	9	478	92.5%	YES	517	516	99.8%	YES	100.0%	YES
INDIAN LAKES	39	15	2	21	95.5%	YES	22	22	100.0%	YES	100.0%	YES
LAKE WALES	421	138	9	265	96.7%	YES	274	274	100.0%	YES	100.0%	YES
LAKELAND	2268	640	33	1435	90.0%	NO	1595	1595	100.0%	YES	100.0%	YES
MULBERRY	149	21	1	123	96.9%	YES	127	127	100.0%	YES	100.0%	YES
MYAKKA	31	14	5	8	66.7%	NO	12	12	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1043	338	9	656	94.3%	YES	696	696	100.0%	YES	100.0%	YES
N P CHARLOTTE	253	104	4	129	89.0%	NO	145	145	100.0%	YES	100.0%	YES
PALMETTO	430	157	1	247	90.8%	YES	272	272	100.0%	YES	100.0%	YES
PLANT CITY	618	175	12	406	94.2%	YES	431	431	100.0%	YES	100.0%	YES
POLK CITY	103	17	2	83	98.8%	YES	84	84	100.0%	YES	100.0%	YES
SARASOTA	2464	943	12	1368	90.7%	YES	1509	1508	99.9%	YES	100.0%	YES
ST PETERSBURG	4862	1510	27	3113	93.6%	YES	3325	3324	99.9%	YES	100.0%	YES
TAMPA	10125	3191	23	6240	90.3%	YES	6911	6909	99.9%	YES	100.0%	YES
TARPON SPRINGS	617	227	3	363	93.8%	YES	387	387	100.0%	YES	100.0%	YES
VENICE	902	432	1	429	91.5%	YES	469	468	99.8%	YES	100.0%	YES
WINTER HAVEN	1237	263	16	902	94.2%	YES	958	958	100.0%	YES	100.0%	YES
ZEPHYRHILLS	788	294	12	451	93.6%	YES	482	482	100.0%	YES	100.0%	YES
FLORIDA TOTAL	35216	11435	240	21692	92.1%	YES	23551	23540	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: OCTOBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	497		307		114	37.1%	278	90.6%	NO	190	170	89.5%	NO
BRADENTON	2,674		1,697		608	35.8%	1,595	94.0%	NO	977	959	98.2%	YES
CLEARWATER	5,848		3,524		1,285	36.5%	3,403	96.6%	YES	2,324	2,313	99.5%	YES
ENGLEWOOD	530		336		109	32.4%	314	93.5%	NO	194	194	100.0%	YES
FROSTPROOF	255		170		61	35.9%	138	81.2%	NO	85	79	92.9%	NO
HAINES CITY	1,146		798		246	30.8%	692	86.7%	NO	348	315	90.5%	NO
HUDSON	994		608		261	42.9%	590	97.0%	YES	386	382	99.0%	YES
INDIAN LAKES	76		53		20	37.7%	47	88.7%	NO	23	19	82.6%	NO
LAKE WALES	673		419		163	38.9%	383	91.4%	NO	254	237	93.3%	NO
LAKELAND	5,099		3,751		1,149	30.6%	3,435	91.6%	NO	1,348	1,217	90.3%	NO
MULBERRY	263		174		56	32.2%	141	81.0%	NO	89	73	82.0%	NO
MYAKKA	125		86		22	25.6%	81	94.2%	NO	39	37	94.9%	NO
NEW PORT RICHEY	1,038		613		266	43.4%	599	97.7%	YES	425	424	99.8%	YES
N P CHARLOTTE	364		209		67	32.1%	188	90.0%	NO	155	154	99.4%	YES
PALMETTO	818		535		178	33.3%	499	93.3%	NO	283	282	99.6%	YES
PLANT CITY	1,306		903		297	32.9%	827	91.6%	NO	403	375	93.1%	NO
POLK CITY	225		149		58	38.9%	135	90.6%	NO	76	72	94.7%	NO
SARASOTA	4,189		2,675		934	34.9%	2,508	93.8%	NO	1,514	1,486	98.2%	YES
ST. PETERSBURG	7,361		4,743		2,117	44.6%	4,598	96.9%	YES	2,618	2,577	98.4%	YES
TAMPA	16,393		10,520		3,495	33.2%	9,542	90.7%	NO	5,873	5,472	93.2%	NO
TARPON SPRINGS	1,286		835		288	34.5%	820	98.2%	YES	451	448	99.3%	YES
VENICE	2,044		1,542		642	41.6%	1,364	88.5%	NO	502	492	98.0%	YES
WINTER HAVEN	1,936		1,249		475	38.0%	1,141	91.4%	NO	687	635	92.4%	NO
ZEPHYRHILLS	996		762		422	55.4%	717	94.1%	NO	234	217	92.7%	NO
FLORIDA TOTAL	56,136		36,658		13,333	36.4%	34,035	92.8%	NO	19,478	18,629	95.6%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: NOVEMBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	334		209		73	34.9%	194	92.8%	NO	125	109	87.2%	NO
BRADENTON	2472		1695		640	37.8%	1523	89.9%	NO	777	663	85.3%	NO
CLEARWATER	5,395		3,369		1,332	39.5%	3,226	95.8%	YES	2,026	1,964	96.9%	YES
ENGLEWOOD	468		312		120	38.5%	300	96.2%	YES	156	156	100.0%	YES
FROSTPROOF	251		183		58	31.7%	164	89.6%	NO	68	60	88.2%	NO
HAINES CITY	933		602		248	41.2%	556	92.4%	NO	331	315	95.2%	YES
HUDSON	997		702		350	49.9%	689	98.1%	YES	295	278	94.2%	NO
INDIAN LAKES	66		39		9	23.1%	30	76.9%	NO	27	26	96.3%	YES
LAKE WALES	782		548		172	31.4%	466	85.0%	NO	234	213	91.0%	NO
LAKELAND	4,253		3,068		978	31.9%	2,806	91.5%	NO	1,185	1,085	91.6%	NO
MULBERRY	282		219		68	31.1%	199	90.9%	NO	63	60	95.2%	YES
MYAKKA	154		104		24	23.1%	100	96.2%	YES	50	47	94.0%	NO
NEW PORT RICHEY	895		544		220	40.4%	531	97.6%	YES	351	326	92.9%	NO
N P CHARLOTTE	290		174		86	49.4%	167	96.0%	YES	116	115	99.1%	YES
PALMETTO	929		679		174	25.6%	641	94.4%	NO	250	208	83.2%	NO
PLANT CITY	1,112		793		405	51.1%	758	95.6%	YES	319	301	94.4%	NO
POLK CITY	176		126		45	35.7%	118	93.7%	NO	50	42	84.0%	NO
SARASOTA	3,977		2,553		779	30.5%	2,318	90.8%	NO	1,424	1,310	92.0%	NO
ST. PETERSBURG	5,839		3,740		1,304	34.9%	3,513	93.9%	NO	2,099	2,006	95.6%	YES
TAMPA	13,953		9,120		3,346	36.7%	8,552	93.8%	NO	4,833	4,570	94.6%	NO
TARPON SPRINGS	996		622		252	40.5%	607	97.6%	YES	374	352	94.1%	NO
VENICE	1,404		926		316	34.1%	849	91.7%	NO	478	426	89.1%	NO
WINTER HAVEN	1,658		1,064		405	38.1%	961	90.3%	NO	594	561	94.4%	NO
ZEPHYRHILLS	947		684		345	50.4%	646	94.4%	NO	263	252	95.8%	YES
FLORIDA TOTAL	48563		32075		11749	36.6%	29914	93.3%	NO	16488	15445	93.7%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: DECEMBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1998

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	423		275		111	40.4%	263	95.6%	YES	148	148	100.0%	YES
BRADENTON	2,252		1,577		569	36.1%	1,477	93.7%	NO	675	572	84.7%	NO
CLEARWATER	4,864		3,206		1,307	40.8%	3,065	95.6%	YES	1,658	1,512	91.2%	NO
ENGLEWOOD	479		308		96	31.2%	297	96.4%	YES	171	170	99.4%	YES
FROSTPROOF	187		123		50	40.7%	109	88.6%	NO	64	64	100.0%	YES
HAINES CITY	946		711		367	51.6%	678	95.4%	YES	235	232	98.7%	YES
HUDSON	780		525		215	41.0%	505	96.2%	YES	255	221	86.7%	NO
INDIAN LAKES	60		44		18	40.9%	41	93.2%	NO	16	16	100.0%	YES
LAKE WALES	576		403		159	39.5%	378	93.8%	NO	173	172	99.4%	YES
LAKELAND	3,486		2,386		951	39.9%	2,257	94.6%	NO	1,100	1,092	99.3%	YES
MULBERRY	247		150		70	46.7%	143	95.3%	YES	97	95	97.9%	YES
MYAKKA	188		139		67	48.2%	128	92.1%	NO	49	38	77.6%	NO
NEW PORT RICHEY	837		549		191	34.8%	534	97.3%	YES	288	254	88.2%	NO
N P CHARLOTTE	294		168		76	45.2%	161	95.8%	YES	126	123	97.6%	YES
PALMETTO	632		438		143	32.6%	389	88.8%	NO	194	172	88.7%	NO
PLANT CITY	916		640		294	45.9%	614	95.9%	YES	276	275	99.6%	YES
POLK CITY	232		180		106	58.9%	166	92.2%	NO	52	52	100.0%	YES
SARASOTA	3,680		2,551		915	35.9%	2,352	92.2%	NO	1,129	993	88.0%	NO
ST. PETERSBURG	5,689		3,860		1,322	34.2%	3,683	95.4%	YES	1,829	1,685	92.1%	NO
TAMPA	14,283		9,578		3,756	39.2%	8,996	93.9%	NO	4,705	4,578	97.3%	YES
TARPON SPRINGS	956		644		271	42.1%	619	96.1%	YES	312	264	84.6%	NO
VENICE	1,138		798		248	31.1%	745	93.4%	NO	340	299	87.9%	NO
WINTER HAVEN	1,678		1,114		473	42.5%	1,051	94.3%	NO	564	558	98.9%	YES
ZEPHYRHILLS	681		451		255	56.5%	433	96.0%	YES	230	229	99.6%	YES
FLORIDA TOTAL	45,504		30,818		12,030	39.0%	29,084	94.4%	NO	14,686	13,814	94.1%	NO

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

April 29, 1999

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the first quarter of 1999, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

for Deborah B. Kampert
Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1999

DATA MONTH: JANUARY 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW	BARTOW	BRADENTON	BRADENTON	BARTOW
BRADENTON		ENGLEWOOD	CLEARWATER	MYAKKA
CLEARWATER		FROSTPROOF	HAINES CITY	PALMETTO
HAINES CITY		HAINES CITY	HUDSON	
LAKE WALES		INDIAN LAKE	INDIAN LAKE	
LAKELAND		LAKE WALES	LAKE WALES	
NEW PORT RICHEY		MULBERRY	LAKELAND	
PLANT CITY		MYAKKA	MULBERRY	
SARASOTA		NORTH PORT	MYAKKA	
ST PETE		PALMETTO	NEW PORT RICHEY	
TAMPA		PLANT CITY	PALMETTO	
VENICE		VENICE	POLK CITY	
WINTER HAVEN		WINTER HAVEN	SARASOTA	
			ST PETE	
			TARPON SPRINGS	
			VENICE	
			WINTER HAVEN	

SCHEDULE 17 AND 18
We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

SCHEDULE 11
Florida Region overall met the out of service cleared within 24 hour objective at 95.1%. None of the exchanges were below results of 90%. We reallocated manpower to the out of service customers, which impacted the not out of service trouble.

SCHEDULE 2
Florida Region overall met the primary orders objective at 93.6%. Only three exchanges out of 24 did not meet standards.

Note: We assumed some risk with the reallocation of manpower. Some exchanges missed the appointments, both service order and repair, as well as the not out of service trouble.

Action Plan: We are seeing improved productivity today and expect to see that continue. We are continuing our aggressive trouble reduction program as well as developing plans to reduce rework.

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1999

DATA MONTH: FEBRUARY 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BRADENTON CLEARWATER HAINES CITY LAKE WALES LAKELAND NEW PORT RICHEY PLANT CITY SARASOTA ST PETE TAMPA VENICE WINTER HAVEN	NONE MISSED	NONE MISSED	NONE MISSED	BARTOW BRADENTON CLEARWATER ENGLEWOOD FROSTPROOF HAINES CITY HUDSON INDIAN LAKE LAKE WALES LAKELAND MULBERRY MYAKKA NEW PORT RICHEY NORTH PORT PALMETTO PLANT CITY POLK CITY SARASOTA ST PETERSBURG TAMPA TARPON SPRINGS VENICE WINTER HAVEN ZEPHYRHILLS

SCHEDULE 18
We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

SCHEDULE 2
Due to a report system problem, we believe the reported results do not accurately reflect the service results for this period. After significant system and programming analysis, we believe the reporting issue is resolved and will be reflected in the April results.

Action plan: Escalate reinforcement training with both the field technician and contact reps on appointment information requirements.

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1999

DATA MONTH: MARCH 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW	NONE MISSED	POLK CITY	NONE MISSED	BARTOW
BRADENTON				BRADENTON
CLEARWATER				CLEARWATER
HAINES CITY				ENGLEWOOD
LAKE WALES				FROSTPROOF
LAKELAND				HAINES CITY
PLANT CITY				HUDSON
SARASOTA				INDIAN LAKE
ST PETE				LAKE WALES
TAMPA				LAKELAND
VENICE				MULBERRY
WINTER HAVEN				MYAKKA
				NEW PORT RICHEY
				NORTH PORT
				PALMETTO
				PLANT CITY
				POLK CITY
				SARASOTA
				ST PETERSBURG
				TAMPA
				TARPON SPRINGS
				VENICE
				WINTER HAVEN
				ZEPHYRHILLS

SCHEDULE 18
We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

SCHEDULE 2
Due to a report system problem, we believe the reported results do not accurately reflect the service results for this period. After significant system and programming analysis, we believe the reporting issue is resolved and will be reflected in the April results. Specifically, during the period of March, our due date manager system was quoting 3-day commitments or less.

Action Plan: Continued emphasis with contact and field employees on appointment procedure.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 1

MONTH: JANUARY

PERIOD ENDING: MARCH 31, 1999

RULE 25-4.66

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	235	122	4	97	89.0%	NO	109	109	100.0%	YES	100.0%	YES
BRADENTON	2467	1534	2	878	94.3%	YES	931	931	100.0%	YES	100.0%	YES
CLEARWATER	4804	2925	14	1771	95.0%	YES	1865	1865	100.0%	YES	100.0%	YES
ENGLEWOOD	378	250	0	119	93.0%	YES	128	128	100.0%	YES	100.0%	YES
FROSTPROOF	148	76	4	62	91.2%	YES	68	68	100.0%	YES	100.0%	YES
HAINES CITY	918	544	11	336	92.6%	YES	363	363	100.0%	YES	100.0%	YES
HUDSON	912	555	9	330	94.8%	YES	348	348	100.0%	YES	100.0%	YES
INDIAN LAKES	47	34	1	11	91.7%	YES	12	12	100.0%	YES	100.0%	YES
LAKE WALES	421	255	4	151	93.1%	YES	163	163	100.0%	YES	100.0%	YES
LAKELAND	2434	1312	26	1030	94.0%	YES	1096	1096	100.0%	YES	100.0%	YES
MULBERRY	124	58	2	59	92.2%	YES	64	64	100.0%	YES	100.0%	YES
MYAKKA	31	16	4	7	63.6%	NO	11	11	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1112	633	2	456	95.6%	YES	477	477	100.0%	YES	100.0%	YES
N P CHARLOTTE	316	208	6	102	94.4%	YES	108	108	100.0%	YES	100.0%	YES
PALMETTO	613	387	1	202	89.8%	NO	225	225	100.0%	YES	100.0%	YES
PLANT CITY	699	386	11	281	93.0%	YES	302	302	100.0%	YES	100.0%	YES
POLK CITY	140	76	2	59	95.2%	YES	62	62	100.0%	YES	100.0%	YES
SARASOTA	2655	1770	4	805	91.4%	YES	881	881	100.0%	YES	100.0%	YES
ST PETERSBURG	5158	3030	28	1994	95.0%	YES	2100	2100	100.0%	YES	100.0%	YES
TAMPA	10575	6532	15	3731	92.6%	YES	4028	4028	100.0%	YES	100.0%	YES
TARPON SPRINGS	739	461	2	261	94.6%	YES	276	276	100.0%	YES	100.0%	YES
VENICE	1025	703	0	298	92.5%	YES	322	322	100.0%	YES	100.0%	YES
WINTER HAVEN	1244	700	15	493	93.2%	YES	529	529	100.0%	YES	100.0%	YES
ZEPHYRHILLS	896	491	37	351	95.4%	YES	368	368	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38091	23058	198	13884	93.6%	YES	14835	14835	100.0%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: FEBRUARY
PERIOD ENDING: MARCH 31, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	225	83	6	84	61.8%	NO	136	136	100.0%	YES	100.0%	YES
BRADENTON	2083	1007	2	837	77.9%	NO	1074	1074	100.0%	YES	100.0%	YES
CLEARWATER	4047	2069	10	1591	80.8%	NO	1968	1968	100.0%	YES	100.0%	YES
ENGLEWOOD	260	131	0	94	72.9%	NO	129	129	100.0%	YES	100.0%	YES
FROSTPROOF	98	32	0	51	77.3%	NO	66	66	100.0%	YES	100.0%	YES
HAINES CITY	620	247	20	238	67.4%	NO	353	353	99.7%	YES	100.0%	YES
HUDSON	725	312	2	326	79.3%	NO	411	411	100.0%	YES	100.0%	YES
INDIAN LAKES	35	10	2	14	60.9%	NO	23	23	100.0%	YES	100.0%	YES
LAKE WALES	347	139	4	137	67.2%	NO	204	204	100.0%	YES	100.0%	YES
LAKELAND	2344	1011	23	983	75.3%	NO	1306	1305	99.9%	YES	100.0%	YES
MULBERRY	130	49	1	62	77.5%	NO	80	80	100.0%	YES	100.0%	YES
MYAKKA	32	16	1	5	33.3%	NO	15	15	100.0%	YES	100.0%	YES
NEW PORT RICHEY	899	443	1	374	82.2%	NO	455	455	100.0%	YES	100.0%	YES
N P CHARLOTTE	306	92	0	78	68.4%	NO	114	114	100.0%	YES	100.0%	YES
PALMETTO	376	163	1	152	71.4%	NO	213	213	100.0%	YES	100.0%	YES
PLANT CITY	699	310	16	276	74.0%	NO	373	373	100.0%	YES	100.0%	YES
POLK CITY	93	35	1	35	61.4%	NO	57	57	100.0%	YES	100.0%	YES
SARASOTA	2124	1133	0	745	75.2%	NO	991	991	100.0%	YES	100.0%	YES
ST PETERSBURG	4778	2232	12	1981	78.2%	NO	2534	2534	100.0%	YES	100.0%	YES
TAMPA	10510	5307	4	3859	74.2%	NO	5199	5199	100.0%	YES	100.0%	YES
TARPON SPRINGS	560	262	2	234	79.1%	NO	296	296	100.0%	YES	100.0%	YES
VENICE	703	381	0	243	75.5%	NO	322	322	100.0%	YES	100.0%	YES
WINTER HAVEN	1161	458	13	481	69.7%	NO	690	690	100.0%	YES	100.0%	YES
ZEPHYRHILLS	527	204	8	232	73.7%	NO	315	315	100.0%	YES	100.0%	YES
FLORIDA TOTAL	33578	16125	129	13112	75.7%	NO	17324	17321	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 3
RULE 25-4.66

MONTH: MARCH
PERIOD ENDING: MARCH 31, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	257	83	2	114	44.3%	NO	172	172	100.0%	YES	100.0%	YES
BRADENTON	2247	953	1	1145	50.6%	NO	1293	1293	100.0%	YES	100.0%	YES
CLEARWATER	4735	2180	7	2285	49.7%	NO	2548	2548	100.0%	YES	100.0%	YES
ENGLEWOOD	297	134	0	143	47.7%	NO	163	163	100.0%	YES	100.0%	YES
FROSTPROOF	103	31	1	45	43.4%	NO	71	71	100.0%	YES	100.0%	YES
HAINES CITY	614	214	12	254	45.5%	NO	388	388	100.0%	YES	100.0%	YES
HUDSON	782	297	3	410	55.1%	NO	482	482	100.0%	YES	100.0%	YES
INDIAN LAKES	24	7	2	8	53.3%	NO	15	15	100.0%	YES	100.0%	YES
LAKE WALES	393	144	2	148	59.9%	NO	247	247	100.0%	YES	100.0%	YES
LAKELAND	2444	952	18	994	67.4%	NO	1474	1474	100.0%	YES	100.0%	YES
MULBERRY	118	36	2	51	63.8%	NO	80	80	100.0%	YES	100.0%	YES
MYAKKA	44	16	0	21	75.0%	NO	28	28	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1048	474	1	514	89.7%	NO	573	573	100.0%	YES	100.0%	YES
N P CHARLOTTE	288	120	0	135	80.4%	NO	168	168	100.0%	YES	100.0%	YES
PALMETTO	420	157	0	233	88.6%	NO	263	263	100.0%	YES	100.0%	YES
PLANT CITY	689	237	6	321	72.0%	NO	446	446	100.0%	YES	100.0%	YES
POLK CITY	100	32	2	48	60.6%	NO	66	66	100.0%	YES	100.0%	YES
SARASOTA	2390	1157	0	1085	88.0%	NO	1233	1233	100.0%	YES	100.0%	YES
ST PETERSBURG	5474	2340	6	2555	81.7%	NO	3128	3128	100.0%	YES	100.0%	YES
TAMPA	11921	5303	27	4958	75.2%	NO	6591	6591	100.0%	YES	100.0%	YES
TARPON SPRINGS	668	285	3	329	86.6%	NO	388	388	100.0%	YES	100.0%	YES
VENICE	808	431	0	322	85.4%	NO	377	377	100.0%	YES	100.0%	YES
WINTER HAVEN	1266	506	18	511	68.9%	NO	742	742	100.0%	YES	100.0%	YES
ZEPHYRHILLS	525	200	5	219	68.4%	NO	328	328	100.0%	YES	100.0%	YES
FLORIDA TOTAL	37655	16289	118	16840	79.3%	NO	21248	21248	100.0%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: JANUARY

RULE 25-4.70

PERIOD ENDING: MARCH 31, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	333		199		85	42.7%	189	95.0%	YES	134	130	97.0%	YES
BRADENTON	3,187		2,109		716	33.9%	1,995	94.6%	NO	1,078	885	82.1%	NO
CLEARWATER	6,185		3,831		1,491	38.9%	3,665	95.7%	YES	2,354	2,007	85.3%	NO
ENGLEWOOD	662		442		132	29.9%	403	91.2%	NO	220	217	98.6%	YES
FROSTPROOF	194		141		58	41.1%	131	92.9%	NO	53	51	96.2%	YES
HAINES CITY	1,048		704		288	40.9%	656	93.2%	NO	344	316	91.9%	NO
HUDSON	904		596		220	36.9%	577	96.8%	YES	308	265	86.0%	NO
INDIAN LAKES	91		60		32	53.3%	54	90.0%	NO	31	29	93.5%	NO
LAKE WALES	631		451		204	45.2%	419	92.9%	NO	180	169	93.9%	NO
LAKELAND	3,967		2,862		1,185	41.4%	2,751	96.1%	YES	1,105	1,034	93.6%	NO
MULBERRY	244		160		60	37.5%	144	90.0%	NO	84	78	92.9%	NO
MYAKKA	166		107		31	29.0%	100	93.5%	NO	59	49	83.1%	NO
NEW PORT RICHEY	1,128		712		265	37.2%	689	96.8%	YES	416	353	84.9%	NO
N P CHARLOTTE	498		331		146	44.1%	314	94.9%	NO	167	162	97.0%	YES
PALMETTO	926		639		212	33.2%	594	93.0%	NO	287	248	86.4%	NO
PLANT CITY	960		613		217	35.4%	565	92.2%	NO	347	334	96.3%	YES
POLK CITY	166		102		40	39.2%	99	97.1%	YES	64	60	93.8%	NO
SARASOTA	4,090		2,541		931	36.6%	2,424	95.4%	YES	1,549	1,348	87.0%	NO
ST. PETERSBURG	7,104		4,558		1,672	36.7%	4,365	95.8%	YES	2,546	2,175	85.4%	NO
TAMPA	14,650		9,456		3,944	41.7%	8,983	95.0%	YES	5,194	4,940	95.1%	YES
TARPON SPRINGS	1,144		724		200	27.6%	706	97.5%	YES	420	346	82.4%	NO
VENICE	1,564		980		317	32.3%	927	94.6%	NO	584	471	80.7%	NO
WINTER HAVEN	1,718		1,144		438	38.3%	1,067	93.3%	NO	574	535	93.2%	NO
ZEPHYRHILLS	725		499		229	45.9%	477	95.6%	YES	226	217	96.0%	YES
FLORIDA TOTAL	52,285		33,961		13,113	38.6%	32,294	95.1%	YES	18,324	16,419	89.6%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: FEBRUARY

RULE 25-4.70

PERIOD ENDING: MARCH 31, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	286		158		76	48.1%	156	98.7%	YES	128	128	100.0%	YES
BRADENTON	2277		1387		621	44.8%	1358	97.9%	YES	890	887	99.7%	YES
CLEARWATER	5,419		3,150		1,546	49.1%	3,105	98.6%	YES	2,269	2,249	99.1%	YES
ENGLEWOOD	631		437		237	54.2%	430	98.4%	YES	194	192	99.0%	YES
FROSTPROOF	148		87		48	55.2%	84	96.6%	YES	61	61	100.0%	YES
HAINES CITY	880		600		341	56.8%	580	96.7%	YES	280	280	100.0%	YES
HUDSON	753		418		201	48.1%	413	98.8%	YES	335	335	100.0%	YES
INDIAN LAKES	68		48		25	52.1%	48	100.0%	YES	20	20	100.0%	YES
LAKE WALES	531		338		181	53.6%	330	97.6%	YES	193	193	100.0%	YES
LAKELAND	3,137		2,110		1,002	47.5%	2,072	98.2%	YES	1,027	1,024	99.7%	YES
MULBERRY	201		119		63	52.9%	118	99.2%	YES	82	80	97.6%	YES
MYAKKA	120		77		32	41.6%	75	97.4%	YES	43	43	100.0%	YES
NEW PORT RICHEY	826		446		228	51.1%	439	98.4%	YES	380	379	99.7%	YES
N P CHARLOTTE	276		161		66	41.0%	156	96.9%	YES	115	114	99.1%	YES
PALMETTO	614		394		195	49.5%	385	97.7%	YES	220	219	99.5%	YES
PLANT CITY	869		550		263	47.8%	532	96.7%	YES	319	316	99.1%	YES
POLK CITY	139		91		36	39.6%	87	95.6%	YES	48	46	95.8%	YES
SARASOTA	3,348		1,946		917	47.1%	1,903	97.8%	YES	1,402	1,396	99.6%	YES
ST. PETERSBURG	5,935		3,647		1,782	48.9%	3,576	98.1%	YES	2,288	2,268	99.1%	YES
TAMPA	13,392		8,335		4,169	50.0%	8,112	97.3%	YES	5,057	5,026	99.4%	YES
TARPON SPRINGS	928		509		254	49.9%	503	98.8%	YES	419	418	99.8%	YES
VENICE	1,083		613		282	46.0%	598	97.6%	YES	470	468	99.6%	YES
WINTER HAVEN	1,309		752		365	48.5%	722	96.0%	YES	557	555	99.6%	YES
ZEPHYRHILLS	607		363		225	62.0%	360	99.2%	YES	244	242	99.2%	YES
FLORIDA TOTAL	43,777		26,736		13,155	49.2%	26,142	97.8%	YES	17,041	16,939	99.4%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11 MONTH: MARCH

RULE 25-4.70 PERIOD ENDING: MARCH 31, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	316		174		99	56.9%	173	99.4%	YES	142	142	100.0%	YES
BRADENTON	2,209		1,264		643	50.9%	1,244	98.4%	YES	945	944	99.9%	YES
CLEARWATER	5,209		3,031		1,503	49.6%	2,980	98.3%	YES	2,178	2,167	99.5%	YES
ENGLEWOOD	453		284		135	47.5%	274	96.5%	YES	169	169	100.0%	YES
FROSTPROOF	117		56		23	41.1%	55	98.2%	YES	61	60	98.4%	YES
HAINES CITY	826		469		272	58.0%	460	98.1%	YES	357	356	99.7%	YES
HUDSON	918		562		289	51.4%	557	99.1%	YES	356	356	100.0%	YES
INDIAN LAKES	46		22		12	54.5%	22	100.0%	YES	24	24	100.0%	YES
LAKE WALES	430		271		128	47.2%	263	97.0%	YES	159	159	100.0%	YES
LAKELAND	3,096		1,876		864	46.1%	1,812	96.6%	YES	1,220	1,218	99.8%	YES
MULBERRY	198		113		59	52.2%	113	100.0%	YES	85	84	98.8%	YES
MYAKKA	217		146		86	58.9%	140	95.9%	YES	71	68	95.8%	YES
NEW PORT RICHEY	963		539		240	44.5%	531	98.5%	YES	424	424	100.0%	YES
N P CHARLOTTE	475		330		190	57.6%	325	98.5%	YES	145	145	100.0%	YES
PALMETTO	578		356		176	49.4%	353	99.2%	YES	222	219	98.6%	YES
PLANT CITY	817		503		237	47.1%	487	96.8%	YES	314	313	99.7%	YES
POLK CITY	185		131		90	68.7%	124	94.7%	NO	54	54	100.0%	YES
SARASOTA	3,185		1,861		985	52.9%	1,828	98.2%	YES	1,324	1,321	99.8%	YES
ST. PETERSBURG	5,574		3,124		1,447	46.3%	3,068	98.2%	YES	2,450	2,442	99.7%	YES
TAMPA	13,242		7,938		3,858	48.6%	7,759	97.7%	YES	5,304	5,281	99.6%	YES
TARPON SPRINGS	1,002		550		256	46.5%	544	98.9%	YES	452	451	99.8%	YES
VENICE	1,213		684		370	54.1%	680	99.4%	YES	529	527	99.6%	YES
WINTER HAVEN	1,697		1,035		566	54.7%	1,013	97.9%	YES	662	659	99.5%	YES
ZEPHYRHILLS	476		242		132	54.5%	239	98.8%	YES	234	233	99.6%	YES
FLORIDA TOTAL	43,442		25,561		12,660	49.5%	25,044	98.0%	YES	17,881	17,816	99.6%	YES

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

July 26, 1999

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the second quarter of 1999, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

MISSED SERVICE STANDARDS
APRIL 1999

Schedule 2 - Summary of Completed Service Order

The FPSC objective is 90.0%. Florida region overall exceeded the objective with results of 93.3% for the month. Only one exchange out of 24 did not meet the FPSC objective. The Mulberry exchange had 86 service order requests with 76 requests completed within three days.

Schedule 11 - Out of Service and Non-out of service cleared

The FPSC objective is 95.0%. Florida region overall exceeded the objective with results of 97.3% for the month. No exchange fell below results of 90.0% for the month.

We are continuing our proactive maintenance plan.

Schedule 17 - Repair Appointments Met

The FPSC objective is 95.0%. Florida region overall exceeded the objective with results of 97.1% for the month.

We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the repair ticket.

Schedule 18 - Service Order Appointments Met

We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

MISSED SERVICE STANDARDS
MAY 1999

Schedule 2 - Summary of Completed Service Order

The FPSC objective is 90.0%. Florida region overall exceeded the objective with results of 95.4% for the month. Only one exchange out of 24 did not meet the FPSC objective. The Myakka exchange had 17 service order requests with 13 requests completed within three days.

Schedule 11 - Out of Service

The FPSC objective is 95.0%. Florida region overall exceeded the objective with results of 97.0% for the month. No exchange fell below results of 90.0% for the month.

We are continuing our proactive maintenance plan.

Schedule 18 - Service Order Appointments Met

While we saw improvement in this area from April to May, we continue to reinforce with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

MISSED SERVICE STANDARDS
JUNE 1999

Schedule 2 - Summary of Completed Service Order

The FPSC objective is 90.0%. Florida region overall exceeded the objective with results of 91.7% for the month.

During the month of June, we experienced severe inclement weather, with rainfall in excess of 9 inches. This persistent rainfall, and lightening, had a direct impact on our results by hindering our work force from performing their jobs. This further delayed our ability to complete service orders and repair reports.

Schedule 11 - Out of Service

During the month of June, we experienced severe inclement weather, with rainfall in excess of 9 inches. This persistent rainfall, and lightening, had a direct impact on our results by hindering our work force from performing their jobs. This further delayed our ability to complete service orders and repair reports.

Schedule 17 - Repair Appointments Met

The FPSC objective is 95.0%. Florida region overall achieved the objective with results of 95.1% for the month.

During the month of June, we experienced severe inclement weather, with rainfall in excess of 9 inches. This persistent rainfall, and lightening, had a direct impact on our results by hindering our work force from performing their jobs. This further delayed our ability to complete service orders and repair reports.

Schedule 18 - Service Order Appointments Met

During the month of June, we experienced severe inclement weather, with rainfall in excess of 9 inches. This persistent rainfall, and lightening, had a direct impact on our results by hindering our work force from performing their jobs. This further delayed our ability to complete service orders and repair reports.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 1
RULE 25-4.66

MONTH: APRIL
PERIOD ENDING: JUNE 30, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	226	68	3	146	93.6%	YES	156	156	100.0%	YES	100.0%	YES
BRADENTON	1985	865	2	1069	95.6%	YES	1118	1118	100.0%	YES	100.0%	YES
CLEARWATER	4264	2186	1	2030	97.7%	YES	2077	2077	100.0%	YES	100.0%	YES
ENGLEWOOD	287	133	0	151	98.1%	YES	154	154	100.0%	YES	100.0%	YES
FROSTPROOF	73	26	2	43	95.6%	YES	45	45	100.0%	YES	100.0%	YES
HAINES CITY	552	197	22	307	92.2%	YES	333	333	100.0%	YES	100.0%	YES
HUDSON	702	296	2	387	95.8%	YES	404	404	100.0%	YES	100.0%	YES
INDIAN LAKES	26	10	0	15	93.8%	YES	16	16	100.0%	YES	100.0%	YES
LAKE WALES	319	121	7	173	90.6%	YES	191	191	100.0%	YES	100.0%	YES
LAKELAND	2339	1032	16	1200	93.0%	YES	1291	1290	99.9%	YES	100.0%	YES
MULBERRY	140	49	5	76	88.4%	NO	86	86	100.0%	YES	100.0%	YES
MYAKKA	32	12	2	17	94.4%	YES	18	18	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1068	500	2	546	96.5%	YES	566	566	100.0%	YES	100.0%	YES
N P CHARLOTTE	237	119	2	113	97.4%	YES	116	116	100.0%	YES	100.0%	YES
PALMETTO	347	155	0	192	100.0%	YES	192	192	100.0%	YES	100.0%	YES
PLANT CITY	656	217	8	417	96.8%	YES	431	431	100.0%	YES	100.0%	YES
POLK CITY	83	27	0	51	91.1%	YES	56	56	100.0%	YES	100.0%	YES
SARASOTA	2375	1235	2	1097	96.4%	YES	1138	1137	99.9%	YES	100.0%	YES
ST PETERSBURG	4928	2334	14	2405	93.2%	YES	2580	2579	99.9%	YES	100.0%	YES
TAMPA	11444	5433	44	5575	98.1%	YES	5967	5966	99.9%	YES	100.0%	YES
TARPON SPRINGS	565	286	3	268	97.1%	YES	276	276	100.0%	YES	100.0%	YES
VENICE	740	422	0	304	95.6%	YES	318	318	100.0%	YES	100.0%	YES
WINTER HAVEN	1174	482	9	625	91.5%	YES	683	683	100.0%	YES	100.0%	YES
ZEPHYRHILLS	457	168	6	271	95.8%	YES	283	283	100.0%	YES	100.0%	YES
FLORIDA TOTAL	35919	16373	151	17278	93.4%	YES	18495	18491	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

MONTH: MAY

PERIOD ENDING: JUNE 30, 1999

SCHEDULE 2

RULE 25-4.66

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	211	80	7	121	97.6%	YES	124	124	100.0%	YES	100.0%	YES
BRADENTON	2061	995	9	1005	95.1%	YES	1057	1057	100.0%	YES	100.0%	YES
CLEARWATER	4367	2328	13	1911	96.8%	YES	1974	1974	100.0%	YES	100.0%	YES
ENGLEWOOD	250	107	4	136	97.8%	YES	139	139	100.0%	YES	100.0%	YES
FROSTPROOF	74	22	2	50	100.0%	YES	50	50	100.0%	YES	100.0%	YES
HAINES CITY	529	218	4	293	95.4%	YES	307	307	100.0%	YES	100.0%	YES
HUDSON	640	282	4	344	97.3%	YES	354	354	100.0%	YES	100.0%	YES
INDIAN LAKES	21	9	1	11	100.0%	YES	11	11	100.0%	YES	100.0%	YES
LAKE WALES	397	168	6	217	97.3%	YES	223	223	100.0%	YES	100.0%	YES
LAKELAND	2367	1041	25	1158	96.4%	YES	1201	1201	100.0%	YES	100.0%	YES
MULBERRY	117	44	1	69	95.8%	YES	72	72	100.0%	YES	100.0%	YES
MYAKKA	26	4	5	13	76.5%	NO	17	17	100.0%	YES	100.0%	YES
NEW PORT RICHEY	988	494	1	474	96.1%	YES	493	493	100.0%	YES	100.0%	YES
N P CHARLOTTE	211	97	12	95	93.1%	YES	102	102	100.0%	YES	100.0%	YES
PALMETTO	342	139	2	192	95.5%	YES	201	201	100.0%	YES	100.0%	YES
PLANT CITY	627	253	5	358	97.0%	YES	369	369	100.0%	YES	100.0%	YES
POLK CITY	71	26	3	42	100.0%	YES	42	42	100.0%	YES	100.0%	YES
SARASOTA	2372	1246	15	1068	96.1%	YES	1111	1111	100.0%	YES	100.0%	YES
ST PETERSBURG	4988	2413	26	2388	93.4%	YES	2549	2549	100.0%	YES	100.0%	YES
TAMPA	11611	5677	46	5578	94.7%	YES	5888	5888	100.0%	YES	100.0%	YES
TARPON SPRINGS	568	269	3	279	94.3%	YES	296	296	100.0%	YES	100.0%	YES
VENICE	654	369	5	275	96.1%	YES	288	288	100.0%	YES	100.0%	YES
WINTER HAVEN	1079	402	4	647	96.1%	YES	673	672	99.9%	YES	100.0%	YES
ZEPHYRHILLS	367	149	3	210	97.7%	YES	215	215	100.0%	YES	100.0%	YES
FLORIDA TOTAL	34778	16824	206	16926	95.4%	YES	17748	17747	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: JUNE
PERIOD ENDING: JUNE 30, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	243	79	1	158	96.9%	YES	163	163	100.0%	YES	100.0%	YES
BRADENTON	2070	918	17	1041	91.7%	YES	1135	1135	100.0%	YES	100.0%	YES
CLEARWATER	4411	2276	20	1879	88.8%	NO	2115	2115	100.0%	YES	100.0%	YES
ENGLEWOOD	222	97	0	125	100.0%	YES	125	125	100.0%	YES	100.0%	YES
FROSTPROOF	78	23	3	51	98.1%	YES	52	52	100.0%	YES	100.0%	YES
HAINES CITY	612	204	10	384	96.5%	YES	398	398	100.0%	YES	100.0%	YES
HUDSON	652	290	9	298	84.4%	NO	353	353	100.0%	YES	100.0%	YES
INDIAN LAKES	11	4	0	6	85.7%	NO	7	7	100.0%	YES	100.0%	YES
LAKE WALES	347	130	6	200	94.8%	YES	211	211	100.0%	YES	100.0%	YES
LAKELAND	2291	960	19	1259	96.0%	YES	1312	1312	100.0%	YES	100.0%	YES
MULBERRY	125	43	3	74	93.7%	YES	79	79	100.0%	YES	100.0%	YES
MYAKKA	41	15	5	19	90.5%	YES	21	21	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1104	539	1	492	87.2%	NO	564	564	100.0%	YES	100.0%	YES
N P CHARLOTTE	215	86	11	115	97.5%	YES	118	118	100.0%	YES	100.0%	YES
PALMETTO	339	133	5	179	89.1%	NO	201	201	100.0%	YES	100.0%	YES
PLANT CITY	673	249	7	410	98.3%	YES	417	417	100.0%	YES	100.0%	YES
POLK CITY	82	23	1	56	96.6%	YES	58	58	100.0%	YES	100.0%	YES
SARASOTA	2524	1299	15	1143	94.5%	YES	1210	1210	100.0%	YES	100.0%	YES
ST PETERSBURG	5142	2457	20	2277	85.4%	NO	2665	2665	100.0%	YES	100.0%	YES
TAMPA	11886	5673	83	5699	93.0%	YES	6130	6130	100.0%	YES	100.0%	YES
TARPON SPRINGS	606	292	1	260	83.1%	NO	313	313	100.0%	YES	100.0%	YES
VENICE	757	413	7	325	96.4%	YES	337	337	100.0%	YES	100.0%	YES
WINTER HAVEN	1174	466	12	670	96.3%	YES	696	696	100.0%	YES	100.0%	YES
ZEPHYRHILLS	390	151	4	228	97.0%	YES	235	235	100.0%	YES	100.0%	YES
FLORIDA TOTAL	35995	16820	260	17348	91.7%	YES	18915	18915	100.0%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: APRIL

RULE 25-4.70

PERIOD ENDING: JUNE 30, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	336		206		84	40.8%	189	91.7%	NO	130	130	100.0%	YES
BRADENTON	1,935		1,172		509	43.4%	1,154	98.5%	YES	763	759	99.5%	YES
CLEARWATER	4,907		2,901		1,486	51.2%	2,844	98.0%	YES	2,006	2,002	99.8%	YES
ENGLEWOOD	388		219		106	48.4%	217	99.1%	YES	169	169	100.0%	YES
FROSTPROOF	120		74		38	51.4%	74	100.0%	YES	46	46	100.0%	YES
HAINES CITY	752		459		199	43.4%	439	95.6%	YES	293	292	99.7%	YES
HUDSON	762		425		177	41.6%	422	99.3%	YES	337	334	99.1%	YES
INDIAN LAKES	58		34		13	38.2%	32	94.1%	NO	24	24	100.0%	YES
LAKE WALES	444		276		148	53.6%	270	97.8%	YES	168	168	100.0%	YES
LAKELAND	3,383		2,225		872	39.2%	2,086	93.8%	NO	1,158	1,152	99.5%	YES
MULBERRY	203		139		52	37.4%	132	95.0%	YES	64	64	100.0%	YES
MYAKKA	202		140		67	47.9%	134	95.7%	YES	62	61	98.4%	YES
NEW PORT RICHEY	809		418		169	40.4%	412	98.6%	YES	391	390	99.7%	YES
N P CHARLOTTE	320		193		112	58.0%	186	96.4%	YES	127	127	100.0%	YES
PALMETTO	609		414		199	48.1%	406	98.1%	YES	195	195	100.0%	YES
PLANT CITY	775		457		182	39.8%	447	97.8%	YES	318	318	100.0%	YES
POLK CITY	207		127		62	48.8%	124	97.6%	YES	80	80	100.0%	YES
SARASOTA	3,182		1,919		919	47.9%	1,880	98.0%	YES	1,263	1,257	99.5%	YES
ST. PETERSBURG	5,339		3,178		1,380	43.4%	3,113	98.0%	YES	2,161	2,143	99.2%	YES
TAMPA	12,797		7,993		3,557	44.5%	7,800	97.6%	YES	4,804	4,777	99.4%	YES
TARPON SPRINGS	934		512		236	46.1%	506	98.8%	YES	422	421	99.8%	YES
VENICE	1,171		739		365	49.4%	724	98.0%	YES	432	431	99.8%	YES
WINTER HAVEN	1,626		1,075		461	42.9%	1,033	96.1%	YES	551	548	99.5%	YES
ZEPHYRHILLS	474		267		146	54.7%	260	97.4%	YES	207	207	100.0%	YES
FLORIDA TOTAL	41,733		25,562		11,539	45.1%	24,884	97.3%	YES	16,171	16,095	99.5%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: MAY

RULE 25-4.70

PERIOD ENDING: JUNE 30, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	429		247		98	39.7%	238	96.4%	YES	182	177	97.3%	YES
BRADENTON	3079		2337		1483	63.5%	2302	98.5%	YES	742	740	99.7%	YES
CLEARWATER	4,625		2,755		1,392	50.5%	2,724	98.9%	YES	1,870	1,865	99.7%	YES
ENGLEWOOD	470		346		251	72.5%	344	99.4%	YES	124	124	100.0%	YES
FROSTPROOF	151		88		37	42.0%	83	94.3%	NO	63	62	98.4%	YES
HAINES CITY	877		582		234	40.2%	543	93.3%	NO	295	292	99.0%	YES
HUDSON	833		456		185	40.6%	448	98.2%	YES	377	372	98.7%	YES
INDIAN LAKES	74		57		32	56.1%	57	100.0%	YES	17	17	100.0%	YES
LAKE WALES	584		377		165	43.8%	354	93.9%	NO	207	206	99.5%	YES
LAKELAND	4,047		2,686		1,050	39.1%	2,554	95.1%	YES	1,361	1,342	98.6%	YES
MULBERRY	273		173		53	30.6%	159	91.9%	NO	100	95	95.0%	YES
MYAKKA	272		197		121	61.4%	197	100.0%	YES	75	74	98.7%	YES
NEW PORT RICHEY	748		411		190	46.2%	410	99.8%	YES	337	337	100.0%	YES
N P CHARLOTTE	257		154		76	49.4%	149	96.8%	YES	103	103	100.0%	YES
PALMETTO	518		326		147	45.1%	318	97.5%	YES	192	192	100.0%	YES
PLANT CITY	1,157		793		357	45.0%	762	96.1%	YES	364	352	96.7%	YES
POLK CITY	208		145		51	35.2%	131	90.3%	NO	63	61	96.8%	YES
SARASOTA	2,896		1,696		946	55.8%	1,678	98.9%	YES	1,200	1,197	99.8%	YES
ST. PETERSBURG	4,964		2,883		1,281	44.4%	2,836	98.4%	YES	2,081	2,079	99.9%	YES
TAMPA	14,538		9,089		3,720	40.9%	8,734	96.1%	YES	5,449	5,415	99.4%	YES
TARPON SPRINGS	813		475		240	50.5%	473	99.6%	YES	338	338	100.0%	YES
VENICE	848		520		254	48.8%	511	98.3%	YES	328	328	100.0%	YES
WINTER HAVEN	1,852		1,215		496	40.8%	1,153	94.9%	NO	637	627	98.4%	YES
ZEPHYRHILLS	497		317		153	48.3%	308	97.2%	YES	180	180	100.0%	YES
FLORIDA TOTAL	45,010		28,325		13,012	45.9%	27,466	97.0%	YES	16,685	16,575	99.3%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: JUNE

RULE 25-4.70

PERIOD ENDING: JUNE 30, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	562		355		114	32.1%	257	72.4%	NO	207	160	77.3%	NO
BRADENTON	2,743		1,827		633	34.6%	1,726	94.5%	NO	916	835	91.2%	NO
CLEARWATER	6,232		3,985		1,472	36.9%	3,676	92.2%	NO	2,247	1,977	88.0%	NO
ENGLEWOOD	453		291		135	46.4%	283	97.3%	YES	162	145	89.5%	NO
FROSTPROOF	174		110		22	20.0%	79	71.8%	NO	64	46	71.9%	NO
HAINES CITY	1,083		818		283	24.8%	526	64.3%	NO	265	196	74.0%	NO
HUDSON	1,012		648		192	29.6%	620	95.7%	YES	364	291	79.9%	NO
INDIAN LAKES	60		43		9	20.9%	26	60.5%	NO	17	12	70.6%	NO
LAKE WALES	730		524		145	27.7%	394	75.2%	NO	206	157	76.2%	NO
LAKELAND	4,450		3,090		887	26.1%	2,076	67.2%	NO	1,360	909	66.8%	NO
MULBERRY	280		180		55	30.6%	133	73.9%	NO	100	69	69.0%	NO
MYAKKA	243		177		69	39.0%	170	96.0%	YES	66	55	83.3%	NO
NEW PORT RICHEY	1,325		941		430	45.7%	871	92.6%	NO	384	314	81.8%	NO
N P CHARLOTTE	342		238		130	54.6%	231	97.1%	YES	104	95	91.3%	NO
PALMETTO	781		540		193	35.7%	483	89.4%	NO	241	216	89.6%	NO
PLANT CITY	1,476		1,065		297	27.9%	796	74.7%	NO	411	310	75.4%	NO
POLK CITY	256		180		72	40.0%	127	70.6%	NO	76	53	69.7%	NO
SARASOTA	3,861		2,375		966	40.7%	2,273	95.7%	YES	1,486	1,334	89.8%	NO
ST. PETERSBURG	6,709		4,229		1,484	35.1%	3,969	93.9%	NO	2,480	2,223	89.6%	NO
TAMPA	18,903		12,769		4,063	31.8%	9,524	74.6%	NO	6,134	4,601	75.0%	NO
TARPON SPRINGS	1,265		834		315	37.8%	799	95.8%	YES	431	341	79.1%	NO
VENICE	1,116		742		310	41.8%	698	94.1%	NO	374	347	92.8%	NO
WINTER HAVEN	2,246		1,561		415	26.6%	1,065	68.2%	NO	685	500	73.0%	NO
ZEPHYRHILLS	819		609		282	33.2%	480	78.8%	NO	210	152	72.4%	NO
FLORIDA TOTAL	57,121		38,131		12,733	33.4%	31,282	82.0%	NO	18,998	15,338	80.8%	NO

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

October 29, 1999

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the third quarter of 1999, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

THIRD QUARTER 1999

DATA MONTH: JULY 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS/3 DAYS
BARTOW	CLEARWATER	BARTOW	BARTOW	BRADENTON
BRADENTON	HAINES CITY	BRADENTON	BRADENTON	CLEARWATER
CLEARWATER	LAKELAND	CLEARWATER	CLEARWATER	ENGLEWOOD
HAINES CITY	PLANT CITY	FROSTPROOF	FROSTPROOF	HUDSON
LAKE WALES	TAMPA	HAINES CITY	HAINES CITY	MYAKKA
LAKELAND	VENICE	INDIAN LAKE	HUDSON	NEW PORT RICHEY
NEW PORT RICHEY	WINTER HAVEN	LAKE WALES	INDIAN LAKE	NORTH PORT
PLANT CITY		LAKELAND	LAKE WALES	PALMETTO
SARASOTA		MULBERRY	LAKELAND	SARASOTA
TAMPA		PALMETTO	MULBERRY	ST PETE
WINTER HAVEN		PLANT CITY	MYAKKA	TAMPA
		POLK CITY	NEW PORT RICHEY	TARPON SPRINGS
		SARASOTA	NORTH PORT	VENICE
		ST PETE	PALMETTO	
		TAMPA	PLANT CITY	
		WINTER HAVEN	POLK CITY	
		ZEPHYRHILLS	SARASOTA	
			ST PETE	
			TAMPA	
			TARPON SPRINGS	
			WINTER HAVEN	
			ZEPHYRHILLS	
FLORIDA	FLORIDA	FLORIDA	FLORIDA	FLORIDA
90.9%	93.7%	86.8%	77.8%	83.0%

SCHEDULE 17 AND 18

There were 4334 service order appointments made with 3940 met. The exchanges missed ranged from a low of 85% to a high of 94%. There were 2296 repair appointments made with 2153 met. The exchanges missed ranged from a low of 87.1% to a high of 94.2%. The additional manpower that would normally be moved to assist this measure was required to remain on service affecting trouble due to the high volume.

SCHEDULE 11

There were 37,700 out of service reports with 32,741 reports met. The exchanges missed ranged from a low of 66% to a high of 94.3%. There were 18,452 not out of service reports with 14,364 reports met. The exchanges missed ranged from a low of 60% to a high of 93.3%. While we did reallocate manpower from the not out of service trouble to assist with the out of service volume, we also were required to move a number of those employees to assist with the restoration of 78 damaged plant conditions which involved 1,388 troubles. In addition, July had the second highest rainfall year to date with 3.65 inches, which delayed our restoration process.

SCHEDULE 2

There were 18,005 I & T orders worked with 14,936 orders met within three days. The exchanges missed ranged from a low of 75% to a high of 87.9%. Manpower was reallocated from service orders to assist with out of service trouble and damaged plant conditions. In addition, July had the second highest rainfall year to date with 3.65 inches.

Action plan: The Region expended 43% overtime for maintenance and 19% overtime for the installation group. We are continuing our proactive maintenance program.

EXPLANATION OF MISSED SERVICE STANDARDS

THIRD QUARTER 1999

DATA MONTH: AUGUST 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW	BARTOW	BARTOW	BARTOW	BARTOW
BRADENTON	BRADENTON	BRADENTON	BRADENTON	BRADENTON
CLEARWATER	HAINES CITY	CLEARWATER	CLEARWATER	CLEARWATER
HAINES CITY	LAKE WALES	ENGLEWOOD	ENGLEWOOD	ENGLEWOOD
LAKELAND	LAKELAND	FROSTPROOF	FROSTPROOF	FROSTPROOF
NEW PORT RICHEY	PLANT CITY	HAINES CITY	HAINES CITY	HAINES CITY
PLANT CITY	SARASOTA	INDIAN LAKE	HUDSON	HUDSON
SARASOTA	ST PETE	LAKE WALES	INDIAN LAKE	INDIAN LAKE
ST PETE	WINTER HAVEN	LAKELAND	LAKE WALES	LAKE WALES
TAMPA		MULBERRY	LAKELAND	LAKELAND
VENICE		MYAKKA	MULBERRY	MULBERRY
WINTER HAVEN		PALMETTO	MYAKKA	MYAKKA
		PLANT CITY	NEW PORT RICHEY	NEW PORT RICHEY
		POLK CITY	NORTH PORT	NORTH PORT
		SARASOTA	PALMETTO	PALMETTO
		ST PETE	PLANT CITY	PLANT CITY
		TAMPA	POLK CITY	POLK CITY
		VENICE	SARASOTA	SARASOTA
		WINTER HAVEN	ST PETE	ST PETE
		ZEPHYRHILLS	TAMPA	TAMPA
			TARPON SPRINGS	TARPON SPRINGS
			VENICE	VENICE
			WINTER HAVEN	WINTER HAVEN
			ZEPHYRHILLS	ZEPHYRHILLS
FLORIDA	FLORIDA	FLORIDA	FLORIDA	FLORIDA
91.2%	94.6%	88.5%	71.0% (ALL)	79.4% (ALL)

The region incurred 8.35 inches of rain which was the highest amount of rainfall to date in 1999. This, along with the lightning, caused the region to allocate as much manpower to the service affecting trouble as possible. There were also 67 damaged outside plant conditions which caused additional manpower reallocation.

Action plan: The Region expended 38.1% overtime for maintenance and 28.7% overtime for the installation group. We have done extensive review of DMS systems to analyze grounding and bonding issues, and are taking aggressive steps to ensure proper corrective action is taken. We are reviewing the areas of our plant that have had the most lightning strikes, and are pursuing ways to reduce the damage lightning has on our plant.

EXPLANATION OF MISSED SERVICE STANDARDS

THIRD QUARTER 1999

DATA MONTH: SEPTEMBER 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW	LAKELAND	BRADENTON	BRADENTON	BARTOW
BRADENTON	ST PETE	ENGLEWOOD	CLEARWATER	BRADENTON
CLEARWATER	VENICE	HAINES CITY	ENGLEWOOD	CLEARWATER
HAINES CITY		LAKE WALES	FROSTPROOF	ENGLEWOOD
LAKE WALES		LAKELAND	HUDSON	FROSTPROOF
LAKELAND		MYAKKA	LAKELAND	HAINES CITY
NEW PORT RICHEY		NORTH PORT	MYAKKA	HUDSON
PLANT CITY		PALMETTO	NEW PORT RICHEY	INDIAN LAKE
SARASOTA		PLANT CITY	NORTH PORT	LAKE WALES
TAMPA		POLK CITY	PALMETTO	LAKELAND
WINTER HAVEN		SARASOTA	PLANT CITY	MULBERRY
		ST PETERSBURG	POLK CITY	MYAKKA
		TAMPA	SARASOTA	NEW PORT RICHEY
		VENICE	ST PETERSBURG	NORTH PORT
		WINTER HAVEN	TAMPA	PALMETTO
			TARPON SPRINGS	PLANT CITY
			VENICE	POLK CITY
			WINTER HAVEN	SARASOTA
			ZEPHYRHILLS	ST PETERSBURG
				TAMPA
				TARPON SPRINGS
				VENICE
				WINTER HAVEN
				ZEPHYRHILLS
FLORIDA		FLORIDA 91.4%	FLORIDA 86.5%	FLORIDA (ALL) 76.3%

Some measures have shown improvement, however, the region incurred 6.05 inches of rain. This, along with the lightning, caused the region to allocate as much manpower to the service affecting trouble as possible. There were also 81 damaged outside plant conditions which caused additional manpower reallocation.

Action plan: The Region expended 42.4% overtime for maintenance and 25.1% overtime for the installation group. In addition, we are adding 43 contractors to help during the peak period in the fourth quarter. We are continuing proactive maintenance and the corrective action associated with DMS activity.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: JULY
PERIOD ENDING: SEPTEMBER 30, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	256	82	8	156	94.0%	YES	166	166	100.0%	YES	100.0%	YES
BRADENTON	1920	872	12	859	82.9%	NO	1036	1036	100.0%	YES	100.0%	YES
CLEARWATER	4257	2190	17	1742	85.0%	NO	2050	2050	100.0%	YES	100.0%	YES
ENGLEWOOD	246	121	1	109	87.9%	NO	124	124	100.0%	YES	100.0%	YES
FROSTPROOF	76	20	3	51	96.2%	YES	53	53	100.0%	YES	100.0%	YES
HAINES CITY	623	191	46	369	95.6%	YES	386	386	100.0%	YES	100.0%	YES
HUDSON	696	306	8	300	78.5%	NO	382	382	100.0%	YES	100.0%	YES
INDIAN LAKES	19	6	2	11	100.0%	YES	11	11	100.0%	YES	100.0%	YES
LAKE WALES	312	93	12	191	92.3%	YES	207	207	100.0%	YES	100.0%	YES
LAKELAND	2192	947	23	1163	95.2%	YES	1222	1222	100.0%	YES	100.0%	YES
MULBERRY	154	46	4	100	96.2%	YES	104	104	100.0%	YES	100.0%	YES
MYAKKA	32	6	5	16	76.2%	NO	21	21	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1068	525	4	429	79.6%	NO	539	539	100.0%	YES	100.0%	YES
N P CHARLOTTE	202	72	14	87	75.0%	NO	116	116	100.0%	YES	100.0%	YES
PALMETTO	327	139	14	131	75.3%	NO	174	173	99.4%	YES	100.0%	YES
PLANT CITY	664	231	6	408	95.6%	YES	427	427	100.0%	YES	100.0%	YES
POLK CITY	84	29	7	46	95.8%	YES	48	48	100.0%	YES	100.0%	YES
SARASOTA	2370	1242	16	884	79.5%	NO	1112	1112	100.0%	YES	100.0%	YES
ST PETERSBURG	4945	2360	27	2117	82.8%	NO	2558	2558	100.0%	YES	100.0%	YES
TAMPA	11522	5686	130	4345	76.1%	NO	5706	5706	100.0%	YES	100.0%	YES
TARPON SPRINGS	559	258	6	236	80.0%	NO	295	295	100.0%	YES	100.0%	YES
VENICE	715	362	7	294	85.0%	NO	346	346	100.0%	YES	100.0%	YES
WINTER HAVEN	1174	462	13	677	96.9%	YES	699	699	100.0%	YES	100.0%	YES
ZEPHYRHILLS	337	107	7	215	96.4%	YES	223	223	100.0%	YES	100.0%	YES
FLORIDA TOTAL	34750	16353	392	14936	83.0%	NO	18005	18004	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: AUGUST
PERIOD ENDING: SEPTEMBER 30, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	194	57	3	101	75.4%	NO	134	134	100.0%	YES	100.0%	YES
BRADENTON	2095	916	17	973	83.7%	NO	1162	1162	100.0%	YES	100.0%	YES
CLEARWATER	4473	2196	21	1916	84.9%	NO	2256	2256	100.0%	YES	100.0%	YES
ENGLEWOOD	240	101	2	113	82.5%	NO	137	137	100.0%	YES	100.0%	YES
FROSTPROOF	81	25	2	45	83.3%	NO	54	54	100.0%	YES	100.0%	YES
HAINES CITY	587	193	21	259	69.4%	NO	373	373	100.0%	YES	100.0%	YES
HUDSON	766	328	6	362	83.8%	NO	432	431	99.8%	YES	100.0%	YES
INDIAN LAKES	17	9	1	4	57.1%	NO	7	7	100.0%	YES	100.0%	YES
LAKE WALES	337	99	9	170	74.2%	NO	229	229	100.0%	YES	100.0%	YES
LAKELAND	2223	930	20	971	76.3%	NO	1273	1273	100.0%	YES	100.0%	YES
MULBERRY	127	41	6	62	77.5%	NO	80	80	100.0%	YES	100.0%	YES
MYAKKA	31	7	13	6	54.5%	NO	11	11	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1106	522	3	500	86.1%	NO	581	581	100.0%	YES	100.0%	YES
N P CHARLOTTE	202	76	13	94	83.2%	NO	113	113	100.0%	YES	100.0%	YES
PALMETTO	385	143	9	186	79.8%	NO	233	233	100.0%	YES	100.0%	YES
PLANT CITY	590	200	10	273	71.8%	NO	380	380	100.0%	YES	100.0%	YES
POLK CITY	83	32	4	36	76.6%	NO	47	47	100.0%	YES	100.0%	YES
SARASOTA	2472	1266	19	991	83.5%	NO	1187	1187	100.0%	YES	100.0%	YES
ST PETERSBURG	5118	2309	39	2316	83.6%	NO	2770	2770	100.0%	YES	100.0%	YES
TAMPA	12805	6000	137	5006	75.1%	NO	6668	6668	100.0%	YES	100.0%	YES
TARPON SPRINGS	624	280	6	273	80.8%	NO	338	338	100.0%	YES	100.0%	YES
VENICE	728	380	6	300	87.7%	NO	342	342	100.0%	YES	100.0%	YES
WINTER HAVEN	1101	400	17	512	74.9%	NO	684	684	100.0%	YES	100.0%	YES
ZEPHYRHILLS	371	130	9	183	78.9%	NO	232	232	100.0%	YES	100.0%	YES
FLORIDA TOTAL	36756	16640	393	15652	79.4%	NO	19723	19722	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: SEPTEMBER
PERIOD ENDING: SEPTEMBER 30, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	239	78	4	114	72.6%	NO	157	157	100.0%	YES	100.0%	YES
BRADENTON	1989	847	17	901	80.1%	NO	1125	1124	99.9%	YES	100.0%	YES
CLEARWATER	4154	2023	27	1733	82.4%	NO	2104	2104	100.0%	YES	100.0%	YES
ENGLEWOOD	213	102	0	92	82.9%	NO	111	111	100.0%	YES	100.0%	YES
FROSTPROOF	78	25	0	38	71.7%	NO	53	53	100.0%	YES	100.0%	YES
HAINES CITY	607	199	16	276	70.4%	NO	392	392	100.0%	YES	100.0%	YES
HUDSON	746	322	11	311	75.3%	NO	413	413	100.0%	YES	100.0%	YES
INDIAN LAKES	13	2	0	5	45.5%	NO	11	11	100.0%	YES	100.0%	YES
LAKE WALES	366	102	6	173	67.1%	NO	258	258	100.0%	YES	100.0%	YES
LAKELAND	2259	894	25	992	74.0%	NO	1340	1340	100.0%	YES	100.0%	YES
MULBERRY	140	51	1	61	69.3%	NO	88	88	100.0%	YES	100.0%	YES
MYAKKA	36	11	3	13	59.1%	NO	22	21	95.5%	YES	100.0%	YES
NEW PORT RICHEY	1028	459	9	428	76.4%	NO	560	560	100.0%	YES	100.0%	YES
N P CHARLOTTE	205	93	13	78	78.8%	NO	99	99	100.0%	YES	100.0%	YES
PALMETTO	343	129	9	152	74.1%	NO	205	205	100.0%	YES	100.0%	YES
PLANT CITY	588	195	11	270	70.7%	NO	382	382	100.0%	YES	100.0%	YES
POLK CITY	89	19	8	44	71.0%	NO	62	62	100.0%	YES	100.0%	YES
SARASOTA	2168	1114	22	785	76.1%	NO	1032	1032	100.0%	YES	100.0%	YES
ST PETERSBURG	4853	2127	39	2184	81.3%	NO	2687	2687	100.0%	YES	100.0%	YES
TAMPA	11635	5077	157	4716	73.7%	NO	6401	6400	99.9%	YES	100.0%	YES
TARPON SPRINGS	559	228	3	246	75.0%	NO	328	327	99.7%	YES	100.0%	YES
VENICE	682	359	7	247	78.2%	NO	316	316	100.0%	YES	100.0%	YES
WINTER HAVEN	1182	390	23	571	74.3%	NO	769	769	100.0%	YES	100.0%	YES
ZEPHYRHILLS	432	158	15	192	74.1%	NO	259	259	100.0%	YES	100.0%	YES
FLORIDA TOTAL	34604	15004	426	14622	76.3%	NO	19174	19170	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: JULY

RULE 25-4.70

PERIOD ENDING: SEPTEMBER 30, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	509		346		139	40.2%	286	82.7%	NO	163	117	71.8%	NO
BRADENTON	2,695		1,708		585	34.3%	1,610	94.3%	NO	987	787	79.7%	NO
CLEARWATER	6,742		4,574		1,584	34.6%	4,224	92.3%	NO	2,168	1,654	76.3%	NO
ENGLEWOOD	505		372		127	34.1%	358	96.2%	YES	133	127	95.5%	YES
FROSTPROOF	172		112		30	26.8%	87	77.7%	NO	60	40	66.7%	NO
HAINES CITY	1,220		916		449	49.0%	748	81.7%	NO	304	216	71.1%	NO
HUDSON	1,033		730		308	42.2%	697	95.5%	YES	303	250	82.5%	NO
INDIAN LAKES	60		37		10	27.0%	30	81.1%	NO	23	18	78.3%	NO
LAKE WALES	695		478		171	35.8%	374	78.2%	NO	217	168	77.4%	NO
LAKELAND	3,903		2,616		746	28.5%	2,031	77.6%	NO	1,287	846	65.7%	NO
MULBERRY	267		169		63	37.3%	136	80.5%	NO	98	76	77.6%	NO
MYAKKA	269		185		63	34.1%	177	95.7%	YES	84	71	84.5%	NO
NEW PORT RICHEY	911		565		266	47.1%	550	97.3%	YES	346	281	81.2%	NO
N P CHARLOTTE	309		216		87	40.3%	210	97.2%	YES	93	84	90.3%	NO
PALMETTO	878		642		210	32.7%	591	92.1%	NO	236	202	85.6%	NO
PLANT CITY	2,170		1,633		571	35.0%	1,222	74.8%	NO	537	344	64.1%	NO
POLK CITY	248		153		34	22.2%	101	66.0%	NO	95	57	60.0%	NO
SARASOTA	4,315		2,832		1,016	35.9%	2,665	94.1%	NO	1,483	1,384	93.3%	NO
ST. PETERSBURG	6,975		4,518		1,431	31.7%	4,191	92.8%	NO	2,457	1,839	74.8%	NO
TAMPA	17,321		11,592		3,558	30.7%	9,580	82.6%	NO	5,729	4,518	78.9%	NO
TARPON SPRINGS	1,247		841		333	39.6%	800	95.1%	YES	406	303	74.6%	NO
VENICE	1,183		789		379	48.0%	751	95.2%	YES	394	375	95.2%	YES
WINTER HAVEN	1,931		1,281		490	38.3%	1,022	79.8%	NO	650	470	72.3%	NO
ZEPHYRHILLS	594		395		117	29.6%	300	75.9%	NO	199	137	68.8%	NO
FLORIDA TOTAL	56,152		37,700		12,767	33.9%	32,741	86.8%	NO	18,452	14,364	77.8%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: AUGUST

RULE 25-4.70

PERIOD ENDING: SEPTEMBER 30, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	540		354		107	30.2%	328	92.7%	NO	186	117	62.9%	NO
BRADENTON	2638		1802		605	33.6%	1684	93.5%	NO	836	608	72.7%	NO
CLEARWATER	5,404		3,301		1,212	36.7%	3,133	94.9%	NO	2,103	1,884	89.6%	NO
ENGLEWOOD	395		257		90	35.0%	244	94.9%	YES	138	119	86.2%	NO
FROSTPROOF	219		131		26	19.8%	99	75.6%	NO	88	43	48.9%	NO
HAINES CITY	1,398		1,036		294	28.4%	747	72.1%	NO	362	186	51.4%	NO
HUDSON	1,137		779		332	42.6%	760	97.6%	YES	358	268	74.9%	NO
INDIAN LAKES	56		38		11	28.9%	36	94.7%	NO	18	4	22.2%	NO
LAKE WALES	723		536		197	36.8%	437	81.5%	NO	187	104	55.6%	NO
LAKELAND	3,956		2,815		780	27.7%	2,245	79.8%	NO	1,141	479	42.0%	NO
MULBERRY	309		208		60	28.8%	180	86.5%	NO	101	58	57.4%	NO
MYAKKA	302		228		48	21.1%	205	89.9%	NO	74	48	64.9%	NO
NEW PORT RICHEY	1,035		660		321	48.6%	642	97.3%	YES	375	280	74.7%	NO
N P CHARLOTTE	397		283		114	40.3%	274	96.8%	YES	114	98	86.0%	NO
PALMETTO	749		506		217	42.9%	459	90.7%	NO	243	181	74.5%	NO
PLANT CITY	1,466		1,066		365	34.2%	856	80.3%	NO	400	199	49.8%	NO
POLK CITY	649		577		277	48.0%	472	81.8%	NO	72	46	63.9%	NO
SARASOTA	4,259		2,809		1,152	41.0%	2,603	92.7%	NO	1,450	1,210	83.4%	NO
ST. PETERSBURG	6,918		4,552		1,477	32.4%	4,269	93.8%	NO	2,366	1,981	83.7%	NO
TAMPA	18,262		12,524		4,315	34.5%	10,817	86.4%	NO	5,738	3,762	65.6%	NO
TARPON SPRINGS	1,279		859		387	45.1%	840	97.8%	YES	420	331	78.8%	NO
VENICE	1,302		873		313	35.9%	825	94.5%	NO	429	356	83.0%	NO
WINTER HAVEN	2,701		1,953		645	33.0%	1,605	82.2%	NO	748	413	55.2%	NO
ZEPHYRHILLS	530		367		127	34.6%	312	85.0%	NO	163	81	49.7%	NO
FLORIDA TOTAL	56,624		38,514		13,472	35.0%	34,072	88.5%	NO	18,110	12,856	71.0%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11 | **MONTH: SEPTEMBER**

RULE 25-4.70 | **PERIOD ENDING: SEPTEMBER 30, 1999**

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	414		239		102	42.7%	235	98.3%	YES	175	173	98.9%	YES
BRADENTON	3,407		2,438		1,044	42.8%	2,205	90.4%	NO	969	728	75.1%	NO
CLEARWATER	5,150		3,016		1,044	34.6%	2,865	95.0%	NO	2,134	2,005	94.0%	NO
ENGLEWOOD	656		485		163	33.6%	369	76.1%	NO	171	145	84.8%	NO
FROSTPROOF	137		77		25	32.5%	74	96.1%	YES	60	56	93.3%	NO
HAINES CITY	843		473		214	45.2%	448	94.7%	NO	370	360	97.3%	YES
HUDSON	979		611		214	35.0%	587	96.1%	YES	368	310	84.2%	NO
INDIAN LAKES	104		69		44	63.8%	67	97.1%	YES	35	34	97.1%	YES
LAKE WALES	714		454		220	48.5%	431	94.9%	NO	260	255	98.1%	YES
LAKELAND	3,707		2,280		765	33.6%	2,088	91.6%	NO	1,427	1,254	87.9%	NO
MULBERRY	183		103		39	37.9%	102	99.0%	YES	80	78	97.5%	YES
MYAKKA	286		197		74	37.6%	184	93.4%	NO	89	70	78.7%	NO
NEW PORT RICHEY	885		539		234	43.4%	521	96.7%	YES	346	303	87.6%	NO
N P CHARLOTTE	291		161		59	36.6%	151	93.8%	NO	130	110	84.6%	NO
PALMETTO	914		629		271	43.1%	568	90.3%	NO	285	216	75.8%	NO
PLANT CITY	1,232		761		335	44.0%	696	91.5%	NO	471	417	88.5%	NO
POLK CITY	350		258		145	56.2%	234	90.7%	NO	92	87	94.6%	NO
SARASOTA	4,508		2,899		1,192	41.1%	2,737	94.4%	NO	1,609	1,312	81.5%	NO
ST. PETERSBURG	7,658		4,901		1,386	28.3%	4,109	83.8%	NO	2,757	1,978	71.7%	NO
TAMPA	16,424		9,654		3,733	38.7%	8,936	92.6%	NO	6,770	6,140	90.7%	NO
TARPON SPRINGS	1,088		663		277	41.8%	639	96.4%	YES	425	364	85.6%	NO
VENICE	1,284		841		332	39.5%	773	91.9%	NO	443	378	85.3%	NO
WINTER HAVEN	1,877		1,102		405	36.8%	1,005	91.2%	NO	775	720	92.9%	NO
ZEPHYRHILLS	544		325		140	43.1%	311	95.7%	YES	219	202	92.2%	NO
FLORIDA TOTAL	53,635		33,175		12,457	37.5%	30,335	91.4%	NO	20,460	17,695	86.5%	NO

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

January 28, 2000

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. D'Haeseleer:

Enclosed, in duplicate, are GTE Florida's periodic reports for the fourth quarter of 1999, as required by Rule 25-4.0185.

Schedule	Title
2	Summary of Completed Service Orders/New Service
3	Summary of Held Applications/New Service
4	Held Applications Aged Over 6 Months/New Service
8	Access Lines Data
11	Repair Service/Trouble Reports
13	Answer Time/Operator
14	Answer Time/Directory Assistance
15	Answer Time/Repair Service
16	Answer Time/Business Office
17	Repair Service Appointments
18	Service Order Appointments
19	Central Office NXX Data Base
20	Equal Access and COE

Also enclosed is a computer disk containing a separate LOTUS 1-2-3 file for each schedule.

If we can be of further assistance please contact Debby Kampert at (813) 483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1999

DATA MONTH: OCTOBER 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS/3 DAYS
BARTOW	NONE	BRADENTON	BARTOW	BARTOW
BRADENTON		CLEARWATER	BRADENTON	BRADENTON
LAKE WALES		HAINES CITY	CLEARWATER	CLEARWATER
PLANT CITY		INDIAN LAKE	ENGLEWOOD	ENGLEWOOD
SARASOTA		LAKELAND	FROSTPROOF	FROSTPROOF
TAMPA		NORTH PORT	HAINES CITY	HAINES CITY
WINTER HAVEN		PALMETTO	HUDSON	HUDSON
		PLANT CITY	INDIAN LAKE	INDIAN LAKE
		SARASOTA	LAKE WALES	LAKE WALES
			LAKELAND	LAKELAND
			MULBERRY	MULBERRY
			MYAKKA	MYAKKA
			NEW PORT RICHEY	NEW PORT RICHEY
			NORTH PORT	NORTH PORT
			PALMETTO	PALMETTO
			PLANT CITY	PLANT CITY
			POLK CITY	POLK CITY
			SARASOTA	SARASOTA
			ST PETE	ST PETE
			TAMPA	TAMPA
			TARPON SPRINGS	TARPON SPRINGS
			VENICE	VENICE
			WINTER HAVEN	WINTER HAVEN
			ZEPHYRHILLS	ZEPHYRHILLS
FLORIDA 94.3%			(ALL) FLORIDA 86.9%	(ALL) FLORIDA 82.9%

SCHEDULE 18
The Florida region ended the month at 94.3%, with seven of the 13 exchanges missed. Five of the seven missed exchanges missed the objective by seven or less appointments. Two of the exchanges had less than 60 total appointments. In addition, the manpower that would have been used to support appointments was reallocated to service affecting trouble.

SCHEDULE 11
October had a high volume of trouble which was due to inclement weather. The Florida Region as a whole had less rainfall in October than in September, and the overall results for October improved approximately 4%. Not out of service objectives were missed due to the reallocation of manpower to out of service troubles.

SCHEDULE 2
October is the beginning of our seasonal service order installation, which made October the second highest volume month experienced year to date. While we missed all 24 exchanges, the Florida Region ended the month at 82.9% met, which was an increase from September's 76.3%.

Action plan: We have seen a significant improvement in October and expect continued improvement for the remaining 4th quarter. Additional flexibility was gained through a change in the collective bargaining agreement allowing the service installers (installation) to be trained and used for service restoration. This contractual change will allow more flexibility in meeting installation and repair standards.

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1999

DATA MONTH: NOVEMBER 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW LAKE WALES SARASOTA VENICE WINTER HAVEN	PLANT CITY	NONE	NONE	BARTOW MULBERRY MYAKKA

SCHEDULE 17 & 18
The Florida Region ended the month at 95.8% on service order appointments met. Five of the 13 exchanges were missed. Two exchanges missed the objective by one appointment, making their results 94.8% and 94.9%. The other three exchanges were between two and four missed appointments. One exchange missed the repair appointment met objective. There were 66 total appointments with 62 met.

SCHEDULE 2
Bartow had 179 orders with 155 met within three working days, for an 86.6%.
Mulberry had 102 orders with 89 met within three working days, for an 87.3%.
Myakka had 17 orders with 14 met within three working days, for an 82.4%.

Action plan: No change to the previous action plan. Results continue to improve. The action plan provided in October has had dramatic improvements in November, as the Region only missed three exchanges in Novem compared to the 24 missed in October on Schedule 2 and Schedule 11.

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1999

DATA MONTH: DECEMBER 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
HAINES CITY PLANT CITY WINTER HAVEN	HAINES CITY	FROSTPROOF INDIAN LAKES LAKE WALES PLANT CITY POLK CITY	FROSTPROOF	NONE

SCHEDULE 17 & 18

Florida had more service order appointments in December than in any other month this year.
Haines City had 103 service order appointments with 96 appointments met, for a 93.2%.
Plant City had 162 service order appointments with 153 appointments met, for a 94.4%.
Winter Haven had 232 service order appointments with 215 appointments met, for a 92.7%.

Haines City had 40 repair appointments with 37 appointments met, for a 92.5%.

SCHEDULE 11

With the reallocation of manpower to assist in meeting our high service order volumes and appointments, we missed five exchanges on the out of service cleared within 24 hours objective.

Frostproof had 88 out of service reports with 83 met within 24 hours, for a 94.3%.
Indian Lake had 16 out of service reports with 14 met within 24 hours, for an 87.5%.
Lake Wales had 241 out of service reports with 224 met within 24 hours, for a 92.9%.
Plant City had 433 out of service reports with 408 met within 24 hours, for a 94.2%.
Polk City had 94 out of service reports with 80 met within 24 hours, for a 93.3%.

Frostproof had 46 not out of service reports with 41 met within 72 hours, for an 89.1%.

Action plan: We are continuing our proactive maintenance program, and are bringing contractors in as needed (54 in December) to assist with high volume months. The Florida Region continues to see improvements in all PSC Standards for the month of January.

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 1
RULE 25-4.66

MONTH: OCTOBER
PERIOD ENDING: DECEMBER 31, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	211	74	4	101	75.9%	NO	133	133	100.0%	YES	100.0%	YES
BRADENTON	2144	978	13	935	81.1%	NO	1153	1153	100.0%	YES	100.0%	YES
CLEARWATER	4293	2102	21	1780	82.0%	NO	2170	2170	100.0%	YES	100.0%	YES
ENGLEWOOD	269	113	3	129	84.3%	NO	153	153	100.0%	YES	100.0%	YES
FROSTPROOF	128	32	0	74	77.1%	NO	96	96	100.0%	YES	100.0%	YES
HAINES CITY	803	275	27	398	79.4%	NO	501	501	100.0%	YES	132.3%	YES
HUDSON	833	335	4	395	80.0%	NO	494	494	100.0%	YES	100.0%	YES
INDIAN LAKES	25	8	0	8	47.1%	NO	17	17	100.0%	YES	100.0%	YES
LAKE WALES	371	117	17	184	77.6%	NO	237	237	100.0%	YES	100.0%	YES
LAKELAND	2260	818	28	1208	85.4%	NO	1414	1414	100.0%	YES	100.0%	YES
MULBERRY	133	34	7	72	78.3%	NO	92	92	100.0%	YES	100.0%	YES
MYAKKA	31	7	5	12	63.2%	NO	19	19	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1115	497	7	498	81.5%	NO	611	611	100.0%	YES	100.0%	YES
N P CHARLOTTE	263	120	19	94	75.8%	NO	124	124	100.0%	YES	100.0%	YES
PALMETTO	449	192	11	191	77.6%	NO	246	246	100.0%	YES	100.0%	YES
PLANT CITY	657	218	18	350	83.1%	NO	421	421	100.0%	YES	100.0%	YES
POLK CITY	91	17	3	57	80.3%	NO	71	71	100.0%	YES	100.0%	YES
SARASOTA	2479	1258	17	900	74.8%	NO	1204	1204	100.0%	YES	100.0%	YES
ST PETERSBURG	4858	2126	40	2278	84.6%	NO	2692	2692	100.0%	YES	100.0%	YES
TAMPA	11661	5008	171	5572	86.0%	NO	6482	6481	99.9%	YES	100.0%	YES
TARPON SPRINGS	595	261	2	268	80.7%	NO	332	332	100.0%	YES	100.0%	YES
VENICE	908	508	5	291	73.7%	NO	395	395	100.0%	YES	100.0%	YES
WINTER HAVEN	1177	428	24	602	83.0%	NO	725	725	100.0%	YES	100.0%	YES
ZEPHYRHILLS	612	238	18	303	85.1%	NO	356	356	100.0%	YES	100.0%	YES
FLORIDA TOTAL	36366	15764	464	16700	82.9%	NO	20138	20137	99.9%	YES	100.0%	YES

GTE *FLORIDA*

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: NOVEMBER
PERIOD ENDING: DECEMBER 31, 1999

EXCHANGE	TOTAL *REQUESTS*	CUSTOMER *REQUESTED*	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	227	44	4	155	86.6%	NO	179	179	100.0%	YES	100.0%	YES
BRADENTON	2325	944	21	1296	95.3%	YES	1360	1360	100.0%	YES	100.0%	YES
CLEARWATER	4620	2060	28	2415	95.4%	YES	2532	2532	100.0%	YES	100.0%	YES
ENGLEWOOD	320	123	1	187	95.4%	YES	196	196	100.0%	YES	100.0%	YES
FROSTPROOF	162	50	4	100	92.6%	YES	108	108	100.0%	YES	100.0%	YES
HAINES CITY	967	321	23	577	92.6%	YES	623	623	100.0%	YES	100.0%	YES
HUDSON	891	342	13	516	96.3%	YES	536	536	100.0%	YES	100.0%	YES
INDIAN LAKES	33	5	2	25	96.2%	YES	26	26	100.0%	YES	100.0%	YES
LAKE WALES	450	128	15	284	92.5%	YES	307	307	100.0%	YES	100.0%	YES
LAKELAND	2498	836	18	1525	92.8%	YES	1644	1644	100.0%	YES	100.0%	YES
MULBERRY	136	29	5	89	87.3%	NO	102	102	100.0%	YES	100.0%	YES
MYAKKA	31	12	2	14	82.4%	NO	17	17	100.0%	YES	100.0%	YES
NEW PORT RICHEY	1146	494	4	630	97.1%	YES	648	648	100.0%	YES	100.0%	YES
N P CHARLOTTE	288	115	20	146	95.4%	YES	153	153	100.0%	YES	100.0%	YES
PALMETTO	453	188	4	243	93.1%	YES	261	261	100.0%	YES	100.0%	YES
PLANT CITY	689	196	19	456	96.2%	YES	474	474	100.0%	YES	100.0%	YES
POLK CITY	111	36	3	66	91.7%	YES	72	72	100.0%	YES	100.0%	YES
SARASOTA	2652	1225	22	1308	93.1%	YES	1405	1404	99.9%	YES	100.0%	YES
ST PETERSBURG	5250	2105	32	2958	95.0%	YES	3113	3113	100.0%	YES	100.0%	YES
TAMPA	11892	4630	147	6814	95.8%	YES	7115	7115	100.0%	YES	100.0%	YES
TARPON SPRINGS	738	323	9	388	95.6%	YES	406	406	100.0%	YES	100.0%	YES
VENICE	962	472	8	440	91.3%	YES	482	482	100.0%	YES	100.0%	YES
WINTER HAVEN	1313	391	24	821	91.4%	YES	898	898	100.0%	YES	100.0%	YES
ZEPHYRHILLS	776	286	9	461	95.8%	YES	481	481	100.0%	YES	100.0%	YES
FLORIDA TOTAL	38930	15355	437	21914	94.7%	YES	23138	23137	99.9%	YES	100.0%	YES

GTE FLORIDA

SUMMARY OF COMPLETED SERVICE ORDERS (NEW PRIMARY SERVICE)

SCHEDULE 2
RULE 25-4.66

MONTH: DECEMBER
PERIOD ENDING: DECEMBER 31, 1999

EXCHANGE	TOTAL REQUESTS	CUSTOMER REQUESTED	CONSTR. REQUIRED	CMPLTD WITHIN 3 DAYS	PERCENT CMPLTD WITHIN 3 DAYS	RULE SATISFIED	TOTAL REQUESTS IBRA	CMPLTD WITHIN 30 DAYS IBRA	PERCENT CMPLTD W 30 DAYS IBRA	RULE SATISFIED	PERCENT CMPLTD W 60 DAYS	RULE SATISFIED
BARTOW	255	68	6	173	95.6%	YES	181	181	100.0%	YES	100.0%	YES
BRADENTON	2280	1022	21	1192	96.4%	YES	1237	1237	100.0%	YES	100.0%	YES
CLEARWATER	4661	2090	21	2528	99.1%	YES	2550	2548	99.9%	YES	100.0%	YES
ENGLEWOOD	369	184	2	177	96.7%	YES	183	183	100.0%	YES	100.0%	YES
FROSTPROOF	159	55	1	96	93.2%	YES	103	103	100.0%	YES	100.0%	YES
HAINES CITY	1018	344	27	609	94.1%	YES	647	647	100.0%	YES	100.0%	YES
HUDSON	863	336	8	516	99.4%	YES	519	519	100.0%	YES	100.0%	YES
INDIAN LAKES	41	21	4	16	100.0%	YES	16	16	100.0%	YES	100.0%	YES
LAKE WALES	437	148	5	273	96.1%	YES	284	284	100.0%	YES	100.0%	YES
LAKELAND	2418	820	26	1516	96.4%	YES	1572	1572	100.0%	YES	100.0%	YES
MULBERRY	130	32	4	86	91.5%	YES	94	94	100.0%	YES	100.0%	YES
MYAKKA	46	12	9	23	92.0%	YES	25	24	96.0%	YES	100.0%	YES
NEW PORT RICHEY	1201	542	2	652	99.2%	YES	657	657	100.0%	YES	100.0%	YES
N P CHARLOTTE	341	133	28	177	98.3%	YES	180	180	100.0%	YES	100.0%	YES
PALMETTO	542	213	7	304	94.4%	YES	322	322	100.0%	YES	100.0%	YES
PLANT CITY	692	223	18	435	96.5%	YES	451	451	100.0%	YES	100.0%	YES
POLK CITY	113	38	0	73	97.3%	YES	75	75	100.0%	YES	100.0%	YES
SARASOTA	2704	1262	17	1374	96.4%	YES	1425	1425	100.0%	YES	100.0%	YES
ST PETERSBURG	5472	2244	46	3145	98.8%	YES	3182	3181	99.9%	YES	100.0%	YES
TAMPA	11824	4816	148	6706	97.8%	YES	6860	6860	100.0%	YES	100.0%	YES
TARPON SPRINGS	717	300	3	408	98.6%	YES	414	414	100.0%	YES	100.0%	YES
VENICE	1033	543	13	467	97.9%	YES	477	476	99.8%	YES	100.0%	YES
WINTER HAVEN	1360	439	26	794	95.1%	YES	835	835	100.0%	YES	100.0%	YES
ZEPHYRHILLS	928	365	39	513	97.9%	YES	524	524	100.0%	YES	100.0%	YES
FLORIDA TOTAL	39544	16250	481	22253	97.5%	YES	22813	22808	99.9%	YES	100.0%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: OCTOBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	589		360		123	34.2%	343	95.3%	YES	229	195	85.2%	NO
BRADENTON	3,088		1,903		643	33.8%	1,777	93.4%	NO	1,185	936	79.0%	NO
CLEARWATER	5,797		3,462		1,080	31.2%	3,277	94.7%	NO	2,335	2,028	86.9%	NO
ENGLEWOOD	419		258		95	36.8%	250	96.9%	YES	161	142	88.2%	NO
FROSTPROOF	212		138		59	42.8%	133	96.4%	YES	74	70	94.6%	NO
HAINES CITY	999		652		299	45.9%	610	93.6%	NO	347	307	88.5%	NO
HUDSON	1,078		697		226	32.4%	672	96.4%	YES	381	272	71.4%	NO
INDIAN LAKES	80		45		15	33.3%	41	91.1%	NO	35	33	94.3%	NO
LAKE WALES	664		389		172	44.2%	376	96.7%	YES	275	253	92.0%	NO
LAKELAND	3,624		2,159		728	33.7%	1,982	91.8%	NO	1,465	1,186	81.0%	NO
MULBERRY	195		108		49	45.4%	103	95.4%	YES	87	73	83.9%	NO
MYAKKA	368		266		137	51.5%	256	96.2%	YES	102	84	82.4%	NO
NEW PORT RICHEY	1,048		652		237	36.3%	633	97.1%	YES	396	307	77.5%	NO
N P CHARLOTTE	304		181		56	30.9%	168	92.8%	NO	123	108	87.8%	NO
PALMETTO	924		648		167	25.8%	605	93.4%	NO	276	215	77.9%	NO
PLANT CITY	1,023		626		246	39.3%	590	94.2%	NO	397	348	87.7%	NO
POLK CITY	371		292		174	59.6%	279	95.5%	YES	79	69	87.3%	NO
SARASOTA	4,185		2,664		953	35.8%	2,526	94.8%	NO	1,521	1,287	84.6%	NO
ST. PETERSBURG	6,170		3,630		1,250	34.4%	3,465	95.5%	YES	2,540	2,250	88.6%	NO
TAMPA	16,148		10,119		4,965	49.1%	9,701	95.9%	YES	6,029	5,521	91.6%	NO
TARPON SPRINGS	1,181		725		249	34.3%	705	97.2%	YES	456	348	76.3%	NO
VENICE	1,386		856		306	35.7%	814	95.1%	YES	530	464	87.5%	NO
WINTER HAVEN	2,046		1,200		511	42.6%	1,147	95.6%	YES	846	764	90.3%	NO
ZEPHYRHILLS	664		431		232	53.8%	419	97.2%	YES	233	216	92.7%	NO
FLORIDA TOTAL	52,563		32,461		12,972	40.0%	30,872	95.1%	YES	20,102	17,476	86.9%	NO

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: NOVEMBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	215		128		52	40.6%	128	100.0%	YES	87	87	100.0%	YES
BRADENTON	1870		1229		407	33.1%	1199	97.6%	YES	641	641	100.0%	YES
CLEARWATER	3,273		2,064		674	32.7%	2,027	98.2%	YES	1,209	1,207	99.8%	YES
ENGLEWOOD	434		307		87	28.3%	304	99.0%	YES	127	127	100.0%	YES
FROSTPROOF	152		97		46	47.4%	94	96.9%	YES	55	55	100.0%	YES
HAINES CITY	566		372		170	45.7%	361	97.0%	YES	194	194	100.0%	YES
HUDSON	607		376		138	36.7%	367	97.6%	YES	231	229	99.1%	YES
INDIAN LAKES	82		53		26	49.1%	53	100.0%	YES	29	29	100.0%	YES
LAKE WALES	374		238		105	44.1%	228	95.8%	YES	136	134	98.5%	YES
LAKELAND	2,330		1,530		574	37.5%	1,499	98.0%	YES	800	798	99.8%	YES
MULBERRY	107		64		21	32.8%	62	96.9%	YES	43	43	100.0%	YES
MYAKKA	108		69		29	42.0%	68	98.6%	YES	39	39	100.0%	YES
NEW PORT RICHEY	618		372		151	40.6%	371	99.7%	YES	246	245	99.6%	YES
N P CHARLOTTE	198		132		42	31.8%	131	99.2%	YES	66	63	95.5%	YES
PALMETTO	509		348		136	39.1%	343	98.6%	YES	161	160	99.4%	YES
PLANT CITY	883		658		379	57.6%	643	97.7%	YES	225	224	99.6%	YES
POLK CITY	105		74		23	31.1%	73	98.6%	YES	31	31	100.0%	YES
SARASOTA	2,421		1,492		483	32.4%	1,453	97.4%	YES	929	909	97.8%	YES
ST. PETERSBURG	3,631		2,247		826	36.8%	2,213	98.5%	YES	1,384	1,382	99.9%	YES
TAMPA	8,284		5,031		2,213	44.0%	4,952	98.4%	YES	3,253	3,245	99.8%	YES
TARPON SPRINGS	732		446		161	36.1%	441	98.9%	YES	286	278	97.2%	YES
VENICE	909		577		174	30.2%	557	96.5%	YES	332	330	99.4%	YES
WINTER HAVEN	1,110		700		301	43.0%	685	97.9%	YES	410	408	99.5%	YES
ZEPHYRHILLS	492		328		142	43.3%	319	97.3%	YES	164	164	100.0%	YES
FLORIDA TOTAL	30,010		18,932		7,360	38.9%	18,571	98.1%	YES	11,078	11,022	99.5%	YES

GTE FLORIDA

REPAIR SERVICE - TROUBLE REPORTS

SCHEDULE 11

MONTH: DECEMBER

RULE 25-4.70

PERIOD ENDING: DECEMBER 31, 1999

	OUT OF SERVICE									SERVICE AFFECTING			
EXCHANGE	TOTAL REPORTS	TOTAL EXEMPT	TOT OOS REPORTS	TOT OOS EXEMPT	OOS CLRD SAME DAY	% OOS CLRD W/I SAME DAY	OOS TOTAL CLRD W/I 24 HOURS	% OOS CLRD W/I 24 HOURS	RULE SAT	TOT NOOS REPORTS	NOOS TOT CLRD W/I 72 HOURS	% NOS CLRD W/I 72 HOURS	RULE SAT
BARTOW	261		145		61	42.1%	138	95.2%	YES	116	116	100.0%	YES
BRADENTON	1,868		1,257		430	34.2%	1,195	95.1%	YES	611	600	98.2%	YES
CLEARWATER	3,299		1,968		792	40.2%	1,939	98.5%	YES	1,331	1,330	99.9%	YES
ENGLEWOOD	369		228		74	32.5%	223	97.8%	YES	141	141	100.0%	YES
FROSTPROOF	134		88		34	38.6%	83	94.3%	NO	46	41	89.1%	NO
HAINES CITY	846		658		401	60.9%	646	98.2%	YES	188	187	99.5%	YES
HUDSON	513		302		128	42.4%	295	97.7%	YES	211	211	100.0%	YES
INDIAN LAKES	30		16		2	12.5%	14	87.5%	NO	14	14	100.0%	YES
LAKE WALES	367		241		106	44.0%	224	92.9%	NO	126	120	95.2%	YES
LAKELAND	2,581		1,767		608	34.4%	1,690	95.6%	YES	814	775	95.2%	YES
MULBERRY	118		73		24	32.9%	71	97.3%	YES	45	46	102.2%	YES
MYAKKA	110		68		22	32.4%	68	100.0%	YES	42	40	95.2%	YES
NEW PORT RICHEY	553		331		121	36.6%	322	97.3%	YES	222	222	100.0%	YES
N P CHARLOTTE	171		103		40	38.8%	101	98.1%	YES	68	68	100.0%	YES
PALMETTO	484		338		108	32.0%	322	95.3%	YES	146	145	99.3%	YES
PLANT CITY	654		433		150	34.6%	408	94.2%	NO	221	213	96.4%	YES
POLK CITY	116		90		38	42.2%	84	93.3%	NO	26	26	100.0%	YES
SARASOTA	2,510		1,593		683	42.9%	1,558	97.8%	YES	917	915	99.8%	YES
ST. PETERSBURG	3,538		2,139		864	40.4%	2,110	98.6%	YES	1,399	1,397	99.9%	YES
TAMPA	8,264		5,231		2,088	39.9%	5,085	97.2%	YES	3,033	3,017	99.5%	YES
TARPON SPRINGS	625		375		133	35.5%	368	98.1%	YES	250	250	100.0%	YES
VENICE	973		639		270	42.3%	623	97.5%	YES	334	333	99.7%	YES
WINTER HAVEN	1,025		624		251	40.2%	605	97.0%	YES	401	396	98.8%	YES
ZEPHYRHILLS	431		302		121	40.1%	292	96.7%	YES	129	128	99.2%	YES
FLORIDA TOTAL	29,840		19,009		7,549	39.7%	18,464	97.1%	YES	10,831	10,731	99.1%	YES

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of Show Cause Proceedings against GTE Florida, Inc., for Violation of Service Standards.
----------/

Docket no. 991376-TL

Filed February 8, 2000

DEPOSITION OF: **RUSSELL DIAMOND**

TAKEN AT: One Tampa City Center
201 North Franklin Street
16th Floor
Tampa, Florida

DATE & TIME: February 23, 2000
10:03 a.m.

REPORTED BY: Mary Elizabeth Blazer, RPR
Notary Public
(813) 229-8225
(813) 229-7223

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 3
COMPANY/ WITNESS: GTE
DATE: 6-21-01

STENOGRAPHICALLY RECORDED
COMPUTER-AIDED TRANSCRIPTION
BY ECLIPSE

APPEARANCES:

For the Petitioner Citizens of Florida:

CHARLES J. BECK, ESQUIRE
Deputy Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400
(850) 488-9330

For the Respondent GTE Service Corporation:

KIMBERLY CASWELL, ESQUIRE
GTE Service Corporation
201 North Franklin Street
Post Office Box 110
Tampa, Florida 33601
(813) 483-2606

Also Present:

Earl Poucher
C. Lee Fordham
Richard A. Moses
Kelly B. Biegalski
Beverly Menard

INDEX TO WITNESS

The Witness: PAGE

RUSSELL DIAMOND
By Mr. Beck. 3

INDEX TO EXHIBITS

For the Plaintiff:	FOR I.D.	IN EVIDENCE
1 - Data From Narrative Reports	102	

(10:03 a.m.) P R O C E E D I N G S

Thereupon,

RUSSELL DIAMOND,

a witness, having been duly sworn to tell the truth, the whole truth and nothing but the truth, was examined and testified as follows:

THE WITNESS: I do.

MR. BECK: Before we get started, I had a conversation with Kim Caswell, the attorney for GTE, before we started. I believe we agreed that -- that all objections, other than objections as to the form of the question or as to privilege, will be reserved until a later time.

I think, Kim, you may have other things you may want to state.

MS. CASWELL: Yeah. And I'm going to object generally to questions from documents relating to 1996, 1997, or anything later than 1999. So, that's a continuing objection.

DIRECT EXAMINATION

BY MR. BECK:

Q. Mr. Diamond, my name is Charlie Beck. I'm with the Office of Public Counsel. And as we go through the questions this morning, if at any time my

questions are unclear or you don't understand what I'm asking, would you please stop me and let's make sure we understand each other.

Will you please state your name.

A. Russ Diamond.

Q. Are you employed by GTE?

A. Yes.

Q. What is the actual corporation that you're employed by?

A. GTE Service Corp. would be the actual --

Q. Okay.

A. -- where I'm paid out of.

Q. Okay. What position do you hold with GTE Service Corporation?

A. I'm the business analyst manager for the Florida region.

Q. Could you describe what that job entails.

A. I'm generally in charge of the capital and expense budgets that are accountable to the region president, as well as all the service results indices that again the region is responsible for.

Q. Would that include the compliance with the rules of the Public Service Commission?

A. Yes.

Q. Are there any other jobs or

responsibilities that you have in your position?

A. No, those would be the primary ones.

Q. To whom do you report?

A. Chuck Lindner.

Q. What position does he hold?

A. He's the business analysis director.

Q. Is he located here in Tampa?

A. No, he's in Irving, Texas.

Q. Does he have those responsibilities for more than Florida?

A. Yes, he's domestically for GTE Network Services.

Q. And who reports to you?

A. I have -- do you want the names?

Q. Yes.

A. Ricky Lindsay, Paul Major, Lee Donahue, Don Pelham, Bob Singleton, Dale Levy, Sue Shepherd.

Q. Could you very briefly describe what each of their jobs are?

A. All right. Ricky's got -- Ricky Linsey has pretty much overall coordination and roll-up responsibility for the budgets, the expense budget and capital budget.

Which one was next?

Q. Paul Major.

A. Paul Major currently assists with capital budget, as does Bob Singleton, primarily capital budget an infrastructure provisioning his expense budget, IP department structure.

Don Pelham and Lee Donahue each support one of the two divisions. We have an inland division and coastal division, and they each support -- actually, Lee's got inland and Don does coastal for us.

Q. Is that for both the expense and capital budgets?

A. Primarily expense. They don't have a lot of capital budget specifically assigned to the divisions. Most of that is in the infrastructure provisioning department.

And then Sue Shepherd does the service results indices, tracks all those, the internals and the PSC measures.

Q. And Dale Levy?

A. Dale Levy's got service administration and network reliability departments that he supports, primarily expense budgets.

Q. Could you describe what that entails a little bit, in a little more detail?

A. The expense budgets?

Q. No, no, the service administration and

network reliability.

A. Yes. The service administration would be the facility assignment group, pending order inquiry groups are the two main groups there. They do some administration thing, you know, training and general meetings and things that we would have, just general administrative.

They do have a resource group that does a lot of the daily tracking of PSC measures and other daily statistics, and they send that out.

Q. And what is the network reliability portion?

A. Network reliability is support for the -- support for the network they do, like preventive maintenance program, which we call TAC Focuses, the primary part of that.

He also has, I'll say, a strong data line relationship for the central offices, carrier maintenance -- that type of thing. So, the central offices and the preventive maintenance program, he also now has a strong data line to the air pressure group.

Q. Did you say that the TAC Focus is your preventive maintenance program?

A. It's the primary one. There are some other ones, but that's the primary.

Q. What does the TAC stand for?

A. Trouble Analysis Center. It's an old term -- older term that has been around GTE for years.

Q. And you said that's the primary preventive maintenance, but not the only preventive maintenance program?

A. Right. Correct.

Q. How is this distinguished from the others?

A. We've got some -- I'll call them more discretionary dollars called the Preventive Maintenance Initiative Requests. PMIRs is the total name of it, or the total abbreviation for it. And then we would have other business cases that we would develop as needed that would also help with any preventive maintenance activity -- help fund any preventive maintenance activity. And those would be both capital and expense related.

Q. So, the TAC Focus, if I understand correctly, is your regular, ongoing preventive maintenance --

A. It's the primary -- yeah, the thrust of the preventive maintenance.

Q. And then the PIMR --

A. PMIR.

Q. -- would be an example -- PMIR?
A. PM. Is that --
Q. PMIR?
A. Preventive Maintenance Initiative.
Q. PMIR, all right -- PMIR?
A. Yeah, there you go.
Q. Would that be more on a case-by-case basis?
A. Yeah, it would be more local -- local in nature. The TAC Focus program is a -- is a national program, and a lot of that's driven out of headquarters.
Q. Could you give me an example of a PMIR initiative?
A. Yeah. We've got specific paybacks that we try to come up with, and it's generally three years on expense and now five years on capital. If there's a project that's caused -- where we've got a situation of plant that we believe is causing a lot of trouble reports, but it maybe would not necessarily make a three-year payback, once you look at the trouble activity that you've had in that section of cable, or whatever the situation may be we're looking at, so it wouldn't normally come into normal TAC Focus project. There is some discretionary dollars with the PMIR that

you can use to correct the situation.

You may not have a payback, but it may be some very important business customers, or things like -- it could be 911, or County-type things, you know, sheriff's office, things like that -- hospitals, things like that where we really want to fix up some plants, so we'll use the money out of that pot of dollars, if you will.

Q. So, would a PMIR-type program normally be different from one state to another?

A. I believe each state has something similar. I'm sure all the different situations are probably generally similar, but could be different.

Q. How long have you worked for GTE?

A. 22 years -- 22 years in May.

Q. Okay. Did you work for a telephone company before that?

A. No.

Q. What job did you hold just before your current job?

A. I was the integration manager at headquarters for region operations and centralized services.

Q. What were your job responsibilities as an integration manager?

A. What I was -- I was trained to integrate the results for the centralized operations department and the region operations out here in the various states, the regions across GTE.

I was taking multiple different work groups and just kind of rolling them up, summarizing them for the vice presidents and presidents at headquarters. So, that's what the -- where the integration comes, I was integrating all the different departments, making sure that their roles and objectives and budgets were consistent.

Q. And this was in Texas where --

A. Yes.

Q. -- you had a job, and was trying to make some consistency between the different operating telephone companies?

A. And departments.

Q. And departments.

A. Make sure their objectives were all in line.

Q. Before your current position, did you have other jobs in the forecasting area?

A. No, not forecasting, per se. I've worked with budgets in prior jobs.

Q. Could you just briefly describe that,

your experience with budgets in prior jobs?

A. Yeah, I spent most of my career either in labor rate development, in loadings, or doing budgets dealing with pretty much operations in terms of installation and maintenance technicians, would probably be one of the bigger components of that, the central office technicians, the construction forces. So, I've been around and dealt with, most of my career, region budgets and things.

But now when you say "forecasting," I think of line gains and things like that. I haven't been involved in that a lot prior to -- just aware of.

Q. What is your educational background?

A. I've got a Bachelor's Degree in accounting from Illinois State University, and a CPA.

Q. Do you have any engineering background?

A. No.

Q. Okay. Are you responsible for preparing any -- any recurring reports?

A. Yes.

Q. Could you describe which reports you are responsible for?

A. The primary one would be the monthly operations review report that we send out to local executive management.

Q. What's reported on that?

A. Service indices, how we're doing compared to objectives in prior year; the expense budget, capital budget, productivity measures, activity units, overtime, employee count levels. That's probably the bulk of it.

Q. Okay. Are there other recurring reports that you prepare, or are responsible for?

A. Just below those -- what's in that report, we would probably send out, we'd be responsible for, my people would send out monthly backup and detail prior to that, would be one method that we send out or we prepare.

So, within the department, you know, all the budget centers within the department would have their own little smaller reports that would roll up to the total package that we put out -- that I put out, specifically.

We do have a weekly report that we send out on overtime and overtime productivity, employee counts. It's kind of a summary of everything every week that's, you know, through the prior week for tracking where we're at on expenses.

Q. With respect to your monthly operations review report, what is the time line for issuing them?

For example, have you already issued the one for January?

A. January ought to be coming out -- actually, January usually runs a little bit late because it's the first one and you have to set up all your reports, but usually by the middle of the following month, I would say, is when it normally comes out, the 15th to the 20th.

Q. January isn't out yet?

A. Correct, it is not.

Q. But for other months later in the year you would expect it to be out somewhere between the 15th and the 20th?

A. Correct.

Q. And do you issue them every month? Are there any exceptions?

A. Generally it is every month.

Q. Are there any other recurring reports that you either prepare or are responsible for?

A. We have some reports that my group would get out of headquarters and forward. Do you want to include those types of things?

Q. Sure. Would you describe those?

A. And, again, weekly reports on service indices, is what that one is, how we're doing on our

internal measures.

Q. Those reports are issued by headquarters?

A. Mechanically, yeah. They're out on the local area network and we forward them to the local employees.

Q. And would it show all -- how all the different states are doing?

A. Yes.

Q. So, with respect to Florida, are they just reissuing the information you've provided to them?

A. Yeah, we're just reissuing it, I guess. It's not really states, it's by region, which is a different -- because you have multiple states in a region.

Q. Are there any other reports?

A. I'm thinking.

(Pause)

There are other reports that we may send out individually, but most of them ultimately end up being summarized in the monthly operations report. Now as we get reports, we'll ship them out, but then they will be summarized. So, I'm not -- there's not -- not that I'm aware of. There may be others, but none come to mind that wouldn't already be summarized.

Q. All right.

Are there any reports that you receive that you rely on in your position?

A. Yes.

Q. Other than those generated within your own section?

A. Yeah, I'll get -- one of them would be a daily report that comes out of the service administration group that goes over the daily statistics and -- from the prior day, and it's got day and month to date around PSC measures, how we are performing to those.

We get a monthly operations report that's very similar to what I issue that comes out of headquarters monthly, again between the 15th and 20th. It's got a lot of the same statistics and even more statistics that would show all of the region's results and domestically how GTE is performing.

Q. Is the report -- that report that you get from headquarters, is that also called a monthly operations report?

A. I believe it is.

Q. And the one you issue every month is also called a monthly operations report?

A. Correct.

Q. How would you distinguish between the two

in name?

A. My -- other than by name, the one that I issue is more specific to Florida. It will break things up by district within Florida and have more detail than the one that headquarters sends out. It's higher cut of data.

Q. But they're both called operations report?

A. Operations Review Report, ORR, I believe. It's a monthly ORR.

Q. Is that also the name of the report you issue, the ORR?

A. Yes.

Q. And does that complete all the reports that you rely on that you receive?

A. I get lots of daily reports that, I guess -- do I rely on them? I look at them occasionally, don't look at them every day. So you -- I guess this is a clarification. Do you want me to list those types of things?

Q. No, just the ones that you normally rely on day-to-day, and also ones that you need as input to prepare your own reports.

A. We get -- I guess they're not really reports, you know, we're notified when data bases have

been updated so that we can go in and pull our own reports to build, you know, the financial results for the month that we've got; pull reports to determine where we're at on employee counts. Same thing, pull reports to see what the final in-service indices were for the month, things of that nature.

But it's not necessarily reports, it's more data base being updated that we can go in and extract information you need for Florida and the districts within Florida.

Q. Let's turn, if we could, to talk about the operating budgets. I guess there's two major budgets that you're responsible for, one is operating and one is capital?

A. Correct.

Q. Let's look at the operating budget. I was just wondering if you could give me an overview of the cycle that you're involved in in preparing them.

A. Okay. We normally will start that in the -- I'll say July-August timeframe of the prior year, trying to build the assumptions, understand what the assumptions are; project where we think we're going to end up that current year as a base then for -- for building that upcoming year's budget.

Usually in the August-September timeframe

we'll get a target, or at least an initial target out of headquarters as to where they would like to see us in terms of expense levels.

Q. I'm sorry, that's in the July-August timeframe also?

A. Yeah, August-September -- it depends. It varies from year to year. That's our objective, anyway.

We'll look at what enablers are coming out of headquarters, or things that locally we believe we can come up with to try to increase and improve service results and/or reduce expenses.

Q. Is this also in the August-September timeframe?

A. Yeah. And I guess most of this would also transition it into the first part of the year. I mean, it's an iterative process that we have to work through.

Again, about that timeframe then, September or October, we're pricing out, you know, what the wage increases are in the union contracts, and forecasting is part of that, projecting where we're going to be at year end would be forecasting where we think we're going to be on -- on service order dispatch units, on repair dispatch units, because that drives a

major portion of our budget. And that's where the enablers would come in, to see what impact would they have, if any, on those various drivers of the business.

Q. You mentioned service order and dispatch --

A. Dispatch, yeah.

Q. -- trouble dispatch --

A. Yes.

Q. -- as being one of the drivers of the budget?

A. Correct.

Q. Is there a -- and is that like a number of service orders and trouble dispatch is a driver, or is it also the time it takes for each one of them? I wonder if you could describe a little more what the drivers are.

A. Yeah, it's primarily the number that we think we would actually dispatch on, so the number of service orders we would have would be much greater than the number that we would have to dispatch a technician on, because we have expressed dial tone where the -- it's already set up on the facility and the new customer moves in, it wouldn't necessarily -- to process an eye order wouldn't necessarily have to roll a truck. So, that's one of the enablers we try to do

is drive that down to reduce the amount of dispatch to improve the time that a customer can be turn up in-service and obviously minimize cost, because you don't have to roll a truck out there.

Repair, same thing. You get a lot of them that the care center is able to handle and do some testing while the customer is on line; you wouldn't necessarily have to roll a truck to clear a trouble report. So again, we're looking at the dispatch as the driver.

Q. What other drivers are there to your budget -- you know, dispatch as being one -- one of the major ones?

A. That would be the -- INR labor group is the one we have the most detail tracking systems on, and therefore -- and with that we use that and productivity factors are used to develop, you know, total demand of -- the total need for productive hours, if you will.

The other -- in the other departments it would probably come down to employee levels, what levels of employees, company and/or contractor and overtime have we used in the prior year to deliver X results. And then we also see what enablers or programs would we have underway to help either reduce

costs or improve customer service that would cost more or less that we would want to factor into the budget.

Q. All right. Let me review that so I can understand.

A. Okay.

Q. Drivers you have as -- dispatches is one of them. Of course, that -- because it takes employees and time. So, it's -- does it really -- that lead to forecasting the number of employees you will need?

A. That, along with the productivity factor. So, if you have X numbers of dispatches at a productivity factor of 1.8 hours apiece, would -- would drive how many productive hours we need to have staffed employees, that's true.

Q. Are there other -- other drivers to the budget besides that?

A. Yeah. And then the INR group, for example, there's air pressure hours; there would be preventive maintenance hours that we would have in there; there's training and meeting hours; vacation hours; overtime levels.

Q. What are air pressure hours?

A. It's hours we spend on our -- on maintaining air pressure in the cables.

Q. Okay.

A. They're pressurized. You get training and meeting time; the preventive maintenance hours would be the ones for your INR work groups. The service order, we talked about the service order dispatches --

Q. A question --

A. -- absenteeism levels, you know, that type of stuff would have to be factored in.

Q. As we're discussing this budget, what areas of the company are you budgeting for?

A. Budget things that are directly under the responsibility of the region president, which would be the insulation and repair forces, the construction forces, central office technicians, facility assignment technicians, the dispatch groups.

Q. What areas are not included in the budget that you prepare?

A. That would be -- can I ask for clarification?

Q. Sure.

A. That would be for total GTE Florida, a legal entity?

Q. Right. I'm trying to get a picture of what you budget for and what you don't.

A. Yeah, yeah. Okay, that's fine. Would

not budget for the care center; in other words, the technicians that take the trouble tickets; do not budget for the customer contact center that take the service orders, the initial call for services, whether that be consumer or business or branch customers. Don't budget for any of that side of it on the order of taking.

Do not budget for any of the other centralized operations groups, which may include operator services; our business response centers and business dispatch centers; don't do any budgeting for the human resources, finance, legal staff functions, I guess I'll say.

Operations support, we have some operations support; marketing, product management; do not budget for those types of things, or track. Do not get too much involved with revenue budgets.

Q. What is that?

A. Revenue budgets.

Q. Okay.

A. So, we're -- what I budget for generally is the cost center that reports to the region president that he is directly responsible for.

Q. Okay. Let me take you back to the enablers.

A. Okay.

Q. You know, we talked about dispatches and the various hourly -- you know, the things people do, training meetings, vacations. What are other enablers to the budgets?

A. When I mentioned enablers, I'm thinking of -- we're calling them enablers, used to call them programs, items that we would want to add or subtract from the budgeted levels that would either increase customer service or reduce cost.

Q. Okay.

A. And cost could be capital or expense.

Q. Are there any other enablers?

A. Those are the types of things that I would call enablers -- examples, I guess, if that's what you're asking for -- of some enablers?

Q. Sure.

A. Would be System enhancements. We recently, in order to improve customer service, implemented the pending order inquiry group, which added dollars to our budget in the region. We added employees so that when a customer calls in and their order has not been worked yet, either it's due later that day or the next day, or they're trying to get a -- they're trying to understand what the status of their

service order is, there's a special group that they would call that would be able to tell them immediately what the status of their order is, which is an enhancement to our customer service indices, and we try to improve our customer service, which caused additional dollars to be added in the budget.

So, there are things that take dollars out and there are things that could add dollars in, depending on the situation of what that enabler is.

Q. Okay. Earlier we were talking about the cycle that you're in, and I think you took us up through about the September timeframe where you're putting all these things together. Could you take us a little further?

A. Keep going? Sure.

As we go through that process, it's not uncommon for a -- what we call a gap to exist to where if you take everything that you -- that the region believes it needs, based on its current run rates, if you will, expenditure levels, looking at inflation, in a growth, inactivity -- any other adjustments that are being made to the budget to get things on an apples-to-apples basis; looking at the enablers that would save dollars, or need to be added to dollars. In comparing that to the target, again, it's not uncommon

that there would be a shortfall or a gap.

And that's then where you start trying to identify additional items that would help to eliminate that gap. And that's what actually takes place, for the most part, between a September-October timeframe. And once you get into the year which -- the financial cycle starts actually in December. It's usually for -- for labor reporting purposes, it's calendared in December, really ends up being our January results.

So you really need to have it pretty well put to bed by the -- you know, you're already into the first month when we're still working through that. And then if you still have a gap, obviously you continue to work on that throughout the year.

Q. Is there any particular timeframe when you have a budget before the year starts?

A. Yes. Yes, we will make an official submission and a financial system of a budget, and that usually is in the -- I'll say October-November timeframe. At that point there still may be a gap that exists, or a shortfall that needs to continue to be dealt with throughout the year.

Q. Will the budget be changed after that --

A. Yes.

Q. -- I mean, after the official

submission --

A. Yes.

Q. -- because there would be modification?

A. Yes.

Q. How long into the cycle will they normally go?

A. There are -- there are -- through the monthly outlook process we have continual updates to the budget throughout the year. Every month there are budget updates.

Q. Do they actually change the budgets --

A. Yes.

Q. -- in the month?

A. Yes.

Q. Is the monthly outlook some report that's issued, or what is it?

A. I believe there is some financial summaries that are done that are the official outlook. That is the numbers that are reported in the monthly operating areas to the current outlook, if you will.

Q. Will the budget keep being changed throughout the entire year?

A. Yes.

Q. Even through December?

A. Yes, it could be.

Q. When was the last change to the 1999 budget, for example?

A. In December. There are common items -- there are some things that may be -- and it could be as simple as this -- the base budget, I would say, is generally not changed, but there are lots of transfers from one department to another, and those are the types of things that will update the budget.

So, while the budget changes all the time, the -- I want to say the majority of it does not.

Q. When you say base budget, is that a term of art of some sort?

A. Yeah, that's just my term, just saying the guts of the budget doesn't change, but there are lots of -- a new program may come out in the middle of the year which the department says, here, we want you to add some people to do this function, and then we'll get a budget transfer for those dollars.

So, then that -- so that would change the budget. That's what I mean by it would continually be updated. Or one department was charged with one thing and now it's being -- that function is now going to be part of the department that's in our region, so here's the dollars to go along with it.

So, that's what I mean by the budget can

continually be updated, will be updated, but the base budget itself, if you will, doesn't necessarily change a lot from month to month.

Q. And that -- go ahead.

A. I'll give you another example would be -- another excellent example would be the TAC Focus program for preventive maintenance. The dollars for that are usually held at a headquarters budget level and then each month as we apply for and get approved TAC Focus jobs, and in any given month there may be a couple of hundred thousand dollars that's been transferred to our budget because we are the ones that actually spend the dollars.

Q. But individual headquarters stays the same?

A. The total, total stays the same, they're just transferred from headquarters to Florida, for example, yeah. And so there's quite a bit of that kind of stuff, so --

Q. All right. Is that based on the one that's created in the October-November timeframe?

A. Yes, it would be the base plan.

Q. Does the final budget come from out of Texas? Who approves the final -- or the budget that you mentioned in the October-November timeframe?

A. I guess the region president would -- would approve of the detail that is in the budget. In other words, by department how many technicians; the timing of the budget throughout the months, the periodicity of the budget would all be approved by myself and then the region president as it is submitted in the October-November timeframe. And it is usually submitted to match the target that was established by headquarters.

Q. Okay.

Is there a report -- and you may have already mentioned this -- that talks about head counts on a monthly basis; is that in your ORR?

A. Yes, it's in the monthly operating report, yes.

Q. All right. Let's start looking through some of the documents, if we could. First of all, we'll go through the region stat reports, and it starts with Bates Stamp 745.

MS. CASWELL: You should have all of them there.

BY MR. BECK:

Q. Okay. Mr. Diamond, do you have the Bates Stamp 745 --

A. Yes.

Q. -- document with you?

Is this one of the reports that you're responsible for?

A. No, this is one that comes out of service administration, as it is noted at the bottom. And this is one that I refer to that I do get daily that I do use. And this is the daily statistics from the prior day and month to date. I believe, you know, it's pretty much by division, by district, which shows how we're doing on our service results.

Q. And this one is for the December 31st, 1998?

A. Correct.

Q. Okay.

A. It would tell you how we did that day, and then also month to date.

Q. Okay. You see at the top of the page there's a section entitled PSC, and then another section entitled GTE?

A. Uh-huh. (Indicating affirmatively)

Q. Can you generally tell me what the difference is between that PSC and GTE sections?

A. The PSC would be the specific measures at a region level that we're charged with making here in Florida. The GTE would be the internal measures, and

these would be common measures across all GTE regions.

Q. How are the measures different? Are they measured differently?

A. I would say yes, they are, slightly differently. A lot of them will probably be generally the same, the same type of data, but cut a little bit differently. And, again, they would be consistent across all of GTE's operating regions.

Q. Okay. Under the PSC -- I'm going to use this as an example to try to understand that difference.

A. Okay.

Q. For out of service, 24 hours --

A. Uh-huh. (Indicating affirmatively)

Q. -- it has Florida MTD 94.4 percent?

A. Correct.

Q. What does MTD stand to?

A. Month to date.

Q. Okay. And it has out-of-service, 24 hours, 94.4 percent under the PSC section?

A. Correct.

Q. And under the GTE section it looks like it's similar statistics, says 92.4 percent?

A. Correct.

Q. What would account for that difference?

A. I believe the GTE one does not exclude Sundays and holidays, and the PSC does exclude Sundays and holidays.

Q. Okay.

A. And that's why if you exclude them, your percentage net would be a little bit higher.

Q. Okay. I'm sorry, is it just Sundays or --

A. Sundays and holidays.

Q. Sundays and holidays?

A. Yes.

Q. In the GTE section there's --

A. Uh-huh. (Indicating affirmatively)

Q. -- underneath the repair it says commit -- or repair commitments met. Could you define what that means?

A. Yeah. When a commitment is given to a customer, this determines the percentage of time that we meet or exceed that commitment. In other words, if we're going to be there by four p.m. on Thursday, if we were there before four p.m. on Thursday, it would count as, yes, we met our commitment versus if we were beyond that, it would be a missed commitment.

Q. Is that the same as meeting the appointment that's set with the customer?

A. Appointments are a little more specific. They may be an a.m. appointment where we're there in the morning, between eight and noon.

Q. Uh-huh. (Indicating affirmatively)

A. So, it's possible -- maybe I should back up on that. I'm not sure I'm clear on it exactly. I'm not an expert on exactly how those -- those work. But my understanding is the appointments are the four-hour windows; versus a commitment may be we're going to be there by the end of the day or by 5:00 or 4:00 that day.

But I believe it's possible to make a commitment, yet miss an appointment. It's possible, I think, but I'm not clear on that myself. That's not my -- probably need someone out of the service administration to give you a more clear definition, if that's necessary.

Q. No, that's helpful, what you said. It wasn't clear to us what the differences was.

Again, in the GTE section there's a --

A. I guess the -- one thing, commitments almost, I will tell you, probably every order has a commitment, but not every order has an appointment.

Q. Okay.

A. So, that's probably the bigger

definition, or the better clarification between the two.

Q. There is an acronym, CFM. That's a -- what does that stand for?

A. Customer Focus Measure.

Q. What does that mean?

A. It generally means it's the total number of -- in this example -- for example, a CFM total repeats; that's any trouble report that comes in within 30 days of the original report. An example of that -- so, it's a more all-inclusive measure.

So you could have a trouble report because you had noise on your line, and then that would be the initial report. And then a CFM repeat could be something like three days later the customer forgot what their voice mail ID is, so they call back, another trouble report saying I forgot my number.

And that's another trouble ticket, so it shows up in the system as a repeat, although it may not have anything to do with the initial trouble. So it's still a repeat report.

Q. Would forgetting your voice mail ID, that would count as a trouble ticket?

A. From a CFM perspective, it would. Now, that would not be a commission reportable type thing

because it's not network service. So again, the CFM, it's almost worst case-type measures. I mean, it includes everything.

And then we may have sub-measures that would break out network repeats, where we're really trying to look at, you know, where we said we fixed a noise situation and it came back within 30 days. So, it would be more specific.

Q. So, this column under GTE was CFM total repeats, including SS --

A. Special Services.

Q. -- and that would include any repeat for any reason --

A. Correct.

Q. -- regardless of what the initial trouble was?

A. Correct.

Q. Okay. Then underneath that there's CFM or service order with trouble within seven days?

A. Correct. It's a similar type measure, it's trying to look at any service orders that were completed. The thought being if that person has trouble within seven days it probably means something was wrong with the way we installed or completed the service orders. So, we're trying to track that to

minimize that kind of a customer negative experience.

Q. There's a row further down the page called COPS, C-O-P-S. What does COPS stand for?

A. That's a system and I -- it's a separate system and I -- it usually refers to -- and I'm not sure of the exact words for the acronym, but it usually means something like Customer On Premise Systems. So when we think of COPS, we're talking about the deregulated phones and inside wire and things.

Q. Okay. Do you know what the acronym BTL stands for?

A. Below The Line. It's non-regulated.

(Pause)

Q. Let's go to a different page, 1576. I'm going to start on 1575.

(Pause)

All right, sir. On page 1575 there's a cover sheet for the Florida targeted operations review dated October 27, 1998; is that right?

A. Correct.

Q. Is this a report that you prepared or were responsible for?

A. Yeah, it's a -- actually, it's a presentation that my department coordinated the compiling of. I led the effort in compiling the data

for this meeting.

Q. What brought about the need for this presentation?

A. We have routine semi-annual meetings with headquarters. Comes down -- it would be John Ferrell's boss and my boss usually attend. Several other operational people come down twice a year to Florida and we spend half a day reviewing operations in the region.

Q. Okay. So normally there would be about two of these each year?

A. Correct.

Q. Okay. And I don't know if you said this before, but who is John Ferrell?

A. He's the region president.

Q. You don't report directly to him?

A. Correct.

Q. You report to --

A. Chuck Lindner in Dallas. I have a dotted line relationship to John Ferrell.

Q. How long has John Ferrell been in that position?

A. Just a little over a year now.

Q. Okay. And he has overall responsibilities for the region?

A. For the region operations.

Q. And have I accurately described his responsibilities? He's just overall responsible for everything that happens in the Florida Region?

A. Yeah. Not -- and not only the region, but he would also have, through our matrix setup he is the primary person also responsible for all, you know, the PSC measures and things within Florida.

Q. When was your most recent target operations review?

A. The most recent one would have just been, I believe, in November of '99.

MS. CASWELL: Probably not, because we cut off at September of 1999.

BY MR. BECK:

Q. Okay.

Are there -- do you have separate documents that -- that reflect the target operations review that occurred in '99?

A. Yes.

Q. When do you expect the next one to be?

A. I believe it's scheduled for either May or June. I don't know the date offhand. I can get you that.

MR. BECK: Let's go off the record for

a second.

(Whereupon, an off-the-record discussion was held.)

BY MR. BECK:

Q. Let's go back on.

Mr. Diamond, the next Bates Stamp page after the cover is Bates Stamp 1576, but at the bottom it says page 7. Do you know what was on pages 1 through 6?

A. Hum. I realize you're right. No, I do not. I can find out.

MS. CASWELL: We can go back and see if we can find another copy of that because I didn't exclude anything when I went through the documents. I mean, I took out other stuff for other documents.

THE WITNESS: It looks like a copy of my personal one, so I don't know why it wouldn't -- I'm surprised it's not in there because I don't know any reason why I wouldn't have had it in there.

BY MR. BECK:

Q. This report would only reflect Florida operations?

A. Right.

MS. CASWELL: Correct.

THE WITNESS: Yeah, in general. I mean, 99 percent of it probably does.

MS. CASWELL: Yeah, we'll have to check on it.

THE WITNESS: I'm surprised.

MS. CASWELL: Do you think you have another copy?

THE WITNESS: Yeah, I might.

MR. BECK: Do you want to take a short break?

MS. CASWELL: Sure.

MR. BECK: Let's take a short break and see about the missing pages.

(Whereupon, a short recess was taken at 10:25 a.m.) (11:01 a.m.)

BY MR. BECK:

Q. Back on the record.

During the break, Kim provided us six pages that I think would logically appear between Bates Stamp page 1575 and 1576; is that right?

MS. CASWELL: Yes.

MR. BECK: Okay. And these -- there's -- each of the pages has the page number listed on the bottom.

BY MR. BECK:

Q. Mr. Diamond, on the first page of that -- I'm going to discuss the first pages that were just handed out. On page 1 it lists three targeted areas. Are these particular areas that were targeted for some reason?

A. Yes.

Q. Could you describe why they were picked?

A. Because we were having difficulty in these -- with the primary areas. That's why when it says Florida targeted operations review, generally it's just a Florida operations review. We may get into some other areas, but these were specific ones that they wanted -- "they" being headquarters, wanted to concentrate on.

Q. It says "targeted." Does that mean targeted for the purposes of the presentation at headquarters, or for other purposes as well?

A. Targeted, meaning those are the three areas we want to visit, focus on, target on -- that type of target.

Q. The first of the three areas is wholesale index. Could you briefly describe what that is.

A. That's the -- the sum of the index would be the sum of, I believe there are four or five

measures that relate to our special services for our wholesale customers.

Q. Okay. So, every instance of a wholesale would be special services?

A. Correct.

Q. Okay. Secondary is called "trouble volume." Why was that an area that was targeted for review?

A. That was an area that we were having a lot of difficulty with in 1998 with the heavy rains and flooding that we had. Starting in late '97 throughout the first few months of 1998, our trouble volumes were extremely high, so that was driving a lot of our expenses and service results being less than we would have liked to have seen.

Q. On page 3 of this document it discusses new circuit failure rate within 30 days. There's an objective -- is it -- 2.9 was the objective for the new circuit?

A. Yes.

Q. Could you tell us what that means by a new -- an objective of 2.9 for the new circuit failure rate within 30 days?

A. With the new circuits installed, 2.9 percent was the objective that we would like to get

to of those that have a trouble report within 30 days of maintenance to all.

Q. There is a commitment level of 3.7. Am I correct in that?

A. Yes.

Q. Why is the commitment level different than the objective?

A. Prior -- earlier in the year I believe there was some challenges to see what would -- what could we get to in terms of trying to drive down towards the objective. There was some realization that, as you can see, we were running back in the March, April, May in the 4-plus time frame that we may not get to the 2.9, but what could we commit to get to in the later months in the year.

Q. Is commitment something then that you actually thought was achievable?

A. More achievable than the objective, given the timeframe, yes.

Q. What does "more achievable" mean?

A. It was more realistic than the original objective that was set, yes.

Q. Where did the original objective come from? Who set that?

A. That would have probably been a combined

effort between headquarters and the region back at the beginning of the year.

Q. Is this statistic something that you would use in your budgeting process?

A. No, I would not use that.

Q. What's meant by a circuit in this measurement?

A. Again, high capacity circuit.

Q. Okay. Is that still in the wholesale?

A. Yes, and these are all still wholesale measures.

Q. Okay.

A. The whole section under wholesale is all special services.

Q. Does every page through page 6, including page 6, deal with wholesale?

A. Yes.

Q. Would the commitments or objectives for wholesale be different than retail?

A. For wholesale special services?

Q. Yes.

A. Well, they're different measures, I'm not sure.

Q. Let me ask this: What's included in wholesale? You said special services?

A. Yes.

Q. Does that mean private line-type services, or what -- what's included in that?

A. I'm not an expert in that area, but I believe it's special services to our wholesale customers, AT&T, Sprint -- those types of customers --

Q. Okay.

A. -- versus they're not POTS types, if that what you're thinking.

Q. Okay.

A. And so most of these objectives that we are reviewing here I believe are different than any kind of standards that we would have for residential or B-1 customers.

Q. What's a "BLOB" special service order trouble?

A. We've got BLOBs and CLOBs.

Q. What are they?

A. BLOBS are Business Lines of Business -- are business customers. We have lines of businesses set up within the organization and they support business customers. So, Business Lines of Business.

The Consumer Line of Business, or a -- I'm not sure if it's wholesale was a LOB or not. Basically a LOB is a Line of Business.

Q. Let's go to Bates Stamp page 1576. Does this still deal with wholesale, or is this now a different --

A. I believe wholesale would be included in here, but it -- the vast majority of this would be POTS-related, trouble reports -- network trouble reports.

Q. Well, there are three targeted areas. The first was wholesale and the second is trouble volume.

A. Right.

Q. Would page -- Bates Stamp 1576 be in the second one, which would be trouble volume?

A. Yes.

Q. Could you define what a statistical trouble per one hundred is?

A. That's the network troubles per hundred lines, and it's looking at again, trouble reports that are ultimately cleared to the network versus, say, CPE or as I talked earlier, the voice mail type trouble report. So, it would be more network-related.

Q. So an individual --

A. That's per hundred lines.

Q. Okay. So if an individual customer had two POTS lines, would each of them count separately --

A. Yes.

Q. -- in this?

There are two items graphed on this page. One is Florida and the other is NS?

A. Network Services. All the other are GTE regions.

Q. Would that one include Florida as well as all the others, or would it be all others, excluding Florida?

A. I do not recall. I can give you a guess, if you want.

Q. Sure. What's your guess?

A. My guess is that it does not.

Q. That it does not include Florida?

A. My guess is that it does not, but I can't be sure. I don't remember, to be honest with you.

Q. But in any event, that's a nation wide --

A. Yeah, national. And all the rest of the country did during those same time periods.

Q. At the bottom of the page where it says -- at the bottom left-hand corner, it says: Network troubles per one hundred, and then in parentheses it say, REP R-9. Do you know what that stands for?

A. Yes. It's a specific code that's used to

pull it out of our trouble analysis system, or out of our total measures system. Like REP R-9 would be network troubles per one hundred.

Q. Could you turn to the next page, which is Bates Stamp 1577. Could you briefly describe what this chart shows us?

A. I was trying to depict what the defective outside plant capital dollars were over a time period, '90 through '98, and the network troubles per one hundred over that same time period.

Q. What's meant by defective outside plant capital?

A. It would be the capital dollars used for preventive maintenance primarily -- or identified as preventive maintenance to repair defective outside plants.

Q. Would these be the -- part of your regular preventive maintenance program, or the special dollars?

A. This would -- it would be both.

Q. It would include --

A. It would be some of all of the above, yeah.

Q. It would include TAC Focus?

A. Correct. TAC Focus, PMIR, and any other

business cases that are specifically designated.

Q. And are these figures related to Florida only?

A. Yes.

Q. So, I'm reading this -- tell me if I'm reading this correctly. It shows 24.1 million dollars committed to defective outside plant capital in 1990; is that right?

A. Yes.

Q. And then 21.3 in 1991?

A. Correct.

Q. And then from 1992 onward it's either ten million or less; is that correct?

A. Correct.

Q. Do you know why the level of commitment to defective outside plant dropped from the 20 million figure in 1990 and '91 to ten million or less afterwards?

A. No, not specifically. I was not around, at least in Florida, back in that timeframe. I do remember when we put this together, and it's not marked on here, but there were some caveats that those were the best numbers we could find back then. So -- and quite honestly, the way we measure things and over time change the way we measure things, it's very possible

that these aren't apples and apples. There may have been some things classified as defective plant that are now -- that were -- yeah, defined as out -- defective outside plant back in the early nineties that are now part of another category, so I can't be sure that that was exact. But that -- those were the best numbers we had at the time.

Q. Did you choose to put this graph together?

A. Myself and the region president at the time, Pete Daks.

Q. And what was the purpose of showing these comparisons?

A. The purpose was to show at that point in time that we were thinking -- or we were of the opinion that we had reduced some defective outside plant capital dollars.

Q. Was a purpose also to show that -- that network troubles increased with a -- associated with a decrease in the amount of spending for defective outside plant capital?

A. Yes.

Q. And was one of the reasons for putting this together to try to convince the folks from Texas to commit more money to defective outside plant

capital?

A. Yes.

Q. Did you have any success in that, at that meeting?

A. Some.

Q. Could you describe that.

A. I believe the capital dollars that we spent in '98 I thought came in a little bit higher. That was an estimate that we were going to be at, we were a little bit higher than that in '98, and I believe in about that timeframe, '97 or '98, is when the PMIR piece of this also came in. Prior to that, it was only TAC Focus in specific businesses cases.

And there was some discussion at that time that the region needed some other preventive maintenance dollars that they could use at their own discretion, and that's when the PMIR piece of this came into being, both capital and expense. This specifically shows the capital side of it.

Q. So, PMIR only came into existence in the last few years?

A. That -- the total defective plant, preventive maintenance, has been around for years.

Q. That's the TAC Focus?

A. Yeah, TAC Focus, business cases, which is

another area that you separately identify an area and submit a business case to get some funding for that specific idea.

Then there was an amount of money set aside that the region could choose on their own discretion with some documentation as to where they were spending the money to control the dollars. That way, that they weren't being spent inefficiently or ineffectively. That came about, I believe, in about the '98 timeframe.

Q. Are the PMIR dollars kept at the -- in Texas, and then distributed as you make the case for spending them?

A. Yes.

Q. When you talk region, does that mean Florida?

A. Yes, yes.

Q. I mean they're -- they're the same thing; your GTE operations in Florida are this region?

A. Yes, yes, yeah.

Q. Mr. Diamond, you said you thought the actual defective outside plant capital came in a little higher than five 1998?

A. Yes.

Q. Was this your estimate on October 27,

1998?

A. Correct.

Q. Do you know what the number is for 1999?

A. I can get that, I don't know offhand.

Q. Do you know if it was higher or lower than five?

A. I think it's little bit higher. But I think -- we're not talking --

MS. CASWELL: I'm sorry, go ahead.

THE WITNESS: I think we're talking in the five to seven range.

MS. CASWELL: Yeah, I want to point out I have a continuing objection to information after 1998.

MR. BECK: Off the record for a second.

(Whereupon, an off-the-record discussion was held.)

MS. CASWELL: Oh, I'm sorry, I'll withdraw it. Sorry, Charlie.

BY MR. BECK:

Q. Let's go to the next page, if we could, Bates Stamp 1578. Mr. Diamond, this chart shows trouble volumes?

A. Yes.

Q. Okay. And it breaks them into two

categories, one called TAS and other called MAPPS. Can you describe what those two categories are?

A. Yeah. The first category is TAS, which is out of our Trouble Analysis System. And it's the system that they -- the care center when they get an initial trouble report, logs it into that system.

MAPPS is the Manpower Activity Planning and Productivity System. And that would be tracking the trouble reports that are cleared by the technicians in the field, specifically what we call Labor Group -- 201 technicians.

Q. What is Labor Group 201?

A. It would be your installation and repair. And, again, when I say installation and repair, there could be up to four different labor groups that could be classified as installation and repair. Our label group 201s are primarily repair; our 301 would be service installation, and then we've got 221s, which are business repair and installation; and 341s, which are also business repair and installation. Somewhat different wage grades and capabilities and focus.

So, when you say INR, you could be as generic as all four, but primarily we track the 201s and 301s, and that's -- although the 301s only do installation, so they wouldn't apply here, but MAPPS is

the system that we use to track their productivity and all the units that they work on. That's why the MAPPS numbers are generally lower than TAS numbers.

Q. Did -- MAPPS included a subset of TAS?

A. Correct.

Q. So, the difference between the TAS and MAPPS would be troubles that are -- that come into your trouble reporting center?

A. Correct. That either (A), are not dispatched at all; or (B), were cleared by a different work group other than our 201s and 301s.

Q. Would it be true that every MAPPS trouble happened when they dispatched?

A. Yes. Yeah.

Q. On the first line it shows 1997 actual dispatch trouble, so the seven hundred and eighteen thousand actually in TAS means that somebody was dispatched. No?

Does TAS mean that there was a dispatch, but the difference between the --

A. It really means that the 583 was actually dispatched 7/18. Yeah, in the case of TAS those wouldn't necessarily be dispatched. They were cleared by -- that was the total number of troubles that were closed. That's a little bit misleading. It's just the

MAPPS that are definitely dispatches. TAS may not be a dispatch. Probably somewhat mislabeled there in terms of being correct for both columns.

Q. All right. Is TAS part -- included in part of your organization? Do you budget for them?

A. Not -- no, not all of them. Again, a lot of those are cleared right in the care center itself and I don't budget for the care center.

Q. There are some handwritten notes on this page. Are they your handwritten notes?

A. Yes.

Q. Over in the left-hand side there's a handwritten note, it says: 10,000 units equals four hundred and sixty thousand dollars. Can you tell us what's meant by that?

A. I'll check my map, but it's probably roughly forty-six dollars a unit, so he was kind of doing an order of magnitude of what we're talking, ten thousand units, how much are we talking in terms of expense hours.

Q. And what do you mean by unit?

A. Dispatch unit.

Q. A dispatch unit?

A. Yeah, roll a truck.

Q. And that may -- that would equate to a

certain number of hours?

A. Correct. At a certain labor rate.

Q. Now, this was prepared in October of '98 and then you have some information about your '99 forecast. Does this reflect pretty much the process you described earlier where you take your forecast and make adjustments to it?

A. Yes, exactly. The -- these would be your enabler-type items here.

Q. Okay. So, at this point for 1999, you were forecasting six hundred forty thousand MAPPS troubles; is that right?

A. 1998.

Q. That you were forecasting --

A. Oh, that was 1998, I'm sorry.

Q. I'm sorry, for 1998 you were forecasting six hundred forty thousand?

A. Correct, yes.

Q. And then to take that to a 1990 forecast, you made certain adjustments to it?

A. Correct.

Q. And if we could go down that column --

A. Sure.

Q. -- I want to try to understand each one. Your first adjustment is a subtraction

for El Nino. I guess El Nino hit in 1998; is that right?

A. Yeah, late '97 and the first part of 1998.

Q. So, you were forecasting a reduction of sixty-two thousand troubles, because you wouldn't have the effect --

A. Correct. It's more of a one-time phenomenon.

Q. And the next item is a slight increase for growth; is that correct?

A. Correct.

Q. Growth of what?

A. Just access lines. We've got more lines that we're supporting, so you're going to have some growth, and a lot of times we'll say growth slash deterioration of the existing plant.

Q. Is that what's reflected by the 4.9 percent?

A. That would just be the growth line gain -- switch line gain growth factor.

Q. That would not account for any deterioration of the plant?

A. No.

Q. Let's go through your action items.

A. Okay.

Q. These are all items that you were forecasting for 1999 that did not occur in 1998 that you thought would reduce the trouble items?

A. Or the word did occur, but we thought it occurred to an even greater extent.

Q. Could you tell us about the first one that's called TAC Focus?

A. That would be our primary preventive maintenance program, the TAC Focus program. We thought that would have an impact of an additional sixteen thousand, less repair dispatches.

Q. Was there some additional money that went toward that, or what made you think that this would reduce your dispatches?

A. We'd be looking at the TAC Focus capital on expense dollars that were spent in 1998, or expected to be spent early in 1999 that would fix the floor plan, that would save us the dispatches.

Q. I'm trying to understand why that's an incremental difference. You spent TAC Focus dollars in 1998, did you not?

A. Correct.

Q. And you were forecasting -- was it a higher level in 1999 that would give you these

reductions, or what?

A. That -- that could be part of it. I believe since we added in the growth and -- up above -- and then we're going through and taking out what things would reduce trouble volumes as we went forward. So, it seemed appropriate to reduce for trouble volumes -- trouble volumes due to TAC Focus.

Q. How about the second one? What does that relate to?

A. Improvement in repeat reports. In other words, working with the technicians to do a better job up front so you don't have the repeats coming back.

Q. And CFM -- what does CFM mean?

A. Customer Focus Measure. We were trying to drive that from a 19.4 percent down to 16 and-a-half. And what the equivalent number of dispatches related to that would be, would have been the six thousand, roughly.

Q. Were there any new dollars associated with these programs that would help you bring about these reductions?

A. You're talking generically again?

Q. Well, at least the two we talked about.

A. A TAC Focus would have had specific dollars earmarked to do that. Repeats wouldn't have

had dollars, per se. Although, in 1999 we did spend some additional dollars on some new test equipment that would help the technician do a better job to identify any trouble and clear it up the first time he was out there.

Q. That would account for some of these reductions then?

A. Yes.

Q. What's the third item, cross box bonding and grounding?

A. Yes, special program, and there was additional funding set aside through business cases. That was one specifically that we had already talked about, or that we had already worked on, to improve the bonding and grounding in our cross connect boxes that should have generated some savings in the trouble reports.

Q. Discuss the next item, which is network station wire.

A. A network station wire was basically drop wire. I -- I'm drawing a blank as to what that specifically was on that one.

It had to with the drop wire. We thought we would -- again, some of that might have been coming -- some of that might have been related to the

special test equipment. That is one area that it definitely stresses, is the drops. And I would hope we didn't double count any of those. I don't think we did.

Q. Okay. What's the next item, which is business --

A. Again, that would be the defective plant business cases and PMIR dollars would -- it was earmarked, would be expected to take out about two thousand trouble reports.

Q. And there's two thousand for others; is that right?

A. Yeah, and a better job on no accesses, not getting came clears, where a technician would arrive and not find any trouble, and so --

Q. So you forecasted -- at this point you forecasted 1999 MAPPS troubles of five hundred and seventy-five thousand?

A. Correct.

Q. How did that compare to your actuals in 1999, if you recall?

(Pause)

A. I think it was actually pretty close to that, now that I think about it. I can get back to you with that number. I've got it, I just don't recall

offhand.

Q. Are there reports that you would look at to determine that?

A. Yeah.

Q. What report?

A. Monthly operations report.

Q. The ORR that we talked about?

A. Yeah.

Q. If we looked at the ORR for December of 1999, it would show that?

A. Yes.

Q. Mr. Diamond, two more questions.

A. Sure.

Q. Back on the TAC Focus item. Again, TAC Focus is a recurring program that you have each year?

A. Correct.

Q. For this item, which forecasts improvements for 1999 over 1998, did you look at the total dollars committed to TAC Focus, or was it only the additional dollars over and above 1998?

A. It would have been total dollars, and I believe in 1998 and 1999 they were higher than what it was, say, in '96 and '97, it did increase. I don't know offhand what the dollars were, but I can get you

that information.

Q. By your note that you discussed on the left side, ten thousand units equals four hundred sixty thousand dollars, for budgeting purposes, would you assume that every drop of ten thousand units would save you four hundred and sixty thousand dollars?

A. Yes. That was the -- for talking purposes, when we talked about the numbers -- or the other way around. For every ten thousand I have it's around four hundred sixty thousand. It worked both ways.

Q. We'll go to the next page, which is Bates Stamp 1579. This -- this discusses your TAC Focus trouble reduction program; is that right?

A. Uh-huh. (Indicating affirmatively)

Q. And it starts off by saying: Recent years spending 2.6 million dollars was maintained and normalized outside plant per one hundred -- I guess that's "defective rate" or "trouble"?

A. Yeah, trouble rate.

Q. .55?

A. Uh-huh. (Indicating affirmatively)

Q. And the third one down says: Florida can get to .45 in the year 2000, with 7.8 million in TAC in 1999. Did you actually spend that much in 1999 for

TAC?

A. I don't believe it was quite that high for TAC by itself. In total it was probably about that, once you put in the PMIR business cases.

Q. Do you have a -- are you using this figure in your budgeting, the .45 figure?

A. Not -- not currently, no.

Q. I mean, do you use any figure like that at all, or do you use a different number? It's just not a figure that you use at all?

A. No, I use just the actual dispatch volume itself. We do track that number, but I don't use it to directly build the budget.

Q. Okay. The second to last item talks about the improved cost per trouble hit, from three hundred and forty dollars to two hundred and twenty-four dollars net after-study rate. What does that refer to?

A. That's referring to the actual dollars that we spend per trouble report that we have in a given section that we're trying to replace or upgrade. So, the whole TAC process, what it does is looks at a certain section -- or looks at all of the sections of cable and looks at where the trouble reports are occurring. They call them hits, the number of trouble

hits that you have in that section, and that's how you determine through the trouble analysis system center, here's where you want to go because here's where you're having the activity in the problem cables. And this is the number of dollars per trouble that we ended up spending, actually take -- upgrade or replace that section of the plant.

And it's saying that we've improved that, we're spending less money to do a more efficient job to get out the number of troubles.

Q. Are they capital or expense dollars for those?

A. I believe that's an average of both.

Q. The last item talks about business cases and the PMIR. I know you've already discussed PMIR, but what businesses cases are you referring to?

A. We've had -- over and above PMIR there wouldn't be any business cases that we would, on our own, choose to submit to headquarters for funding approval. Things like, I imagine, the cross connect box bonding and grounding program was a separate business case that was submitted. We've got more of those going on.

In the future we've got some cell sites for -- cellular phone sites -- where we've had some

bonding and grounding business cases put together and submitted, and got funding approved.

Q. On the next page, which is Bates Stamp page 1580, it discusses a number of your initiatives on this page and the next one, does it not?

A. Yes.

Q. Okay. And there's a column that says 1999 reduction?

A. Yes.

Q. For example, under repeated reports there's a 1999 reduction of six thousand. Is that the number of reduction of troubles that you would expect from implementing that program?

A. Yeah. That should tie back to 1578 where it shows the item. For some reason that first one did -- it said 18 -- it says 16. That was the intent.

Q. All right. Let's change to a different report --

A. Okay.

Q. -- just to keep things interesting.

Go to Bates Stamp 1778.

A. Okay, got it.

Q. I don't.

MS. CASWELL: Here's an extra copy.

THE WITNESS: Yeah, this is the cover.

BY MR. BECK:

Q. Okay. Mr. Diamond, this report -- I guess it starts on 1787?

A. Correct.

Q. Actually, this is a 1997 Florida region operations review report.

A. Right.

Q. Is this for the whole year?

A. This is the -- for the December year end one. This is the monthly report that I send out every month.

Q. All right. And this would have been prepared then in early -- or in January of 1999?

A. Yes, correct.

Q. Okay. On the next page, which is Bates Stamp 1788, on the dots it says: Branch CVI, December year-to-date results. Would you tell us what Branch CVI means?

A. It's the Customer Value Index, is the CVI. Branch would be referring to our large customers -- business customers. It's based on an external survey of those large customers.

Q. So, is that what the customer value index is?

A. Yes. It's a summary of several questions

about service, value, price; service, whether it be the installation or repair process.

Q. Okay. Within that section it talks about a mean time to restore for your -- these are for your large business customer?

A. Correct.

Q. What does that statistic refer to?

A. That's the average amount of time it takes to get -- this again would be referring to special services; this is the average time it takes to get it back into service.

Q. So it is measured from the time they report a trouble --

A. Yes, from the time they report to the time it's cleared.

Q. Okay. Further down in that section it says: Each regional sales manager visits TICOS customers. What does the acronym TICOS stand for?

A. That's the name for the survey. It's Telecommunications Industry Customer Opinion Survey.

Q. And this is the survey that goes to your large customers then?

A. Yes, yes.

Q. Does it go only to your large business customers?

A. Well, we use the same -- it's somewhat different, but the same survey type for our residential customers also. It's the external survey that an outside agency uses to call --

Q. So it's an acronym when it refers to your -- those actual customers?

A. No, they're still TICOS surveys.

Q. What is your Ambassador Training Program?

A. That had to do with training technicians to be extra good, you know, to improve their communications with customers, being an ambassador for the company, if you will.

Q. Does that have anything to do with selling services also?

A. Generally, no. I mean, that might have been a part of it, but that wasn't the primary gist of it.

Q. Down further in that section it says: Established business results improvement team. Could you tell me what that is?

A. We had a group of key managers looking at actions -- action plans we could do to improve results for our business customers.

Q. Okay. The next section has BSC, Val -- Customer Value Index. Can you tell me what is the BSC?

A. Yeah, Business Sale Center. It would be our -- our small, but -- I guess I would say small to medium business-size customers, the big, medium and large customers.

Q. Okay. How would you distinguish between them? What's the dividing between a large, medium and a small business?

A. There's a revenue amount, and I don't recall exactly what that is.

Q. But there is three different -- business customers are segmented into three sections, large, medium and small?

A. Correct.

Q. And the dividing line is a revenue figure for those customers?

A. Correct.

Q. Okay. The next page, which is Bates Stamp page 1789, talks about the BSC fulfillment, CSI. Could you tell me what that is?

A. That would be the smaller business customers fulfillment, being the installation process, Customer Service Index in the same type survey, looking at the installation process.

Q. And BSC includes both medium and small business?

A. I'll say small --

Q. Okay.

A. -- is what it includes. We change from year-to-year as to who is in which category, there is some modifications. It would be your small, medium customers and small -- small businesses customers, generally small businesses.

Q. Does branch always include large?

A. Large.

Q. And it's only large?

A. It used to be large and medium, but some of the mediums kind of went to branch and some went down to the VSC recently in the '97, '98 timeframe.

Q. Are there two or three segments?

A. From an -- organizationally, there's -- there's -- I would say there are three segments of the work with -- we've got our Branch customers, we've got our business customers, which -- and then we've got our consumer, I guess, would be the three.

Q. There's two --

A. In business, though, they -- they used to classify them as large and medium, and they were handled by the Branch. And then the small were handled by the GSC. So, there's been some transitioning between the organizations between all those categories.

That's why I'm a little bit -- it changes from year-to-year. They true up, based on changes of the activities of those customers.

Q. Now, focusing on your BSC, which is your small or small-medium, depending on -- when?

A. Very good.

Q. Okay. Customer Value Index is the survey that goes to the customers; is that right?

A. Okay.

Q. And fulfillment is the installation --

A. Correct.

Q. -- for those services?

And what's the BSC assurance?

A. The repair site.

Q. Okay.

On page 1B, which is Bates Stamp 1700, it refers to the year-to-date wholesale index. Would the wholesale be a separate category again, or would that be just a part of the business customers?

A. No, it would be separate for our wholesale customers. Again, the -- the carriers, AT&T, Sprint. It's again a special services activity.

Q. Okay. The next page, which is Bates Stamp 1791, under the incurred expenses section, it says that: December or year-to-date, TAS repair

dispatches are 49 percent higher than budget.

A. Yeah.

Q. Could you tell us a little bit more about that? What are TAS repair dispatches?

A. TAS, again, is the Trouble Analysis System.

Q. I thought earlier when you talked about the TAS system you said it may or may not include dispatches.

A. Yeah. We have other reports that track of the total TAS, how many of those are cleared by outside work forces. There's two or three ways to measure this. Some of them are more, say, generic that were national in nature, and I was using the more national number there, rather than MAPPS, which would be more local.

Q. It's not Florida specific?

A. Yes --

Q. Okay.

A. -- it is. I was using that methodology, I guess. And we were 49 percent over budget. Yeah, this was '98.

Q. And was there an analysis of why the repair dispatches were 49 percent over budget?

A. Well, they're primarily driven by

El Nino, the continued heavy rainfall earlier in the year. It would have been the primary driver of it.

Q. Okay. After that it says: Productivity is unfavorable to budget. Is there a budget figure for productivity that you were using in this section?

A. Oh, yes.

Q. What are those?

A. Those are the hours per unit that we used to build the budget in terms of how many hours it's going to take on average to clear a trouble report on the ones that are dispatched. I believe when we talked about that earlier, that was one of the drivers of the budget.

And what this specifically is referring to is we used a lot of contractors and temporarily assigned our loan to arrive at our infrastructure divisioning, which were generally construction people to help out during those timeframes, and that is their primary job, so their productivity was not as good as the technicians that are normally in that work group.

Q. Okay. In the last section it talks about employee count. Here's a section you have almost every month, do you not, where you talk about the employee count --

A. Uh-huh. (Indicating affirmatively)

Q. -- compared to the year end target at budget. In this case you had 1998 year end, you had three thousand five hundred ten employees in this area that you were responsible for?

A. Correct.

Q. Then you have five below target, but fifty-nine below budget. Could you tell us a little bit about the difference between the target and the budget?

A. We've tracked targets -- off and on GTE extracted employee count levels and said targets were those levels which may or may not be directly linked to the budget in terms of activity and demand, so it's possible that --

Q. Do you want to go off record for a second?

A. Yeah.

MR. BECK: Let's go off the record.

(Whereupon, an off-the-record discussion was held.)

BY MR. BECK:

Q. Okay.

A. Yeah, all I can say is that they were set separately and not necessarily directly linked.

Q. Let me ask you this: The budget number,

that would be the budget that was prepared in what, late 1997?

A. Correct, and adjusted in -- somewhat throughout the year.

Q. All right. So when you said that the employee level was 59 below budget, would that be the budget that existed at the end of the year for 1998?

A. Yes.

Q. Okay. But yet there's a target that was -- well, the difference between the target and budget looks to be 54 people; would you agree with that?

A. Correct.

Q. Where does the target number come from? Is it something -- a different figure than the budget number that's generated from somewhere else?

A. Yeah, there was a separate request, or we were working on trying to come out where we thought we would end up employee count-wise in terms of actual employees, and that may have been lower or higher than the actual budget had allowed.

In other words, you've got an organization that we knew would float and things, and we wouldn't necessarily fill all those jobs. So we knew that we would probably come in under budget, and

then offset that would be the contractor usage or overtime, depending on the situation.

So, they may -- we may have been requested nationally from headquarters as to where we thought we would end up with the year, and that's the number we would have jointly come up with, as to where we thought we would be on employee count.

Q. That's the target you're referring to?

A. Yes.

Q. Okay. You talked about float might be one of the reasons. "Float" being what?

A. Vacancies that exist as retirements or people moving to other departments. You know, the process -- so by the time you get your requisition in, and Human Resource is able to fill the job, there's a period where you're below budget.

Q. Wouldn't you account for that sort of thing in preparing the budget itself?

A. Yeah, yeah. The budget basically is, you know, you may look at an organizational chart and you've always got a few vacancies in there, so we thought we would be below what the budget would support. And that's where you might use contractors, depending on the function that's not filled at the current time.

Q. Do you have any way that you track -- if you're -- if you're filling in, what would normally be an employee figure, if you're filling it in with contractors, do you have some way where you measure or keep track of -- instead of using contractors to fill in places that would otherwise be employees?

A. Yeah, we keep monthly contractor levels.

Q. Do you budget for contractor levels, as well?

A. If we know about them, yes, we do. Generally we don't budget for a lot of contractors.

Q. Where would the money come from for contractors, if you don't budget for them?

A. Well, if you ended up using them --

Q. Yes.

A. -- you would have to be offset by either reductions in overtime or the vacancies of the company employees.

Q. Okay.

Where would we look for a report that would show contractor usage? You said earlier you have something where you track the amount of contractors and --

A. Right.

Q. Where would I look to --

A. I believe in this report under the employee count section.

Q. Would you show me where?

A. (Witness complies)

(Pause)

Q. Page 1846, Bates page 1846.

A. That report is issued every -- every month. It shows the number of hourly and bid contractors that we would have by part.

Q. Would these -- the dollars for these contractors, that would -- would or would not be included in your budget?

A. It would.

Q. It would be?

A. Yes.

Q. Oh, on your head count, when we looked at the 3510 figure --

A. Oh, no, that's just company.

Q. Oh, those are employees, not contractors?

A. Correct. I'll tell you what.

Q. How can we tell from this report whether you are over or under budget for contractors?

A. Can't.

Q. Where would we find that out?

A. In this report I don't believe we tracked

budgeted contractor levels, tracked actual levels.

Q. What were you -- if -- if I were to ask you what your budget was for contractors and I wanted to see your actuals versus budget for 1998, what report would you go look at to determine that?

A. Probably the best thing I would go to, would look at contractor dollars that would have budgeted, and then look at the actual dollars that were spent.

Q. Was there a report that you would look at to determine that?

A. There would be backup reports to these that would show within our expense budget, how much of that was actual -- in actuals, how much of that was contractor. That's a separate line item that we would budget, separate cost code -- cost element code.

Q. That would be a backup to your operations review report?

A. Yeah, it would be supporting detail, I guess.

Q. Who would maintain those -- those backup reports?

A. My people.

MS. CASWELL: Charlie, just -- we're still -- his people are still producing stuff,

so that may show up.

MR. BECK: Okay.

MS. CASWELL: Plus, do you think we still have that stuff, the backup?

THE WITNESS: For '98, the backup?

MS. CASWELL: The backup -- like the backup to these.

THE WITNESS: Yeah. Yeah, we would have that. We would have that. I didn't realize that, I guess, on the data request that I saw.

MS. CASWELL: Yeah.

THE WITNESS: And you and I can talk more about it exactly --

MS. CASWELL: Right.

THE WITNESS: -- but I didn't see that as --

MS. CASWELL: There's -- if there's backup, we'll get it for you.

THE WITNESS: Oh, yeah, there's -- I mean, each one of these have got --

MS. CASWELL: Okay, then.

THE WITNESS: This is the summary.

MR. BECK: We'll talk.

MS. CASWELL: Okay.

BY MR. BECK:

Q. We looked earlier at the figure 3510 for employees --

A. Correct.

Q. -- at the end of 1998. Where would we look to see whether that figure -- I mean, other than your narrative here, it says that it's 59 below budget, is there some part that would show us that?

A. Yeah, it's in the employee count section of the section 7 of the ORR. It's the prior page to what we were just looking at, the contractors, so it would be 1845. It shows 3510 by department -- or by labor group.

(Pause)

Q. Go ahead.

On the page you referred me to, which is Bates Stamp 1845 --

A. Correct.

Q. -- it breaks the -- I guess, the 3510 for December '98 to various labor groups?

A. Correct.

Q. And you told us some of them earlier.

A. Uh-huh. (Indicating affirmatively)

Q. I wonder if you could go down this list and tell us what each of them are?

A. Okay. The first one, 011, to the best of my recollection, is our network engineering -- engineers. 021 would be our outside plant engineers. 101 is our central office installation crews.

Q. You skipped 031.

A. We don't have any of those. I think that's building engineers.

Q. Oh, okay.

A. We don't have any of those here in Florida.

111s would be our construction placers.

121 is our construction splicers.

201 is our repair technicians, customer zone Tech 2s.

211s would primarily be our switching technicians. That would be a customer's own tech one.

221 is our business zone tech 1s.

I don't know of anybody that's got 231s.

241s are two different work groups, primarily. That would be our dispatch clerks, as well our facility assignment technicians.

I don't believe anybody has 251.

261 is customer design engineers, work with our large business customers.

301s are our service installers.

And 341s are business zone tech 3s, which are again business techs, which are primarily our business customers, installation and repair.

And we've got other hourly and management employees.

Q. I apologize, but I'm still not clear on the TAC number, where it came from. Is that -- where does it come from? Is there some document that says here is our target level?

A. Yeah, I guess there would be, I'm just not sure -- I'm trying to think back now. I don't recall the specifics of it, other than headquarters was trying to see where we would be at year end and establish a target as to where we thought we would end up the year. And that was a separate discussion related to, but not directly related to the budget in terms of here's where you are at from a budget perspective, where you really think you're going to be, which may be something less than that.

Q. Is it common to have -- for example, this occurred in 1998. Did the same thing happen in 1999 where there were different levels for target as opposed to budget?

A. I believe there were targets in 1999 also -- I think. I don't recall us tracking to one in

A. Yeah, Business Sale Center. It would be our -- our small, but -- I guess I would say small to medium business-size customers, the big, medium and large customers.

Q. Okay. How would you distinguish between them? What's the dividing between a large, medium and a small business?

A. There's a revenue amount, and I don't recall exactly what that is.

Q. But there is three different -- business customers are segmented into three sections, large, medium and small?

A. Correct.

Q. And the dividing line is a revenue figure for those customers?

A. Correct.

Q. Okay. The next page, which is Bates Stamp page 1789, talks about the BSC fulfillment, CSI. Could you tell me what that is?

A. That would be the smaller business customers fulfillment, being the installation process, Customer Service Index in the same type survey, looking at the installation process.

Q. And BSC includes both medium and small business?

A. I'll say small --

Q. Okay.

A. -- is what it includes. We change from year-to-year as to who is in which category, there is some modifications. It would be your small, medium customers and small -- small businesses customers, generally small businesses.

Q. Does branch always include large?

A. Large.

Q. And it's only large?

A. It used to be large and medium, but some of the mediums kind of went to branch and some went down to the VSC recently in the '97, '98 timeframe.

Q. Are there two or three segments?

A. From an -- organizationally, there's -- there's -- I would say there are three segments of the work with -- we've got our Branch customers, we've got our business customers, which -- and then we've got our consumer, I guess, would be the three.

Q. There's two --

A. In business, though, they -- they used to classify them as large and medium, and they were handled by the Branch. And then the small were handled by the GSC. So, there's been some transitioning between the organizations between all those categories.

That's why I'm a little bit -- it changes from year-to-year. They true up, based on changes of the activities of those customers.

Q. Now, focusing on your BSC, which is your small or small-medium, depending on -- when?

A. Very good.

Q. Okay. Customer Value Index is the survey that goes to the customers; is that right?

A. Okay.

Q. And fulfillment is the installation --

A. Correct.

Q. -- for those services?

And what's the BSC assurance?

A. The repair site.

Q. Okay.

On page 1B, which is Bates Stamp 1700, it refers to the year-to-date wholesale index. Would the wholesale be a separate category again, or would that be just a part of the business customers?

A. No, it would be separate for our wholesale customers. Again, the -- the carriers, AT&T, Sprint. It's again a special services activity.

Q. Okay. The next page, which is Bates Stamp 1791, under the incurred expenses section, it says that: December or year-to-date, TAS repair

dispatches are 49 percent higher than budget.

A. Yeah.

Q. Could you tell us a little bit more about that? What are TAS repair dispatches?

A. TAS, again, is the Trouble Analysis System.

Q. I thought earlier when you talked about the TAS system you said it may or may not include dispatches.

A. Yeah. We have other reports that track of the total TAS, how many of those are cleared by outside work forces. There's two or three ways to measure this. Some of them are more, say, generic that were national in nature, and I was using the more national number there, rather than MAPPS, which would be more local.

Q. It's not Florida specific?

A. Yes --

Q. Okay.

A. -- it is. I was using that methodology, I guess. And we were 49 percent over budget. Yeah, this was '98.

Q. And was there an analysis of why the repair dispatches were 49 percent over budget?

A. Well, they're primarily driven by

El Nino, the continued heavy rainfall earlier in the year. It would have been the primary driver of it.

Q. Okay. After that it says: Productivity is unfavorable to budget. Is there a budget figure for productivity that you were using in this section?

A. Oh, yes.

Q. What are those?

A. Those are the hours per unit that we used to build the budget in terms of how many hours it's going to take on average to clear a trouble report on the ones that are dispatched. I believe when we talked about that earlier, that was one of the drivers of the budget.

And what this specifically is referring to is we used a lot of contractors and temporarily assigned our loan to arrive at our infrastructure divisioning, which were generally construction people to help out during those timeframes, and that is their primary job, so their productivity was not as good as the technicians that are normally in that work group.

Q. Okay. In the last section it talks about employee count. Here's a section you have almost every month, do you not, where you talk about the employee count --

A. Uh-huh. (Indicating affirmatively)

particular, though. May have.

Q. But each month your report discusses where you are as compared to both the target and the budget, does it not?

A. No, I'm not sure that it does. In 1999 I don't know that it did. I would have to look at it and see if it happened too back then, and I'm not sure it did every month back then.

Q. All right.

A. I think we got all the -- or all the narratives from everyone at one point in time. I'm not sure if they all talked the target or if there was some point where they started to, because we were trying to see where we would end up the year.

Q. All right.

Okay, could you turn to page 1800.

A. Okay, got it.

Q. I would like to look at some of the right-hand columns on the top row, right-hand column. You have business and residence, average clearing times?

A. Yes.

Q. And there's one objective for business and another for residential; is that right?

A. Yes.

Q. 8.4 hour --

A. Correct.

Q. Who sets those objectives?

A. We do, working with headquarters, looking at prior years where we've been.

Q. Do you know why the objective for business is different than it is for residential?

A. I would say because -- two reasons: Number one, we've historically done better there, and it takes a higher priority.

Q. How is it -- we talked average clearing time. Is that the time from the calling unit report to the time it's cleared?

A. Right.

Q. The measurement -- would the measurement be the -- I mean, the way you would measure it would be --

A. Yes.

Q. -- the same for residential or business?

A. That's my understanding.

Q. Okay.

With respect to clearing out-of-service conditions, you've got one measure for business within eight hours and a different one for residential for 24 hours; is that right?

A. Yes.

Q. Why do you measure business out-of-service cleared in eight hours, but 24 hours for residential?

A. Well, 24 relates to -- I know in Florida, although this is not our PSC measure -- we have the PSC standard at 24 hours, and it's just a standard measure. So, they do measure this across all regions to see how we do there. And we have a higher priority to clear the business quicker because obviously, potentially if it's a B-1 or something business, they could be totally out of business without their phone.

So, we just -- I guess they could have measured that in eight hours or ten hours, or whatever, but they chose eight. And that's -- that again is a standard measure across all regions nationally.

Q. On page 1806. I guess these are December's year-to-dates, and it shows year performance for the entire year of 1998?

A. Correct.

MS. CASWELL: I'm sorry to interrupt, but I -- I have an objection in one of the sets as to data from other states. If this were introduced at the hearing, I might object.

MR. BECK: Okay. I will -- I think it

applies to all -- everything we're doing; is that right?

MS. CASWELL: Yeah, but in particular I have an objection to this and the time period, and I would just like to emphasize that.

MR. BECK: You have no objection to the time period on this one?

MS. CASWELL: No, I don't think so -- '98? No.

MR. BECK: But you object to us looking at Florida?

MS. CASWELL: The scope, yeah.

BY MR. BECK:

Q. Does this chart show us that in 1998 the average clearing times for both resident and business were the worst -- in Florida were worse than anywhere else in the -- in any other region in the GTE network?

A. Yes.

Q. On page 1810 -- no, forget it.

(Pause)

On page 1812, just so I understand what your statistics are, one of the statistics on the bottom you have is: Service order with trouble in seven days?

A. Uh-huh. (Indicating affirmatively)

Q. Is that a new service, the percent that have trouble within seven days after getting new service?

A. Yeah. Any service order that's been worked within seven days if there's a trouble report.

Q. The objectives set, are they nationwide objectives or Florida objectives?

A. These are Florida objectives.

Q. Do they vary from state to state?

A. They could, region to region.

Q. Do you know how the Florida objectives are set?

A. How do we set them?

Q. Yeah.

A. Working with headquarters we get a recommendation. We send in a recommendation for the objective usually in the November-December timeframe for the following year, looking at the past couple of years history, as well as -- and looking toward improvement.

Q. Do you use the objective in setting the budget?

A. For this measure?

Q. Yes.

A. No.

Well, let me take that back. We do slightly. To the extent that we think we're going to improve in our repeat reports, or we do want to improve in trouble in seven, to the extent that would mean we would have less dispatches, yes, I do, but not other than that.

Q. Let me ask it this way and see if I'm understanding. In setting -- or in determining the number of dispatches for the budget, you would assume that you would reach the objective troubles, service order with troubles within 7 days in determining the number of discharges you're going to have?

A. Yeah. We look at this, what the improvement here is, what percentage of them are actually dispatched and take an appropriate proportion, yes, that is a true statement, because there are a lot of measures like this one, for example, a major portion of these may not be dispatched on, but it may have a very minor impact. That's why I want to be sure at first -- it does have an impact, but it would be fairly minor compared to the total number involved.

Q. On page 1815 --

A. Got it.

Q. -- do you have a chart that says defect per million. Can you tell us what that measures?

A. That's got to do with -- I believe that has to do with blocked calls between central office, tolls. I'm not real sure on the details behind that, but I believe it's blocked calls between central offices.

Q. Each of the charts on this page has a little notation on the upper right-hand corner that says compensable slash service, or dash service assurance? What does that mean?

A. Compensable means that it is part of the management executive and hourly compensation plans. It's a measure that is used in determining any payouts for later data.

Q. Bonuses, basically, or not?

A. The year end payout, based on results.

Q. Okay. We're looking at page 1817. You have a statistic for repair clearing. Tell us how that's measured.

A. Again, it's the timeframe between the point the trouble report is taken and it is cleared, completed.

Q. And to your knowledge are -- are business and residential measured the same way?

A. Yes.

Q. Okay.

And you have different objectives for business and residential; is that correct?

A. True statement.

Q. On page 1818 --

A. Okay.

Q. -- one of the measures here is percent outside plant trouble per one hundred lines. How do you measure troubles for this statistic?

A. This is similar to the network -- here it is right here. Network trouble, only this is looking at the disposition code that was cleared to outside plant. So, it's a subset of the one on the left there, network trouble.

Q. Okay. Could you tell us what is included in network troubles and how the outside plant would be a specific subset of that?

A. My understanding of network troubles would be all troubles that are ultimately cleared to the telephone network itself, which would differentiate it from inside customers' premises beyond the demarcation point.

Q. Okay. And outside plant would be network troubles specifically related to defective outside plans, or what?

A. Yes. The trouble on that trouble ticket

was cleared to a component within outside plant versus, say, a central office or the drop itself.

Q. Let me ask you on page Bates Stamp 1819 --

A. Uh-huh. (Indicating affirmatively)

Q. -- on the lower left side you have service cleared within 24 hours, residence non-PSC?

A. Uh-huh. (Indicating affirmatively)

Q. And I understand from earlier that non-PSC means you include Sundays --

A. Other than holidays, yeah.

Q. Do you have an objective of 90 of the non-PSC?

A. Yes.

Q. Is that Florida specific, or is that nationwide?

A. That would be Florida specific. I mean, this is a nationwide measure and everybody measures it. But I believe the objective is -- I guess I don't know offhand whether the other ones also had a 90 or not, but that was our objective in Florida.

Q. And the charts on this page says key diagnostic service assurance. What does that mean?

A. Key diagnostic is differentiated from compensable, so the actual measure is either just a key

measure that we track to know how we're doing, versus a compensable would be one that the incentive plans are based on.

Q. And how is it decided which items are part of the -- are compensable and which ones are not?

A. Executive management at headquarters.

Q. And do you know what criteria are used to decide which are compensable and which aren't?

A. Not specifically exactly all of the ramifications. I know there's a balance between customer service measures. I know they try to get the customer service measures that are compensable are external in nature from our outside survey company, versus any internal measure to try as a check and balance against anybody or any group, you know, the fox guarding the hen-house stuff.

So, it's an external measure of the customer's satisfaction, is the compensable measure. And then the key diagnostics generally, if you can improve on those, you should be moving the external measure in the correct direction.

Q. When you say external measure, I thought you were referring to like surveys.

A. Correct.

Q. But one of them you have as defects per

million. That wouldn't be as a result of survey.

A. That's a true statement. There are -- there are -- I stand corrected. There are a couple of them that would be more internal measures that would have to be tracked internally, yeah. So, generally, they are to be --

Q. All right.

Okay, Bates Stamp page 1820. You have mean time to restore for business. How is that measured?

A. That's the time -- from the time the trouble ticket is opened until the time it is closed. This would be special service activity for business customers versus a wholesale customer. I do believe they do have something what they call "interrupt time" that does get deducted from that time.

In other words, if we call the customer, say, and it's turned up and as part of the process the customer normally would test the line before the trouble ticket is cleared and it takes them three hours to do their test, it gets excluded from the measure. But those are all -- all three on that page are special services-type measures.

Q. On page 1821.

A. Okay.

Q. This is Florida Region Operations December '98, actual expense results; is that right?

A. Correct.

Q. Okay. You've got three broad columns, as I read this. This chart one shows the actual expense in budget, and then the second column has some adjustments, and then the final columns have the true -- what's called the true amounts?

A. Correct.

Q. Could you tell us what the difference is between the current budget and the true amounts?

A. True amounts -- generally, what that takes into account, the most common thing there would be timing, issues, to where we have something budgeted to happen in one month, but it actually occurs in a different month would be a very common issue.

So, you could look, for example, at any given month and be favorable by X amount of dollars and the only reason they're favorable is a bill got paid a week later, so you're really not as favorable as you think you are. So, it tries to gives you the most, based on everything we know, the most true picture.

Another common adjustment is that there's some kind of a booking error and once you look at the actual and if you find out something is incorrectly

booked to your -- to your budget, and you're going to reverse it the next month, it tries to give you a true look at where you're really at.

Q. Okay. I'll ask you to turn to the next page, 1822.

A. Uh-huh. (Indicating affirmatively)

Q. The previous page we were looking at was just the month of December; is that right?

A. True.

Q. 1822 is the entire year of 1998?

A. Right.

Q. You've got a large -- and I'm looking now at your adjustments between actual and the true -- true amounts. You have a 12.286 million dollar figure for weather; is that correct?

A. Yes.

Q. And is that offset by inland and coastal?

A. Primarily, yes.

Q. Could you describe that adjustment.

A. That was for the -- the impact of -- that we could quantify for El Nino, either the high trouble volume that we had, so we're looking at the labor, the overtime, the contractors, the inefficiencies that were associated with that unusually high trouble volume.

Q. And was there a transfer generally out of

the president and into contingency, as well, or am I reading it wrong?

A. I guess I'm looking at the true variance.

Q. I was looking at the middle column where there's a 1.9 million adjustment taken away from president, but 2.5 million put into contingency.

A. I don't recall exactly what that adjustment was.

Q. Okay, on page 1835.

A. Got it.

Q. Okay, we were looking at the labor group 201, outlook hours versus actual hours?

A. Uh-huh. (Indicating affirmatively)

Q. Do these include contractors, or are these only your employees?

A. Only company employees.

Q. Okay. The last time we looked at it where it said outlook, is that your budget numbers?

A. Yeah. That would be the most current budget since we updated. We call it an outlook.

Q. Could you turn to page 1844 -- I'm sorry, wrong page. I'm sorry, I meant 1845, next page. For job title 241 --

A. Uh-huh. (Indicating affirmatively)

Q. -- it has an overplan of two hundred and

sixty-seven. Do you know why, under that labor group that you are that much over -- over the plant, or over by two hundred and sixty-seven?

A. No, but my guess is that it's offset in the hourly, and I quite honestly don't recall why that was.

MR. BECK: Okay. Good place to break for lunch?

MS. CASWELL: Yeah.

(Whereupon, a lunch was taken at 12:25 p.m.) (1:30 p.m.)

BY MR. BECK:

Q. Back on the record.

Mr. Diamond, I'm going to ask you to take a look at the narratives which start at page 1997. And I wonder if I could have this marked as an exhibit.

(Thereupon, the above-referred to exhibit was marked for identification as Plaintiff's Exhibit Number 1.)

THE WITNESS: I'm here.

BY MR. BECK:

Q. All right.

A. This is January of '97.

Q. Okay. And, Mr. Diamond, do you have a copy of the exhibit marked number 1? That's our chart

that was handed out.

A. Yes.

Q. What I would like to do is go through some of the narratives and confirm the numbers on our chart here.

A. Okay.

Q. Could you go to Bates Stamp number 2000, and under the employees section -- first of all, the Bates Stamp 2000 is for the month of January 1997; is that right?

A. Correct.

Q. And does it show that you had three thousand one hundred thirty-five employees in January 1997?

A. Yes.

Q. And that was two hundred and eighty-two below budget?

A. Correct.

Q. And do you see our chart where we've put that down for January of '97?

A. Yeah, okay.

Q. And then we've added a difference between the below budget and the number of actual employees to come up with your budgeted number of employees.

A. I trust.

Q. That spreadsheet -- you know, you could do this easily.

A. I agree. I'm with you.

Q. Do you agree with those numbers we have on our chart for January of '97?

A. Yes.

Q. Okay. Go to Bates Stamp page 2042.

A. Good.

Q. You see there it says you have three thousand one hundred eighty employees? December of '97?

A. Yes.

Q. And that's two hundred and fourteen below budget?

A. Yes.

Q. Would you agree with our chart?

A. Yes.

Q. And let me ask this, just to save time: We've put a Bate -- we could go page by page, if you would like, to confirm these. We'll be glad to do that, if you would like.

MS. CASWELL: As to what, the numbers? The math, you mean?

MR. BECK: No, not the -- we've taken it from the charts.

THE WITNESS: This is what it says there.

MR. BECK: Let's take that subject to check. We've got a Bates Stamp reference for each --

MS. CASWELL: Yes.

BY MR. BECK:

Q. -- page there. And to the extent that you think it's wrong, the Bates Stamp page will tell you whether it's right or wrong.

And looking at Exhibit 1 --

A. Yes.

Q. -- under the column that shows your actual number of employees --

A. Correct.

Q. -- we see a -- and it looks like an increase through December of '98. Do you agree with that?

A. Yes.

Q. The number of employees?

A. Total number of company employees, yes.

Q. And through -- at the high point on this chart -- again, this chart doesn't list all the dates, it's not linear --

A. Uh-huh. (Indicating affirmatively)

Q. -- but it's December of '98. And there was a fairly significant drop between February '99 and March '99. By significant, I mean it looks like you went from a level in January of '99 of 3499; February, 3462; and then that April you remain in the -- April you go to 3323?

A. Correct.

Q. And then it drops and it seems to remain fairly steady around the 3240 area by July of '99?

A. Uh-huh. (Indicating affirmatively)

Q. What led to the decrease in the number of employees during or about the period of February of '99?

A. I believe -- well, I know there were an unusually high amount of retirements during that timeframe related to interest rates in the pension plan, which allowed employees to cash in their settlements and get a high lump sum. So, a couple of things were driving that. Number one was with a very senior work force, a lot of employees were leaving at that point in time for retirement.

The other thing that was pulling that was we have a lot of competitors that were taking a lot of our employees away, or enticing them to go ahead and cash in their pension plans and then go work for them

down the street. We did experience a lot of retirements during that time in all work groups, not only those that affect this I and R. In our higher wage schedules also they were our more senior employees.

Q. Would you agree that generally that your actual number of employees does not match the budgeted number of employees?

A. We were consistently below budget, yes.

Q. Why is that?

A. When we build the budgets we come up with what we think is necessary in all facets of the organization to deliver results in a cost-effective manner, and these would include not only your operating expense employees, but also your construction-related employees.

I believe a lot of the variances you'll see are in our infrastructure provisioning department, which is primarily our construction department, building plant, and a lot of that can be contracted out relatively efficiently and effectively. So, we have had a lot of contractors in place in the construction side of the house.

Q. So, you wouldn't normally -- or would you normally not expect the budget to show you the number

of employees that you actually expect to have?

I better repeat that question, that's too many negatives.

A. Well, when we build the budget, that is the employee level we would like to have, and build company dollars into the budget there and build -- and take out. From a run-rate perspective, we would take out contractor dollars. That's where we would like to get to, based on going back on historical where we were in the past few years with, again, construction employees and ratios.

We do do a lot of our capital budget with contractors and I believe nationally we're one of the higher regions in terms of higher percent contracted out, so we were making a conscious decision to try to hire some additional and beef up the company side of the house and let go of some contractors.

Q. Do you have any forecasts or documents that show the number of employees you actually expect to have on future dates?

A. Nothing separate from the budget itself.

Q. But the budget won't show you what you actually expect to have in the numbers of employees, will it?

A. Well, yeah, that is what we would -- I

guess, "expect" slash "like to have."

Q. Okay. Do you understand my question?

A. Maybe not.

Q. I mean, if we look through the period for the last few years, consistently the actual number of employees is less than the budgeted number of employees. And I'm wondering where you would go to see what your forecast of actual expected number of employees would be.

A. I guess there is no such projected actual employees. It would be the budget. And, again, the -- I believe if you'll look, the majority of these underruns were in the IP Department, which would traditionally have contracted out a lot of those jobs.

So, it isn't -- I don't necessarily think of big -- these underruns as causing any kind of an operational problem, per se.

Q. Are you aware of any -- any program or plan by the company to hire -- where you actually hired an additional one hundred employees by November of 1999 to provide better service --

A. Yes.

Q. -- in Florida?

A. Yes.

Q. Could you describe that?

A. As we went through the first part of 1999 and did see the retirees leave and promotions, specifically out of our I and R work groups into those higher position jobs, whether they be working on special services or central offices, we recognized that we definitely needed to get more of those employees on the payroll and trained.

Traditionally we hire a lot of our 301 employees as entry level positions, the service installers, and knowing that our heavy service order -- heaviest service order peak season is in the November, December, January, February timeframe, with all the snowbirds that come into Florida, at least into Central Florida; and knowing we've got about a two-month cycle to get them hired and trained and up and running.

There was a conscious effort in the July-August timeframe to start hiring and beefing up those technicians so that they would be here by the November-December timeframe.

Q. Okay.

And it's an additional hundred employees in the 301 labor crew?

A. It was additional to where we were back in the June-July timeframe, yes.

Q. On June --

A. It probably got us closer to where we were, budget-wise.

Q. In June I see the actual number of employees as three thousand two hundred and seventy-eight --

A. Correct.

Q. -- is that right?

A. Correct.

Q. We looked at the document your attorney just gave us before we came back here after lunch. Gives us the December figures. I believe it says --

A. 3255.

Q. -- 3255; does that sound correct?

MS. CASWELL: Do you have -- yes, it should be that.

THE WITNESS: Yeah, 3255 is where we ended up.

BY MR. BECK:

Q. That's the end of year of 1999?

A. Correct.

Q. In June you had 23 more employees than that, did you not?

A. Yes, we did.

Q. So, if you dropped 23 employees between June '99 and December '99, where are the extra hundred?

A. The hundred are in the -- if you look specifically at four work groups, the 201s, 301s are the primary two, and then probably really ought to include the 221s and the 341s. Those would be the ones that would have the most direct impact on day-to-day installation and repair, dispatch. Those would be our I and R field forces. And checking those numbers, which we can do, coincident as it may be, as of --

Q. May I ask --

A. Sure.

Q. Let's take a break and get the numbers.

A. No, I just have to ask the question, but I don't know if it should be on the record.

MS. CASWELL: Well, let's go off the record and -- let's go off the record.

(Whereupon, an off-the-record discussion was held.)

MR. BECK: Let's go back on the record.

THE WITNESS: As of February 12 in those four work groups we are exactly one hundred employees higher than we were back in July. I know the July numbers well because I looked at it. I believe on the chart I was looking at, for those work groups, July was at the low point, so --

BY MR. BECK:

Q. The four work groups were what again?

A. Exactly -- oh, they were 201, 301, 221 and 341.

Q. Okay.

A. So, to answer your question, the work groups we were referring to did go up a hundred and did get us into the January timeframe, rather than November. And any -- there would have been offsets in other work groups where any construction employees or central office employees may have dropped down. It's probably mostly construction.

Q. Okay.

A. So, It depends on the mix of the work groups, I guess, is what I'm saying.

Q. So, the total number of employees went down, but those four groups went up by one hundred?

A. Correct. True statement.

Q. And are there plans to hire two hundred more employees, that you're aware of?

A. I am not aware of plans within the Florida region under John Ferrell to add two hundred more employees. Related to -- well, to the extent -- where's the -- to the extent we're under budget we plan to add some employees. I don't know if that number is

two hundred or exactly what that number is at the moment.

Q. Would that also be in those four labor groups that you described, or are they --

A. Those four labor groups, no, we'd not be adding two hundred more employees. Those are pretty close. So it would be -- if we are adding employees, it would be primarily in the construction departments and the other departments, I guess, which is where we would have seen even more loss over the last six months.

Q. Okay.

A. I believe you're referring to the letter?

MS. CASWELL: Yeah, and I have an objection to going past September of 1999. That letter, I think, was October, so, you know, it's not that, as well.

MR. BECK: Well, for the record, the letter is dated November 18, 1999 and it says: As a result, GTE has hired one hundred employees --

MS. CASWELL: Right.

MR. BECK: -- and plans to hire two hundred employees, with additional plans to augment during peak periods.

MS. CASWELL: November of 1999 is past September of 1999, so that would be --

MR. BECK: You object. I understand.

MS. CASWELL: Yeah.

BY MR. BECK:

Q. Okay. Back on our Exhibit 1, the chart.

A. Yes.

Q. In February of 1999 you had budgeted three thousand six hundred and six employees?

A. Correct.

Q. And that drops to -- in April of '99 at three thousand four hundred and nineteen, and it appears to stay pretty close to that, 3409 throughout the rest of 1999. What caused the drop in the budgeted number of employees?

A. I believe that had to do with estimating the employee equivalents to make up for any gap that we had between what we budgeted and what the target was that we were trying to shoot for. So, we did not originally take it out in terms -- we did not take that line item and adjust it in the budget, the employees. And so, we were trying to look at what would be the employee equivalent impact of that gap that we had. If we were to achieve that gap, how many less people would that be.

Q. So, you were given a target that was -- that lowered the amount of money that you had to spend in your area?

A. Yeah. As I described earlier, the whole budget process, when we get a target out of headquarters and we build it, and then we've got a gap in between.

Q. And the gap, I guess, was -- assuming you had less money to work with than previously -- than you originally thought?

A. Yes.

Q. And, so, to make up the difference between what was originally budgeted and what you were given as a target, you reduced the budgeted number of employees?

A. Correct.

Q. Okay. Do you know the difference between the stretch and the target?

A. Yes. Stretch is normally referred to -- well, let me start it the other way. Target is the final grand total you're trying to get to. Stretch or gap would be the difference between where you think you can get to and where you're trying to get to, between where your budget is, if you will, and what the target is.

Some of these terms are synonymous in your mind, probably, but the gap or the stretch would be the difference between where you think you can get to and where you're trying to get to.

How is that?

Does that make sense?

Q. Well, let me ask you again about our -- the chart there you described the difference in the budgeted that -- between February of '99 and April of '99, and you said that the drop in the budgeted was to make up for that gap -- or the target, I'm sorry. The gap between target and what was originally budgeted.

A. Correct.

Q. But you don't actually hire the number of people that are budgeted, as we've seen from the chart?

A. Right.

Q. Well, if that -- if the budget doesn't reflect the actual amount you're spending on employees, how would reducing the budget have anything to do with your actually making the targeted gap?

A. Say that again?

Q. Okay. You've got a gap --

A. I think I follow.

Q. Well, you've got a gap --

A. Right.

Q. -- and this is money that you've got to reduce your spending, as I understand it?

A. Correct.

Q. Okay. Your actual spending is not reflected by your budget because you normally have less people than you're budgeted for?

A. Correct.

Q. So when you got to the target or the lower number in or about February of '99, you lowered the budget numbers to reflect that?

A. To get it in line with the dollars that we were given.

Q. But my question is, since the budget doesn't reflect your actual number of employees that are expected, how does that help you make up the gap?

A. I don't know that it necessarily does. Just getting them -- getting the dollars with -- which we've been asked to deal -- work with, getting those on a consistent basis, I guess, is what I'm trying to say.

And then the part that this only looks at, again, it just doesn't look at overtime, it doesn't look at contractor levels, so we can bring our company employee level down without necessarily affecting what's actually going on in the field.

Q. In your -- if you'll let me refer, for

example, to page 2062, I'll use this as an example, though, trying to ask generically --

A. Sure.

Q. -- you have an area called "incurred expense"?

A. Uh-huh. (Indicating affirmatively)

Q. Would that include your contractors, as well as employees?

A. Yes.

Q. What is the natural light team?

A. It's a subset of the natural team.

(Laughter)

It is.

Q. And the next --

A. It's the key leaders from each of the departments. John Ferrell heads up the natural light team, but it would be all of his direct reports and then all of the other key departments that are physically located in Florida, the heads of those departments; like the head of the care center is on the natural light team, but they're not a direct report to John Ferrell. The branch manager, branch sales operation, the customer contact manager, the business sales center manager, the BSC -- those people. The heads of the phone marts -- or the manager over the

phone marts, supply department, wholesale, sales department. So, it's all the key department heads get together. It's probably -- I want to say, 30 people --

Q. Okay.

A. -- is the natural team. It's the natural team that would work together to provide all the customers here in Florida. The natural light team is a subset of that. It's the more key players that would deal with the day-to-day operations that the region deals with.

So, it would include the customer contact center manager, the care center manager, the branch sales manager, is probably the best way to -- so, it's a smaller group of people. That's why they call it the natural light.

Q. Are you a member of the natural light?

A. Yes, I am.

Q. Do you have regular meetings?

A. Yeah, every other week.

Q. To review the operations?

A. Yes. We review some of the daily reports; we'll review those to see how we're doing on our PSC results, as well as do a round-table and discuss any hot issues, any presentations, any needs to make to cover multiple groups.

Q. Going to pretty much go sequentially through our Bates Stamped documents. Let me ask you to turn to page 37, and just start at the beginning.

A. 000037?

Q. That's the one.

MS. CASWELL: Back at the beginning?

MR. BECK: Let's go back to the beginning and go straight through.

THE WITNESS: Let me put this back together.

MR. BECK: Pretty much go through them.

MS. CASWELL: What page was it?

MR. BECK: 37.

BY MR. BECK:

Q. Okay. Let me start by asking you about the various people on this e-mail.

A. Okay.

Q. Who is Valerie Shreve?

A. She's in headquarters, she's a vice-president for operations support.

Dan Carbone, who sent the letter to her, is the group manager, region op support, or remote operation support here in Florida. He reports to her. He also is a member of the natural light team.

Q. This letter starts off by saying that you

have prepared a draft letter for John's signature to Red -- I guess John's signature would be John Ferrell?

A. Correct.

Q. And Red is the person that John Ferrell reports to?

A. Correct.

Q. What's the draft letter that you referred to here?

A. I believe it has to do with action plans that we had underway to improve our service results, specifically PSC service results.

Q. Do you know whether or not that was produced for us?

A. There were -- there were some, but I don't know which one specifically. There were several in that timeframe, now that I look at it. I thought Dan did. I know Dan sent --

MS. CASWELL: Yeah, Russ didn't necessarily produce it, so he wouldn't know. And I don't recall any specific letter that followed up on that, but I may not have known what it was when I saw it.

THE WITNESS: It was --

MS. CASWELL: But again, it's 10/15, so it wouldn't have necessarily produced anything

after that.

MR. BECK: That's covered by your objection. If not --

MS. CASWELL: Uh-huh. (Indicating affirmatively)

MR. BECK: -- subsequent to September.

MS. CASWELL: But honestly, I have not seen anything like that.

MR. BECK: Okay.

MS. CASWELL: So, I didn't pull anything. I don't remember pulling anything, I don't remember seeing anything.

MR. BECK: But to the best of your --

MS. CASWELL: It may be in there.

BY MR. BECK:

Q. Okay. To the best of your recollection, Mr. Diamond, that is a draft letter showing how you're going to comply with the BSC rules on the service --

A. Yeah, but if I recall, there were some already in process. That's why this is kind of -- I'm not sure which one this might have been referring to because there were some that I believe we did submit that were even earlier than that. I think there was one around October 4th that I sent in. In fact, I remember that one. That's why I'm not sure if I got

the timing right on that.

Q. Okay.

MS. CASWELL: Maybe as you go through you'll --

THE WITNESS: Those are all December 12th. PSC improvement plan, I thought Dan actually worked on that one.

BY MR. BECK:

Q. Well, if you don't know --

A. One for September 2nd that I know Dan put together on PSC improvement plan, so I'm not sure specifically.

Q. Was yours different than that?

A. Yeah, which one this would have been.

Q. And the one you're referring to by Dan is on Bates Stamp what?

A. 86.

Q. Okay. We'll get to --

A. The PSC Service Plan. So I may be mistaken which one I'm thinking that might be. That's what the subject appears to be about.

Q. All right. Are there meetings of the ORR? I thought the ORR was your Operations Review Report?

A. Yeah, and they also call it -- the

semi-annual meetings are also an ORR, Operations Result Review.

Q. That's the one where the folks from Texas come and --

A. Yeah. Yes.

Q. Okay. What are C Orders?

A. Change Orders.

Q. Okay.

A. Get I's and T's and changes.

Q. What type of --

A. Change service.

Q. What's included with the changes?

A. A lot of C Orders could be vertical services. If you've got an existing service and you add voice mail, that would be a C order versus I's and T's.

Q. Let me ask you to refer to Bates Stamp page 82.

As I understand this memo, or this e-mail, it says that effective Monday, October 25th, 1999, all C Orders were given a dispatch of Friday and Saturday only.

A. Okay.

Q. Does that -- is that still in effect?

A. I do not know for sure. I do not think

so. I think that was something that they were going to try for a period of time to help improve the actual I and T orders. So, they were going to push the C Orders to Friday and Saturdays to meet D. The primary service orders would have been three. It seems like that didn't -- didn't materialize, or they tried it a couple of weekends and it wasn't buying what they thought it was, so I'm not sure if it is or not. I just -- I don't know. That was the gist of the -- as I understood it.

Q. All right. Let me ask you to turn to pages 84 and 85.

A. Okay.

Q. This is a letter dated May 1st, 1998 to John Ferrell of Irving, Texas to Peter Daks, regional president, Florida?

A. Correct.

Q. Do you know what Mr. Ferrell's position -- what position he held at the time?

A. He was the director of remote operations support, basically the same position that Valerie currently has. So, when John Ferrell came to Florida, Valerie ended up getting John's old job.

Q. On the second page, which is Bates Stamp 85, in the middle of the last bigger paragraph it says:

There has been a need to balance cost and quality, which again has forced this region to make decisions on prioritizing work activities.

Let me ask you, are you familiar with this memo?

A. Yes, I've seen this before.

Q. Did you draft it?

A. I don't recall if I did or not, to be honest with you.

Q. Okay. Okay, could you help me understand what the decisions on prioritizing work activities to balance cost and quality, what that was referring to?

A. Yeah, I believe the prioritizing work activities had to deal with cutting back during the heavy trouble periods with the training activities; maybe some of the preventive maintenance at that point in time. When your customer demand levels go up a lot, we'll back off of preventive maintenance, the training and things that are not customer demand-related, so we can address customer demand.

Other things we would do is probably push out some of our non-out-of-services and give them longer commitment intervals, because it's our priority to handle our out-of-service customers before the non-out-of-service customers.

So, I believe that's what it is. To a certain extent we'd be deferring some of our capital work and again bringing over our construction forces that are trained on how to work trouble reports. So it would be things like that. The balancing cost is something we need to continue to do.

At that timeframe we had brought a lot of contractors on early in the year when the volumes were the highest and they were, I would say, not very efficient.

We brought on more people than we probably could efficiently handle, so we were getting billed for contractors that weren't doing a very good job at all in terms of -- effective in terms of clearing trouble. And it was just unacceptable, and we were churning through quite a few of them and we'd have them here for two or three days and then say this person is not making it, and we'd have to let him go.

So, we spent a lot of money and a lot of overtime during those timeframes. So, I think there was a conscious effort there that we had to be smart about the way we spent the money, the company's resources.

Q. Could you turn to page 105.

A. Okay.

Q. This is an e-mail from you, I guess, to your boss, Chuck Lindner --

A. Correct.

Q. -- back in October of '97?

A. Yes.

Q. There were a hundred in November --

A. November -- yeah.

Q. November --

A. November '97.

Q. Right. There had been a hundred and fifty-one new hires in 201, 301 and 341 work groups with a net increase of 90 employees?

A. Okay.

Q. Were there any drop-backs in that work group since that time?

A. Since that time?

Q. Right. I know earlier after lunch we discussed your new hires, and, you know, essentially those work groups that you had added another hundred.

A. No, I think it stayed -- as I recall, it stayed fairly stable throughout '98 then, and then we had the drop-off in the first part of '98, first half of '98 with the retirements that were going on.

Q. Is that '99 or '98?

A. Early '99. Throughout '98 it was fairly

stable, if I recall.

Q. Okay. So you had a -- okay, stable in '98 after you hired the 90 employees here?

A. Right. And then it dropped off again early -- late -- well, early '99 is when it tailed down again and that's when we hired the hundred is this past fall.

Q. Do you know how the hiring of those hundred makes you compare to the way it was back in '97?

A. Yeah, if I recall, where we're at today compared to where we ended up about that timeframe in '97 is we're very close to the same number.

Q. Okay. So you dropped a hundred and added a hundred back?

A. Yes. So we had gone up, went through '98, dropped off in early '99, and now it's gotten back to where we were back in the '97 timeframe -- late '97 timeframe. In fact, I know that's true.

Q. On page 135 --

A. Yeah.

Q. -- it looks like a -- well, I need to ask you, it's an e-mail from you, but there's nobody in it to, or CC?

A. Yeah, I believe this is a draft copy that

I found. I believe the original was sent, but I couldn't find it.

Q. Do you know who it was sent to?

A. Chuck Lindner. That's why it says, Chuck.

Q. And you came up with an estimate, it says in here, of the incremental cost of out-of-service in 24 PSC standard --

A. Uh-huh. (Indicating affirmatively)

Q. -- to get to 95 percent versus a 90?

A. Correct.

Q. And you believe in the memo that to get up five percent it takes 17 employees?

A. A minimum of 17, yes.

Q. Is that still your best estimate? Or do you -- whatever happened with this memo?

A. Yeah, the whole issue here, I had talked with Chuck -- and I guess it does refer based on your request -- there is a request from another region where they had a couple of states in that region that also had a 95 percent non-service in 24 measure. And most regions -- or most states that we deal with across the region -- across the country, have either a 90 or an 85 where they do not have a measure at all.

So that my counterpart in the other

region was raising the issue that as we have the gaps and we try to achieve the reductions in costs, that some amount of understanding needs to be considered as to the difference in the PSC standards that exist from one state to the next.

So, I was trying to lay out, based on that request, how much is it theoretically worth so that they potentially could make some adjustment for that in the way they -- "they" being headquarters -- set the targets going forward.

So, what I tried to lay out for them was the situation in Florida. And again, I would say that was a minimum because I was using averages, and with the peaks and valleys you would get, it would be somewhat more than that because I'm not sure if it's double or triple or 50 percent, or how much more. But I do believe it would be higher than that.

The other points I was trying to make with this to Mr. Lender was not only does Florida have the high out-of-service standard of 95 percent, it also has 95 percent within three days on your non-out-of-services. So, when you get into heavy trouble volumes like we do during the summer, or in any heavy rainy period, lightning period, there's not a lot of ability to push what I would call lower priority

jobs out even further.

And then again, even further, the primary service orders need to be 90 percent within three days, is where most regions or most states, again, if they have any at all, it's five days. So, there's not a whole lot of opportunity to load level with your work supports when you get to the spike -- spikes and demand.

So, that's kind of what I was trying to also build the case, that while the other regions may have some opportunity to play and load level these and keep overtime and spiking up and borrowing -- or using contractors, it makes it very difficult for Florida to -- when we have to make the PSC standards, to be able to not -- to be able to load level appropriately. So, it can be more expensive, I guess, is what the whole gist of that was.

Q. How did you calculate the -- that it would take 17 employees?

A. Seventeen -- I looked at just the trouble volumes, the out-of-service trouble volumes, and calculated what five percent of that would be, how many trouble reports is that. So, the thought being that we had to have that many more people just to handle that extra five percent. And that's why I think it's a

minimum because you don't know when the peaks and valleys are going to happen. It's not a constant.

Q. This would be a completely efficient and effective --

A. Yeah, it's a perfect world type of thing.

Q. Okay.

A. Everybody in the right spot at the right time. So, that's why I say it's a minimum.

Q. Okay. And how did you determine how much each employee was worth in dollars?

A. Yeah, that's -- I don't know what that calculates out to be. Did you say it was 45 employees?

Q. Yes.

A. That's about what our average employees -- when you pay benefits.

Q. Okay. That includes paying benefits?

A. Overtime, supervisory load, yes, that's about -- sick time we do pay.

Q. Okay.

A. My budget does not include benefits, as in medical and pension and all that kind of cost is not in our budgets.

Q. Whose budget would that be?

A. That's at headquarters budget center. It's not directly under John Ferrell's budget.

Q. Okay. Let me make sure I do understand what amounts are, and which person's budget is. You're counting supervisory overheads?

A. Correct.

Q. Overtime?

A. (Nods head)

Q. Salary, but you're not including vacations?

A. It would be in there; paid absent would be in there.

Q. But you're not including pension or medical --

A. Medical insurance, pension and costs, payroll taxes are not in our numbers because they're not as directly controllable by the region.

Q. Do you have any loadings for motor vehicles in your numbers?

A. No, we do not.

Q. Does that come under your budget?

A. That comes out under our headquarters, centralized operation. That was one of the departments that I integrated with all the other departments. There's a separate department, building services and fleet department, and they pay for all the gasoline, depreciation and things on the vehicles.

Q. Let me ask you to turn to the next page, which is number 136.

A. Uh-huh. (Indicating affirmatively)

Q. This is to you from Alice Collins?

A. Yes.

Q. Who is Alice Collins?

A. Rick Pelham's secretary.

Q. And Rick Pelham is who?

A. He's the general manager of network reliability. So he has the general oversight for the switching technicians and the central offices.

Q. Okay.

A. That would work, you know, POTS, as well as special services activity.

Q. Now, in this memo it says that the Florida region reduced 41 labor group 211 technicians from 1990 -- for 1998 to 1999?

A. From, yeah.

Q. It should be from?

A. I think so.

Q. Is this part of the -- what you described earlier as the drop between February and April of '99 where you reduced the budget for 211, as well as other?

A. Well, I think their actuals actually came down that many, so it wasn't necessarily the budget. I

think the budget lined up pretty much with where they were at. They might have come a little bit below that.

Q. Okay. And this is just labor group 211?

A. Correct.

Q. And that would be part of the hundred employees we discussed earlier that were added back?

A. No. No, those were --

Q. No?

A. No, those were not part of that.

Q. Okay.

A. The hundred was the four labor groups. This was not one of the four.

Q. Okay. What do equipment technicians do?

A. These are the central office switching technicians. The other ones are more the outside plant.

Q. Got you. Off the record.

(Whereupon, an off-the-record discussion was held.)

BY MR. BECK:

Q. We're back.

Okay. Next page to number 137. This is an e-mail from yourself to Chuck Lindner?

A. Yes.

Q. You said you have submitted the 1999

Florida region expense budget into SAP?

A. S-A-P.

Q. And that stand for what?

A. Well, it's the German software program, is what it is, from Germany. I'm not sure what it stands for. It's a German company out of --

Q. What does it do?

A. It's just the software program that rolls out the budgets for all the -- it's the official data base that all the budgets go into, S-A-P.

Q. S-A-P?

A. No, it's S-A-P.

Q. And it says it included an unidentified stretch of 14.1 million for your 1999 budget?

A. Correct.

Q. How did you meet -- this is one of those things, those gaps that you talked about?

A. Yes, exactly.

Q. How did you meet that unidentified stretch?

A. We didn't.

Q. Okay.

A. We overran the budget in 1999.

Q. By how much?

A. About seven-and-a-half million dollars.

Q. What caused that, in your opinion?

A. Probably -- what caused the overrun?

Q. Right, being over and above budget for -- seven-and-a-half million above budget.

A. Yeah. From where we ended up, we started off at about 14 and we ended up getting some additional overlays through further discussions. They were able to raise our budget, I believe, in the six, six-and-a-half million range. We never identified the enablers to get us down any further. And given the service standards that we had to meet and deliver, we ended up spending more money than we were targeted to spend.

Q. Let me ask you about the last quarter of 1999.

A. Okay.

Q. Did you spend any additional sums to try to meet the PSC quality service rules during that period?

A. During the last quarter of '99?

Q. Right.

A. Yes, we -- yeah, we already had underway the plan to hire the hundred employees because we knew we did not have a good summer, and it came in trouble volumes and service order volumes together, that

specifically trouble came in higher than we had projected during the summer.

And we went ahead and hired those people, so the additional costs would have been training costs. And in the meantime we went ahead and added some contractors that we were finally able to get ahold of to help beef up the results and improve the results.

Q. When was the decision made to hire the additional hundred employees?

A. Oh, probably back in the July-August timeframe, that's when they started -- that's when we started hiring them.

Q. Could I ask you to turn to page 155.

A. Got it.

Q. Around in the middle of this page it talks about targeting certain exchanges: Sarasota, Bradenton, Englewood and Venice.

A. Yeah.

Q. Can you tell us what it means to -- what that meant, to be targeted?

MS. CASWELL: Charlie, is this -- I'm sorry, can I interrupt?

MR. BECK: Yeah.

MS. CASWELL: Was Russ on this at all?

THE WITNESS: Yeah, I'm not -- I'm not

real familiar with it, other than --

BY MR. BECK:

Q. Well, if you don't know, just tell me.

A. Yeah, I don't know what they meant specifically here by targeting. That I don't know. No, I don't know. I know the standards are by exchange, but I don't know what they mean here by targeting.

Q. Okay. Let me -- this is from Brandy Fetter?

A. Correct.

Q. Do you know who --

A. That's to Brandy from Bret -- in the middle there. Which party -- it's back and forth, I guess.

Q. Who are these various people, if you could tell us?

A. Bret Reelff is a -- is on operation support staff and Brandy Fetter is the Coastal Division Resource manager, Division Resource manager.

Q. Going to get the illusion of progress.

A. You haven't brought out the bright lights yet.

Q. Is that what you your lawyer told you?

A. That's what she said.

MS. CASWELL: It would seem much easier than expected.

BY MR. BECK:

Q. Turn to page 1901.

A. It might be in this pile. Maybe we can use your pile, doesn't matter which pile -- pile 1902? July 99. Okay.

Q. Does this relate -- does this relate to one of the semi-annual meetings?

A. Yes. Yes, it does.

Q. Let me ask you specifically on page 1909, could you tell me which employee groups are included in your -- in the chart that appears on Bates Stamp 1909?

A. This must be the volume -- no, that's the volume -- I'm trying to figure out what I've got here. 1290 -- yeah, 1290. Yeah, it would be -- it would be those four -- I believe it's those four work groups I gave you, the BZTs and the CZTs.

Q. That's what BZT and CZT --

A. Yeah, the CZTs are the Customer Zone TACs and the BZT is the Business Zone TAC. 201s and 301s would be the CZTs and the 221s and 341s would be the BZTs. So, it's a combined total. Took me 22 years.

Q. Do you know what -- okay, this shows, I guess there was a -- at least in the graph period, it

peaked in 1998 at 1387 employees in those categories?

A. Yes.

Q. And it dropped about a hundred into 1999?

A. Right.

Q. Okay. Is that level back -- do you know what the level is now for those groups, subject to --

A. I think it's very close to the '97 level.

Q. Okay. You think that the BZT and the CZTs are back at about 1387?

A. I thought it was closer to the '97.

Q. Oh, I'm sorry, the 1275?

A. Uh-huh. (Indicating affirmatively) Correct. This is where I believe in '99 -- wait a minute -- yeah, I would have to get the exact numbers to --

Q. Do you know what would account for the level going up in 1998 to 1387 and then back down again?

A. No, I would have to go back and see if there was anything specific. I can't recall, other than -- that was our very high trouble period with El Nino and we continued the hiring process.

Q. These numbers are broken down between two groups: One's repair and the other SO?

A. Service Order and repair volumes.

Q. Service order and installations?

A. Yeah, dispatch files.

Q. Okay.

A. Let me think about that, hold on. That might be total service order and repair.

Q. We'll get it. I'll next ask you about why the left side graph looks different from the right side.

A. Well, yeah. The left side -- one of them is the volumes and the other graph would be the employee count levels. So, there are two different graphs. There were two different -- it wouldn't necessarily be the same.

Q. Which is the left and which is the right?

A. I believe the left is the bars, which would be the total volumes --

Q. Volume of dispatches?

A. -- of activity, yeah.

Q. Is that what that is?

A. Activity dispatch, yeah. And it's --

Q. And the right would be the employee levels?

A. Correct, because the 1387 is very close to the 1400. And 1290, right after 1390. I believe that's the way that -- it's double-sided.

Q. You're familiar with the phrase "checkbook status"?

A. Uh-huh. (Indicating affirmatively)

Q. What does that refer to?

A. It refers to the budgets that are originally kept at headquarters. And then as -- as requests are approved they'll add money to our budget and take it out of our budget, write a check, basically, TAC Focus is handled that way. Every month we'll submit our jobs and they'll write us a check, if you will. Increase our budget, drop their budget, zero sum. It's called check-booking it.

Q. One of your earlier -- you talked about compensable measures versus non-compensable?

A. Yeah.

Q. As I recall, one of the compensable was defects per --

A. Per million.

Q. -- million, yeah.

A. Yeah.

Q. Do you know whether that weighting changed between 1998 and 1999 that -- that's given for that in the package?

A. Don't recall it changing, no. As far as I know, it's the same. I'm not sure from '98 to '99 if

any of the weights changed between the different services measures to the financial measures.

MR. BECK: Let me -- let's go off the record for a second.

(Whereupon, an off-the-record discussion was held.)

MR. BECK: Let's go back on.

MS. CASWELL: What -- can you tell us where in the documents --

BY MR. BECK:

Q. Yeah, two pages I'm going to ask you to look at. One is 2455 and the other is 2487.

A. It must be in another pile.

MS. CASWELL: It's in this last.

THE WITNESS: I've got 2455.

BY MR. BECK:

Q. Let's go on to the later first, 2487.

A. 87? Okay.

Q. This deals with your 1998 weightings for various indexes for compensable items, does it not?

A. Yes.

Q. And would you agree that the second to the last item, network reliability defect per million, is five percent in 1998?

A. Correct.

Q. And if you turn to 2455 --

A. Yeah.

Q. -- in 1999, doesn't this show that the weighting went down from 5 to 4 percent?

A. Yes, it does. You are correct.

Q. Do you know any others that changed, that you're aware of?

A. The financial and service -- let's see. The core member -- the core measures were still 50 percent versus 50 percent team; core being national in scope versus specific to Florida. Under the core objectives, 30 percent are financial and the remainder are customer service-related.

Under the team objectives --

Q. Let me ask you to back up.

A. -- they were both ten percent financial.

Q. Did I understand you right, you said the core objectives are nation wide?

A. Correct.

Q. But the team objectives are Florida-specific?

A. Correct.

And on the team, to continue answering, I'm not --

Q. Okay.

A. -- I thought the financial, like their incurred expense, is 5 percent. '98, '99 --

Q. None of it that you're aware of?

A. Some minor changes, I guess.

Q. I'll ask you to turn to Bates Stamp 2679.

MS. CASWELL: What number?

BY MR. BECK:

Q. 2679.

A. Okay.

Q. You're one of the addressees, are you not, on this?

A. Yes. Yes, I am.

Q. Can you tell me generally what this memo is about?

A. It's dealing with employee count levels.

Q. This is March of -- March 10 of '99?

A. March of '99, yeah.

Yeah, we were setting up a process to track for the rest of '99 our overtime and contractor equivalent employees that we tracked and sent it in to headquarters.

Q. Do you see the reference to -- it says where: As I'm sure you're already aware, the, quote, affordable, end quote, numbers for '99 are extremely onerous?

A. Uh-huh. (Indicating affirmatively)

Q. Do you know what he's referring to?

A. Well, in Florida's case it was referring to the 14 million dollar gap that we had at that point in time -- whatever it was, it may have been somewhat lower than that at the time. I'm sure the other regions also had something similar.

Q. And that's the gap that led you to reduce the budgeted employee numbers?

A. Yeah, we -- when we built -- again, when we built the budget, we said here is what we think we need, or would like to have, and here's what it costs. And here's what they're allowing us to spend. And when we send in the original budget, we'll put an adjustment figure in and get it to tie into the target. But we may not go through and update all of the various pieces of detail, one of which is the employees count levels.

So, theoretically, if I'm going to spend 14 million less, I don't need as many people. So --

Q. Okay.

A. So, some of that is just a math exercise.

Q. Right.

A. Getting things lined up.

Q. Let me ask you about a piece of math on page 2700. See the word "plug" on the right side?

A. Yeah.

Q. I'm wondering if you could tell me what -- what this stretch allegation relates to, first of all -- if you know?

A. I don't know. It's something that looks like it came out of headquarters. Total stretch, 78 million. This must be some national roll up that they're doing out of headquarters. This wouldn't be -- I don't believe it's specific to Florida.

Q. All right. Let me ask you about page 2806. And I cannot even read the title, really.

A. I think it's the proposed 1999 TAC Focus allegation --

Q. Focus?

A. -- looking at the preventive maintenance program.

Q. And this shows how much is being allocated to Florida?

A. Yes, earmarked for Florida. Assuming we can, you know, provide the activity that supports it.

Q. Now, we discussed this a little earlier --

A. Sure.

Q. -- but I need to ask you again. The 1998 OSP for one hundred at .62 for Florida, is that

actuals, first of all, and second of all --

A. Yeah.

Q. -- what's it measuring?

A. Let's see. That was -- it probably was actual, and it was the number of trouble reports that were cleared to outside plans being the cause versus drop or central office or central -- or customer provided equipment, CPE.

Q. And there's a target for 1999 of .49. Do you know whether that was met or not?

A. I can answer that question --

Q. Okay.

A. -- it's monthly operations stuff.

MS. CASWELL: Yeah, all of these are probably -- no, these are all headquarters.

MR. BECK: Right. This is the later --

MS. CASWELL: Right.

MR. BECK: -- documents to produce.

THE WITNESS: Yes, it would be the dot four three. Got one. We did a lot better that year.

We -- our TAC Focus program was vastly improved in -- I'll say '98 and '99 over the prior years.

BY MR. BECK:

Q. Could you turn to page 2812.

A. 2812. Okay, yeah.

Q. The first question is whether you recognize this document or not?

A. Just from what I saw, as submitted. Other than that, no. I believe -- I believe it's Valerie's. This is from the title, but I don't know what that means.

Q. Okay. Well, if you know, under item number 2 it says: Chuck understands if internal measures slip, but not the external measures. And there's question mark after that.

I was wondering if you knew what that meant? Chuck would be your boss, right?

A. Right. And I would assume that's what that is there.

No, I'm not sure which -- whether she's talking again the external surveys or if she's talking about PSC standards. I don't know. It could be -- I mean, my guess would be it would not be the external like PSR results, but our -- some of our internal measures that we have may have to be modified.

Q. Okay. Can I ask you to turn to page 2814.

A. Got it.

Q. Are you familiar with this e-mail? It has your name, I think, too, the addressee.

A. Oh, yes.

Q. Okay.

A. I remember this one.

Q. Is this the one that gave you your targets for 1999?

A. Yes -- well, it said they would be coming out very soon.

Q. Okay.

A. It didn't have them attached with it.

Q. It says here in the first paragraph that: I would expect some level, parentheses, considerable concern from, quote, no way to, quote, little chance.

Do you know what that's referring to?

A. Yeah, in our -- in Florida's case it would be the 14 million dollar gap that we had identified then a month or so later.

Q. Okay. And they were anticipating that would be your reaction to that?

A. Evidently.

Q. Was that, in fact, your reaction?

A. No, I think we seriously tried to do everything we can to try to meet those levels.

MS. CASWELL: Objection.

BY MR. BECK:

Q. Could I ask you to turn to page 2831.

A. Got it.

Q. The last bullet under the key issues risk assumption, comments, et cetera, it says: Florida's 1998 normalized spending level of 165.5 million dollars is effectively reduced by 16 million. And then it goes on from there.

A. Uh-huh. (Indicating affirmatively)

Q. What is meant, if you know, by Florida's 1998 normalized spending level?

A. Well, probably two things. One thing, when we talk about normalized, is we're comparing to a target that we start off the year that does not have all the checkbook items in it. So, when you look at your actual spending level one year versus your budget the next -- your target the next year, there can be a very large decrease, and that's because you get stuff throughout the year.

Q. Okay.

A. So, it probably normalized for that. I don't know, without looking at this a little more, it may have also normalized out of El Nino in '98, this being the one time of one point -- we have 12.2 million dollars identified, so I may have even taken that out.

Q. Okay.

A. So, over and above that, we thought our plan that we had put together had taken out some pretty substantial amount of dollars in terms of productivity improvements and enablers.

MR. BECK: Thank you very much.

Hold on. The staff has five hours of questions.

THE WITNESS: Bring them on. Get them while they're hot.

THE COURT REPORTER: Do you want this transcribed?

MR. BECK: I'll call you.

(Whereupon, the deposition was concluded at 2:47 p.m.)

CERTIFICATE OF OATH

STATE OF FLORIDA

COUNTY OF HILLSBOROUGH

I, the undersigned authority, certify that RUSSELL DIAMOND personally appeared before me was sworn.

Witness my hand and official seal this 17th day of March, 2000.

MARY ELIZABETH BLAZER, RPR
Notary Public - State of Florida
My Commission No. CC660753
Expires: August 19, 2001

Mary Elizabeth Blazer
MY COMMISSION # CC660753 EXPIRES
August 19, 2001
BONDED THRU TROY FAIN INSURANCE, INC.

STATE OF FLORIDA

COUNTY OF HILLSBOROUGH

I, MARY ELIZABETH BLAZER, Registered Professional Reporter, certify that I was authorized to and did stenographically report the foregoing deposition; and that the transcript is a true record of the testimony given by the witness.

I further certify that I am not a relative, employee, or 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 17th day of March, 2000.

Mary Elizabeth Blazer

MARY ELIZABETH BLAZER, RPR

0

000037 [1] 121:4
011 [1] 86:1
021 [1] 86:3
031 [1] 86:5

1

1 [6] 41:8 43:4 102:19,25 105:11 115:6
1.8 [1] 22:12
1.9 [1] 101:5
1:30 [1] 102:11
10 [1] 148:16
10,000 [1] 58:13
10/15 [1] 122:24
10:03 [1] 3:1
10:25 [1] 42:16
101 [1] 86:4
105 [1] 128:24
11:01 [1] 42:16
111s [1] 86:11
12 [1] 112:19
12.2 [1] 154:24
12.286 [1] 100:14
12:25 [1] 102:11
121 [1] 86:12
1275 [1] 143:11
1290 [3] 142:16,16 144:24
12th [1] 124:6
135 [1] 130:20
136 [1] 136:2
137 [1] 137:22
1387 [4] 143:1,9,17 144:23
1390 [1] 144:24
14 [4] 139:6 149:4,19 153:17
14.1 [1] 138:14
1400 [1] 144:24
155 [1] 140:13
1575 [3] 38:15,17 42:21
1576 [5] 38:14 41:7 42:21 48:1,12
1577 [1] 50:5
1578 [2] 55:22 69:14
1579 [1] 66:13
1580 [1] 69:4
15th [3] 14:8,13 16:14
16 [3] 62:15 69:16 154:7
165.5 [1] 154:6
17 [3] 131:13,14 133:19
1700 [1] 75:16
1778 [1] 69:21
1787 [1] 70:3
1788 [1] 70:16
1789 [1] 73:18
1791 [1] 75:24
17th [2] 156:15 157:15
18 [2] 69:16 114:19
1800 [1] 88:16
1806 [1] 90:17
1810 [1] 91:19
1812 [1] 91:21
1815 [1] 93:22
1817 [1] 94:16
1818 [1] 95:4
1819 [1] 96:4
1820 [1] 98:8
1821 [1] 98:24
1822 [2] 100:5,10
1835 [1] 101:9
1844 [1] 101:21
1845 [3] 85:12,17 101:22
1846 [2] 82:6,6
19 [1] 156:21
19.4 [1] 62:15
1901 [1] 142:4
1902 [1] 142:6
1909 [2] 142:11,13
1990 [4] 51:7,17 59:19 136:17
1991 [1] 51:10
1992 [1] 51:12
1996 [1] 3:19
1997 [7] 3:19 57:15 70:5 79:2 102:15 103:9,14
1998 [36] 32:12 38:19 44:10,12 54:23 55:1,14 59:13,15,16 60:1, 4 61:3,17,22 65:19,21,23 78:2 79:7 83:4 85:5 87:21 90:19 91: 14 100:10 126:14 136:17 143:1, 17 145:22 146:19,24 150:24 154: 6,11
1999 [43] 3:20 29:1 40:14 55:3 59: 10 61:3,18,25 63:1 64:17,21 65: 10,19,23 66:25,25 69:8,11 70:13 87:21,24 88:5 109:20 110:1 111: 19 114:15,19 115:1,2,8,14 125: 21 136:17 137:25 138:14,23 139: 15 143:3 145:22 147:3 150:12 151:9 153:7
1B [1] 75:16
1s [1] 86:17
1st [1] 126:14

2

2 [1] 152:10
2.5 [1] 101:6
2.6 [1] 66:17
2.9 [4] 44:18,22,25 45:14
2:47 [1] 155:15
20 [1] 51:16
2000 [5] 66:24 103:7,9 156:16 157:15
2001 [1] 156:21
201 [7] 2:9 56:11,12 86:13 101:12 113:3 129:11
201s [5] 56:17,23 57:11 112:2 142:21
2042 [1] 104:7
2062 [1] 119:1
20th [3] 14:8,13 16:14
21.3 [1] 51:10
211 [3] 136:16,23 137:3
211s [1] 86:15
22 [3] 10:15,15 142:23
221 [2] 86:17 113:3
221s [3] 56:18 112:4 142:22
23 [2] 111:21,24
231s [1] 86:18
24 [9] 33:13,19 89:24 90:3,5,7 96: 7 131:8,21
24.1 [1] 51:6
241 [1] 101:23
241s [1] 86:19
2455 [3] 146:12,15 147:1
2487 [2] 146:12,17
251 [1] 86:22
25th [1] 125:20
261 [1] 86:23
2679 [2] 148:5,8
27 [2] 38:19 54:25
2700 [1] 149:25
2806 [1] 150:11
2812 [2] 152:1,2
2814 [1] 152:24
2831 [1] 154:2
2nd [1] 124:10
2s [1] 86:14

3

3 [1] 44:16
3.7 [1] 45:3
30 [7] 36:10 37:7 44:17,23 45:1 120:3 147:12
301 [5] 56:17 110:8,22 113:3 129: 11
301s [6] 56:24,24 57:11 86:25 112:2 142:21
31st [1] 32:11
32399-1400 [1] 2:5
3240 [1] 106:9
3255 [3] 111:12,13,16
3323 [1] 106:6
33601 [1] 2:10
3409 [1] 115:13
341 [2] 113:4 129:11
341s [4] 56:19 87:1 112:4 142:22
3462 [1] 106:5
3499 [1] 106:4
3510 [4] 82:17 85:2,12,19
37 [2] 121:3,13
3s [1] 87:1

4

4 [1] 147:4
4-plus [1] 45:13
4.9 [1] 60:19
4:00 [1] 35:10
41 [1] 136:16
45 [3] 66:24 67:6 134:12
49 [4] 76:1,21,24 151:9
4th [1] 123:24

5

5 [2] 147:4 148:2
5:00 [1] 35:10
50 [3] 132:16 147:10,10
54 [1] 79:11
55 [1] 66:21
583 [1] 57:21
59 [2] 79:6 85:7

6

6 [3] 41:9 46:15,16
62 [1] 150:25

7

7 [3] 41:8 85:10 93:11
7.8 [1] 66:24
7/18 [1] 57:22
745 [2] 31:19,24
78 [1] 150:7

8

8.4 [1] 89:1
82 [1] 125:18
84 [1] 126:12
85 [3] 126:12,25 131:23
86 [1] 124:17
87 [1] 146:18

9

90 [8] 50:9 96:12,20 129:12 130:3 131:10,23 133:3
91 [1] 51:17
911 [1] 10:4
92.4 [1] 33:23
94.4 [2] 33:15,20
95 [4] 131:10,21 132:20,21
96 [1] 65:24
97 [17] 44:11 53:11 60:3 65:24 74: 13 102:23 103:20 104:5,11 129: 4,9 130:10,13,18,18 143:7,10
98 [25] 50:9 53:8,10,11 54:10 59:3 74:13 76:22 84:5 85:20 91:9 99: 2 105:17 106:1 129:21,22,23,24, 25 130:3,17 145:25 148:2 151: 23 154:23
99 [30] 40:12,19 42:3 59:4 106:2,3, 4,9,13 111:25,25 115:11 117:9, 10 118:9 129:24,25 130:5,17 136:22 139:20 142:7 143:14 145: 25 148:2,16,17,19,24 151:23

A

a.m [4] 3:1 35:2 42:16,16
abbreviation [1] 8:13
ability [1] 132:25
able [7] 21:6 26:2 80:15 133:15, 15 139:7 140:6
above [7] 50:22 62:3 65:21 68:17 139:3,4 155:2
above-referred [1] 102:17
absent [1] 135:9
absenteeism [1] 23:7
access [1] 60:14
accesses [1] 64:13
account [6] 33:25 60:22 63:6 80: 17 99:13 143:16
accountable [1] 4:19
accounting [1] 12:15
accurately [1] 40:2
achievable [3] 45:17,18,20
achieve [2] 115:24 132:2
acronym [5] 36:3 38:6,10 71:18 72:5
across [7] 11:4 33:1,8 90:8,16 131:22,23
action [5] 60:25 72:22 122:9 157: 12,13
actions [1] 72:22
activities [5] 75:3 127:3,11,14,15
activity [13] 8:16,17 9:22 13:4 56: 7 68:4 75:22 78:13 98:13 136:14 144:18,20 150:20
actual [31] 4:8,10 54:22 57:15 67: 11,19 72:6 79:19,21 83:1,8,14 96:25 99:2,5,25 100:13 101:12 103:23 105:14 107:7 109:5,8,10 111:3 117:18 118:4,14 126:2 151:5 154:16
actually [26] 6:8 14:4 20:18 27:4, 7 28:11 30:13 38:23 45:17 57:17, 21 64:23 66:25 68:6 70:5 93:15 99:15 108:1,19,23 109:19 117: 14,20 118:24 124:7 136:24
actuals [5] 64:20 83:4,14 136:24 151:1
add [7] 25:8 26:8 29:17 113:22, 25 125:15 145:7
added [10] 25:21,21 26:6,24 62:3 103:22 129:19 130:14 137:6 140: 5
adding [2] 114:6,7
additional [16] 26:6 27:3 61:11, 13 63:2,12 65:21 108:16 109:20 110:21,23 114:24 139:6,17 140: 4,9
address [1] 127:20
addressee [1] 153:2
addressees [1] 148:10
adjust [1] 115:21
adjusted [1] 79:3
adjustment [7] 59:25 99:23 100: 19 101:5,8 132:8 149:14
adjustments [5] 26:21 59:7,20 99:7 100:13
administration [7] 6:19,25 7:2,5 16:8 32:5 35:16
administrative [1] 7:7
affect [1] 107:3
affecting [1] 118:23
affirmatively [24] 32:20 33:14 34:13 35:4 66:15,22 77:25 85:23 91:25 96:5,8 100:6 101:13,24 105:25 106:10 119:6 123:5 131: 9 136:3 143:12 145:3 149:1 154: 9
affordable [1] 148:24
after-study [1] 67:17

afterwards [1] 51:18
agency [1] 72:4
agree [7] 79:11 104:3,4,16 105:17 107:6 146:22
agreed [1] 3:10
ahead [6] 30:4 55:9 85:15 106:24 140:3,5
ahold [1] 140:6
air [4] 7:21 22:18,22,24
Alice [2] 136:4,6
all-inclusive [1] 36:11
allegation [2] 150:3,13
allocated [1] 150:18
allowed [2] 79:21 106:17
allowing [1] 149:13
almost [3] 35:22 37:2 77:22
already [11] 14:1 15:24 20:22 27:11 31:12 63:13,14 68:15 123:20 139:22 148:23
although [4] 36:19 56:24 63:1 90:6
Ambassador [2] 72:8,11
amount [12] 21:1 52:20 54:4 71:8 73:8 81:22 99:18 106:15 116:2 117:18 132:3 155:4
amounts [5] 99:8,11,12 100:14 135:2
analysis [7] 5:6 8:2 50:1 56:4 68:2 76:5,23
analyst [1] 4:15
and-a-half [1] 62:16
and/or [2] 19:12 21:22
another [16] 10:10 29:7 30:5,6 32:18 36:16,18 41:13 42:8 52:5 54:1 88:24 99:23 129:19 131:19 146:13
answer [2] 113:6 151:11
answering [1] 147:23
anticipating [1] 153:19
anybody [3] 86:18,22 97:15
anyway [1] 19:8
apiece [1] 22:12
apologize [1] 87:6
appear [1] 42:20
APPEARANCES [1] 2:1
appeared [1] 156:12
appears [3] 115:13 124:21 142:13
apples [2] 52:1,1
apples-to-apples [1] 26:23
applies [1] 91:1
apply [2] 30:9 56:25
appointment [4] 34:25 35:2,13,23
Appointments [2] 35:1,8
appropriate [2] 62:6 93:15
appropriately [1] 133:15
approval [1] 68:20
approve [1] 31:2
approved [4] 30:9 31:5 69:2 145:7
approves [1] 30:24
April [6] 45:13 106:5,5 115:11 117:9 136:22
area [12] 11:22 15:4 44:7,9 47:4 54:1,1 64:1 78:3 106:9 116:3 119:4
areas [10] 23:10,16 28:20 43:4,5,10,13,20,22 48:8
aren't [2] 52:1 97:8
around [10] 8:3 12:8 16:10 51:19 53:23 66:9,10 106:9 123:24 140:15
arrive [2] 64:15 77:16
art [1] 29:12
aside [2] 54:5 63:12
assigned [2] 6:12 77:16
assignment [3] 7:3 23:14 86:21
assists [1] 6:1
associated [3] 52:19 62:19 100:24
assume [3] 66:5 93:9 152:15
assuming [2] 116:8 150:19
assumption [1] 154:5
assumptions [2] 18:21,22
assurance [3] 75:13 94:9 96:23
AT&T [2] 47:6 75:21
attached [1] 153:11
attend [1] 39:6
attorney [4] 3:9 111:9 157:10,12
augment [1] 114:25
August [1] 156:21
August-September [3] 18:25 19:6,13
authority [1] 156:11
average [8] 68:13 71:8,10 77:10 88:20 89:11 91:15 134:14
averages [1] 132:13
aware [8] 12:12 15:23 109:18 113:20,21 147:7 148:3,23
away [2] 101:5 106:24

B

B-1 [2] 47:14 90:11
Bachelor's [1] 12:14
back [48] 24:24 35:5 36:16 37:7 41:5,12 42:18 45:12 46:1 51:20,23 52:4 62:12 64:24 65:14 69:14 71:11 87:11 88:7,8 93:1 102:13 108:9 110:23 111:10 112:18,21 115:6 121:6,7,9 127:14,18 129:4 130:9,15,17,18 137:6,21 140:10 141:14 143:5,9,17,19 146:7 147:15
background [2] 12:13,16
backup [9] 13:11 83:12,17,21 84:4,5,6,7,19
balance [4] 97:10,15 127:1,12
balancing [1] 128:5
bars [1] 144:15
base [7] 18:8,23 29:5,11 30:1,22 138:10
based [10] 26:19 30:20 70:21 75:2 94:15 97:3 99:22 108:9 131:18 132:6
bases [1] 17:25
Basically [6] 47:25 63:20 80:19 94:14 126:21 145:9
basis [4] 9:8 26:23 31:13 118:19
Bate [1] 104:19
Bates [31] 31:19,23 41:6,7 42:20 48:1,12 50:5 55:22 66:12 69:3,21 70:15 73:18 75:16,24 82:6 85:17 96:3 98:8 103:7,9 104:7 105:4,9 121:2 124:16 125:17 126:24 142:13 148:5
BECK [63] 3:8,22,23 31:22 40:15,25 41:4,22 42:10,13,17,23 43:1 55:15,20 70:1 78:18,21 84:2,24 85:1 90:25 91:6,10,13 102:7,12,21 104:24 105:3,7 111:18 112:18 113:1 114:18,23 115:3,5 121:7,11,13,14 123:2,6,9,13,15 124:8 137:20 140:23 141:2 142:3 146:3,7,10,16 148:7 151:16,18,25 154:1 155:6,13
bed [1] 27:11
beef [2] 108:16 140:7
beefing [1] 110:17
beginning [4] 46:2 121:3,6,8
behind [1] 94:3
believe [57] 3:10 9:19 10:11 16:21 17:9 19:10 28:17 32:8 34:1 35:12 40:12,22 43:25 45:8 47:5,12 48:4 53:7,11 54:9 62:3 65:23 67:2 68:13 77:11 82:1,25 86:22 87:24 94:1,4 96:19 98:14 106:14 107:17 108:13 109:12 111:11 112:23 114:13 115:16 122:9 123:22 127:13 128:1 130:25 131:1,12 132:17 139:8 142:17 143:13 144:15,24 150:9 152:6,6
believes [1] 26:19
below [13] 13:9 38:12 78:6,7 79:6 80:16,22 85:7 103:17,23 104:13 107:9 137:2
benefits [3] 134:15,16,20
besides [1] 22:16
best [8] 51:23 52:6 83:6 86:1 120:13 123:13,16 131:15
better [8] 36:1 62:11 63:3 64:13 89:9 108:2 109:21 151:20
between [40] 11:15 14:12 16:14,25 27:5 32:22 35:3 36:1 42:20 46:1 57:6,20 73:5,6 74:25,25 78:8 79:10 94:2,4,19 97:10 99:11 100:13 103:22 106:2 111:24 115:18 116:7,13,17,22,23 117:3,9,12 136:22 143:23 145:22 146:1
Beverly [1] 2:16
beyond [2] 34:22 95:20
bid [1] 82:8
big [2] 73:3 109:16
bigger [3] 12:6 35:25 126:25
bill [1] 99:19
billed [1] 128:13
bit [13] 6:23 14:4 30:18 33:6 34:6 53:8,10 55:7 57:25 75:1 76:3 78:8 137:2
blank [1] 63:21
BLAZER [1] 157:18
BLOB [1] 47:15
BLOBs [2] 47:17,19
blocked [2] 94:2,4
Bob [2] 5:17 6:2
bonding [4] 63:9,15 68:21 69:1
Bonuses [1] 94:14
booked [1] 100:1
booking [1] 99:24
borrowing [1] 133:12
boss [4] 39:6,6 129:2 152:14
both [12] 6:9 8:17 17:7 50:20 53:18 58:3 66:10 68:13 73:24 88:3 91:15 147:16
bottom [6] 32:5 41:7 42:25 49:20,21 91:23
box [2] 63:9 68:21
boxes [1] 63:15
Bradenton [1] 140:17
branch [11] 24:5 70:16,17,20 74:8,12,17,23 119:22,22 120:12
Brandy [3] 141:10,13,19
break [7] 17:3 37:5 42:11,13,19 102:7 112:11
breaks [2] 55:25 85:19
Bret [2] 141:13,18
briefly [4] 5:18 11:25 43:23 50:5
bright [1] 141:22
bring [3] 62:20 118:22 155:9
bringing [1] 128:3
broad [1] 99:4
broken [1] 143:23
brought [4] 39:2 128:7,11 141:22
BSC [8] 72:24,25 73:18,24 75:4,13 119:24 123:18
BTL [1] 38:10
budget [141] 5:22,23 6:2,2,3,12 13:3,4,15 18:16,24 20:1,10 21:12 22:2,16 23:9,11,16,24 24:1,3,6,8,16,21 25:21 26:6,22 27:16,18,23 28:9,10,21 29:2,5,8,9,11,14,18,20,25 30:2,8,12,23,24 31:2,4,5 58:5,8 67:13 76:1,21,24 77:4,4,9,13 78:2,7,9,13,25 79:1,6,7,11,15,21,25 80:16,18,19,22 81:8,11,13 82:12,22 83:3,4,13,16 85:7 87:16,17,23 88:4 92:22 93:9 99:6,11 100:1 101:18,20 103:17,23 104:14 107:9,25 108:4,6,12,21,22 109:11 113:24 115:21 116:5,24 117:17,19 118:5,10,13 134:20,23,24,25 135:2,19 136:23,25 137:1 138:1,14,23 139:3,4,8 145:7,8,11,11 149:11,14 154:16
budget-wise [1] 111:2
budgeted [18] 25:9 83:1,8 99:14 103:24 107:7 109:6 115:8,14,18 116:13,14 117:9,10,12,15 118:6 149:9
budgeting [5] 23:10 24:11 46:4 66:4 67:6
budgets [21] 4:19 5:22 6:10,21,24 11:11,24 12:1,3,9 18:12,13 24:17,19 25:5 28:11 107:11 134:22 138:9,10 145:5
build [10] 18:2,21 67:13 77:9 107:11 108:4,5,6 116:6 133:10
building [4] 18:24 86:7 107:20 135:23
built [2] 149:10,11
bulk [1] 13:6
bullet [1] 154:4
business [63] 4:15 5:6 8:14 10:3 20:3 24:5,10,11 47:19,19,20,22,22,22,23,25 51:1 53:25 54:2 56:19,20 63:12 64:6,8 67:4 68:14,18,22 69:1 70:21 71:5,24 72:19,23 73:1,7,10,20,25 74:18,21 75:19 86:17,24 87:1,2,3 88:20,23 89:7,19,23 90:2,10,11,12 91:15 94:22 95:2 98:9,13 119:23 142:21
business-size [1] 73:3
businesses [5] 47:20 53:13 68:16 74:6,7
buying [1] 126:7
BZT [3] 142:19,21 143:8
BZTs [2] 142:18,23

C

C-O-P-S [1] 38:3
cable [2] 9:22 67:24
cables [2] 22:24 68:4
calculate [1] 133:18
calculated [1] 133:22
calculates [1] 134:12
calendared [1] 27:8
call [18] 7:15 8:10 24:4 25:7,15 26:2,17 36:16 56:10 67:25 72:4 98:15,17 101:20 120:14 124:25 132:25 155:13
called [12] 8:11 16:19,23 17:7 38:3 44:6 56:1,1 61:8 99:8 119:4 145:12
calling [2] 25:7 89:12
calls [3] 25:22 94:2,4
came [16] 37:7 53:8,12,17,20 54:9,22 64:14 87:7 111:10 126:22 131:6 136:24 139:24 140:1 150:6
cannot [1] 150:11
capabilities [1] 56:21
capacity [1] 46:8
capital [26] 4:18 5:23 6:1,2,9,12 8:17 9:17 13:4 18:14 25:12 50:8,12,13 51:7 52:17,21 53:1,7,18,19 54:22 61:16 68:11 108:12

128:2
Carbone [1] 121:21
care [7] 21:6 24:1 56:5 58:7,8 119:20 120:12
career [2] 12:2,8
carrier [1] 7:18
carriers [1] 75:21
case [8] 54:2,12 57:22 68:22 78:2 133:10 149:3 153:16
case-by-case [1] 9:7
case-type [1] 37:2
cases [11] 8:14 51:1 53:13,25 63:12 64:8 67:4 68:14,16,18 69:1
cash [2] 106:17,25
CASWELL [54] 2:8 3:9,17 31:20 40:13 41:12 42:1,4,7,12,22 55:9,12,18 69:24 83:24 84:3,6,12,15,18,22,25 90:21 91:3,8,12 102:9 104:22 105:6 111:14 112:14 114:14,22 115:1,4 121:6,12 122:18,24 123:4,7,10,14 124:3 140:21,24 142:1 146:8,14 148:6 151:14,17 153:25
categories [4] 56:1,2 74:25 143:1
category [4] 52:5 56:3 74:4 75:18
cause [1] 151:6
caused [5] 9:18 26:5 115:14 139:1,2
causing [2] 9:19 109:16
caveats [1] 51:22
CC [1] 130:24
cell [1] 68:24
cellular [1] 68:25
Center [16] 8:2 21:6 24:1,3,22 56:5 57:8 58:7,8 68:2 73:1 119:20,24 120:12,12 134:24
centers [3] 13:15 24:10,11
central [15] 7:18,19 12:7 23:14 86:4 94:2,4 96:2 110:5,13 113:11 136:11 137:14 151:7,7
centralized [4] 10:22 11:2 24:9 135:21
certain [6] 59:1,2,20 67:23 128:2 140:16
CERTIFICATE [1] 156:6
certify [2] 156:11 157:9
cetera [1] 154:5
CFM [9] 36:3,8,14,24 37:1,9,18 62:13,13
challenges [1] 45:9
chance [1] 153:14
change [10] 28:11 29:1,14,19 30:2 51:25 69:17 74:3 125:7,11
changed [6] 27:23 28:21 29:6 145:22 146:1 147:6
changes [6] 29:9 75:1,2 125:9,12 148:4
changing [1] 145:24
charge [1] 4:18
charged [2] 29:21 32:24
Charlie [4] 3:23 55:19 83:24 140:21
chart [18] 50:6 55:22 80:20 91:14 93:24 99:5 102:25 103:5,19 104:5,16 105:23,23 112:23 115:6 117:8,15 142:13
charts [3] 94:6 96:22 104:25
check [6] 42:4 58:16 97:14 105:4 145:8,10
check-booking [1] 145:12
checkbook [2] 145:2 154:15
checking [1] 112:7
choose [3] 52:8 54:5 68:19
chose [1] 90:15
Chuck [9] 5:4 39:19 129:2 131:4,5,18 137:23 152:10,14
churning [1] 128:16
circuit [5] 44:17,19,22 46:6,8
circuits [1] 44:24
Citizens [1] 2:2
clarification [3] 17:19 23:19 36:1
classified [2] 52:2 56:16
classify [1] 74:22
clear [9] 21:8 35:6,14,16,19 63:4 77:10 87:6 90:9
cleared [16] 48:19 56:9 57:10,23 58:7 71:15 76:11 89:13 90:3 94:20 95:11,18 96:1,7 98:20 151:6
clearing [6] 88:20 89:11,22 91:15 94:17 128:15
clears [1] 64:14
clerks [1] 86:20
CLOBs [1] 47:17
close [6] 64:23 114:7 115:13 130:13 143:7 144:23
closed [2] 57:25 98:12
closer [2] 111:1 143:10
coastal [4] 6:7,8 100:17 141:19
code [4] 49:25 83:16,16 95:11
coincident [1] 112:8
Collins [2] 136:4,6
column [7] 37:9 59:22 69:7 88:19 99:6 101:4 105:13
columns [4] 58:3 88:19 99:4,7
combined [2] 45:25 142:23
come [23] 9:16,24 15:23 19:11 20:2 21:21 29:15 30:23 39:7 45:23 57:7 79:14,18,25 80:6 81:12 87:8 103:24 107:11 110:13 125:4 135:19 137:2
comes [8] 11:9 14:7 16:7,13 32:4 36:9 39:5 135:20
coming [5] 14:3 19:9 62:12 63:25 153:8
comments [1] 154:5
Commission [2] 4:23 36:25
commit [3] 34:15 45:14 52:25
commitment [12] 34:17,19,22,23 35:9,13,23 45:3,6,16 51:15 127:23
commitments [3] 34:15 35:21 46:18
committed [2] 51:7 65:20
common [6] 29:3 33:1 87:20 99:13,16,23
communications [1] 72:11
companies [1] 11:16
company [14] 10:17 21:22 23:10 72:12 81:17 82:18 97:13 101:16 105:21 108:6,16 109:19 118:22 138:6
company's [1] 128:22
compare [2] 64:20 130:9
compared [5] 13:2 78:1 88:3 93:21 130:12
comparing [2] 26:25 154:13
comparisons [1] 52:13
compensable [11] 94:8,10 96:25 97:2,5,8,12,18 145:14,16 146:20
compensation [1] 94:11
competitors [1] 106:23
compiling [2] 38:25,25
complete [1] 17:14
completed [3] 37:22,24 94:21
completely [1] 134:3
compliance [1] 4:22
complies [1] 82:4
comply [1] 123:18
component [1] 96:1
components [1] 12:6
concentrate [1] 43:15
concern [1] 153:14
concluded [1] 155:14
conditions [1] 89:23
confirm [2] 103:4 104:20
connect [2] 63:15 68:20
connected [1] 157:12
conscious [3] 108:15 110:16 128:21
considerable [1] 153:13
considered [1] 132:3
consistency [1] 11:15
consistent [3] 11:11 33:7 118:19
consistently [2] 107:9 109:5
constant [1] 134:2
construction [12] 12:7 23:13 77:17 86:11,12 107:19,22 108:10 113:10,12 114:8 128:3
construction-related [1] 107:15
consumer [3] 24:5 47:23 74:19
contact [3] 24:3 119:23 120:11
contingency [2] 101:1,6
continual [1] 28:8
continually [2] 29:20 30:1
continue [4] 27:13,21 128:6 147:23
continued [2] 77:1 143:22
continuing [2] 3:20 55:13
contracted [3] 107:20 108:14 109:14
contractor [11] 21:22 80:1 81:7,8,21 83:1,7,15 108:8 118:22 148:19
contractors [23] 77:15 80:23 81:4,5,11,13,22 82:9,11,19,22 83:3 85:11 100:23 101:14 107:22 108:13,17 119:7 128:8,13 133:13 140:6
contracts [1] 19:21
control [1] 54:7
controllable [1] 135:15
conversation [1] 3:9
convince [1] 52:24
coordinated [1] 38:24
coordination [1] 5:21
COPS [3] 38:3,3,8
copy [6] 41:13,17 42:8 69:24 102:25 130:25
core [5] 147:9,9,10,11,18
corner [2] 49:21 94:7
Corp [1] 4:10
Corporation [3] 2:7 4:8,14
Correct [87] 8:7 10:1 14:10,14 16:24 18:15 20:11 32:13 33:16,21,24 37:14,17,20 38:20 39:12,17 42:1 44:5 45:4 50:25 51:11,13,14 55:2 57:5,9 58:3 59:2,18,21 60:8,11,12 61:23 64:19 65:17 70:4,14 71:6 73:13,16 75:11 78:5 79:3,13 82:20 85:4,18,21 89:2 90:20 95:2 97:21,24 99:3,9 100:15 103:11,18 105:15 106:7 111:6,8,13,20 113:18 115:10 116:16 117:13 118:3,7 122:3,6 126:17 129:3 131:11 135:4 137:4 138:15 141:11 143:13 144:23 146:25 147:5,19,22
corrected [1] 98:3
correctly [2] 8:20 51:6
cost [13] 21:3 22:1 24:22 25:10,12 67:15 83:16,16 127:1,12 128:5 131:7 134:21
cost-effective [1] 107:13
costs [6] 22:1 132:2 135:13 140:4,4 149:12
couldn't [1] 131:2
Counsel [4] 2:4 3:24 157:10,12
count [15] 13:5 34:21 36:23 48:25 64:3 77:22,24 78:11 80:7 82:2,16 85:9 144:11 148:15 149:17
count-wise [1] 79:19
counterpart [1] 131:25
counting [1] 135:3
country [2] 49:19 131:23
counts [3] 13:21 18:4 31:12
COUNTY [2] 156:9 157:2
County-type [1] 10:4
couple [6] 30:11 92:18 98:3 106:18 126:6 131:20
course [1] 22:7
COURT [1] 155:11
cover [4] 38:18 41:7 69:25 120:25
covered [1] 123:2
CPA [1] 12:15
CPE [2] 48:19 151:8
created [1] 30:21
crew [1] 110:22
crews [1] 86:4
criteria [1] 97:7
cross [3] 63:9,15 68:20
CSI [1] 73:19
current [8] 10:20 11:21 18:23 26:19 28:20 80:25 99:11 101:19
currently [3] 6:1 67:7 126:22
customer [40] 20:23 21:2,7 22:1 24:3 25:10,19,22 26:4,5 34:18,25 36:5,15 38:1,7 48:24 62:14 70:19,23 71:5,20 72:25 73:22 75:7 86:13,23 97:11,12 98:14,17,19 119:23 120:11 127:17,19,20 142:20 147:13 151:7
customer's [2] 86:16 97:18
customers [37] 10:3 24:5 44:2 47:6,6,14,20,22 70:21,21,22 71:18,22,25 72:3,6,11,23 73:3,4,11,15,21 74:6,6,17,18 75:3,8,19,21 86:24 87:3 98:14 120:7 127:24,25
customers' [1] 95:20
cut [3] 17:6 33:6 40:14
cutting [1] 127:14
CVI [3] 70:16,18,20
cycle [5] 18:18 26:11 27:7 28:5 110:14
CZT [1] 142:19
CZTs [4] 142:18,20,22 143:9

D

daily [8] 7:9,10 16:7,8 17:16 32:6,7 120:21
Daks [2] 52:11 126:15
Dale [3] 5:17 6:18,19
Dallas [1] 39:19
Dan [6] 121:21 122:17,17 124:7,10,15
dash [1] 94:8
data [11] 7:17,21 17:6,25 18:8 33:6 38:25 84:10 90:23 94:13 138:9
date [5] 16:10 32:8,16 33:18 40:23
dated [4] 38:19 114:19 126:14 157:15
dates [2] 105:23 108:20
day [12] 16:9,9 17:18 25:24,24 32:8,15 35:10,11 39:8 156:15 157:15
day-to-day [3] 17:22 112:5 120:9
days [16] 36:10,15 37:7,19,23 44:17,23 45:1 91:24 92:2,5 93:11 128:17 132:21 133:3,5

deal [6] 46:16 48:2 118:18 120:9 127:14 131:22
dealing [2] 12:4 148:15
deals [2] 120:10 146:19
dealt [2] 12:8 27:22
December [19] 27:7,9 28:24 29:3 32:11 65:9 70:9,16 75:25 85:20 99:2 100:8 104:10 105:17 106:1 110:12 111:11,25 124:6
December's [1] 90:18
decide [1] 97:8
decided [1] 97:4
decision [2] 108:15 140:8
decisions [2] 127:2,11
decrease [3] 52:20 106:11 154:18
deducted [1] 98:16
defect [2] 93:24 146:23
defective [15] 50:7,11,15 51:7,16 52:2,3,16,20,25 53:22 54:22 64:7 66:19 95:23
defects [2] 97:25 145:17
deferring [1] 128:2
define [2] 34:15 48:15
defined [1] 52:3
definitely [3] 58:1 64:2 110:6
definition [2] 35:16 36:1
Degree [1] 12:14
deliver [3] 21:23 107:13 139:11
demand [5] 21:18 78:13 127:17, 20 133:8
demand-related [1] 127:19
demarcation [1] 95:21
department [20] 6:4,14 11:2 13:14,15 29:7,16,21,23 31:3 38:24 85:12 107:18,19 109:13 120:1,2, 2 135:23,24
departments [13] 6:20 11:10,17, 18 21:20 80:13 114:8,9 119:16, 18,20 135:21,22
depending [4] 26:9 75:5 80:2,24
depends [2] 19:6 113:14
depict [1] 50:7
deposition [1] 155:14
depreciation [1] 135:25
Deputy [1] 2:4
deregulated [1] 38:9
describe [14] 4:17 5:18 6:22 11:25 12:21 14:23 20:15 43:8,23 50:5 53:6 56:2 100:19 109:25
described [6] 40:2 59:6 114:4 116:4 117:8 136:21
design [1] 86:23
designated [1] 51:1
detail [7] 6:23 13:11 17:5 21:15 31:2 83:19 149:17
details [1] 94:3
deterioration [2] 60:17,23
determine [6] 18:3 65:3 68:2 83:5,11 134:9
determines [1] 34:18
determining [3] 93:8,11 94:12
develop [2] 8:14 21:17
development [1] 12:3
diagnostic [2] 96:23,24
diagnostics [1] 97:19
dial [1] 20:21
DIAMOND [14] 3:3,23 4:5 31:23 41:6 43:2 54:21 55:22 65:12 70:2 102:14,24 123:17 156:12
difference [16] 32:22 33:11,25 57:6,20 61:21 78:8 79:10 99:10 103:22 116:12,17,22 117:3,8 132:4
differences [1] 35:19
different [34] 10:10,12,13 11:5,9, 15 15:7,13 33:2 38:14 45:6 46:19,22 47:12 48:3 56:15,21 57:10 67:9 69:17 72:2 73:10 79:15 86:19 87:22 89:7,24 95:1 99:16 124:13 144:7,11,12 146:1
differentiate [1] 95:19
differentiated [1] 96:24
differently [3] 33:3,5,7
difficult [1] 133:13
difficulty [2] 43:9 44:10
DIRECT [4] 3:21 112:5 119:17,21
direction [1] 97:21
directly [9] 23:11 24:23 39:16 67:13 78:12,24 87:16 134:25 135:15
director [2] 5:6 126:20
discharges [1] 93:12
discretion [2] 53:17 54:6
discretionary [2] 8:11 9:25
discuss [3] 43:3 63:18 120:24
discussed [5] 66:2 68:15 129:18 137:6 150:21
discusses [4] 44:16 66:13 69:4 88:2
discussing [1] 23:9
discussion [8] 41:2 53:14 55:16 78:19 87:15 112:16 137:18 146:5
discussions [1] 139:7
dispatch [24] 19:24,25 20:5,6,7, 13,18,20 21:1,9,12 23:15 24:11 57:16,19 58:2,22,23 67:11 86:20 112:6 125:21 144:2,20
dispatched [8] 57:10,13,18,22, 23 77:11 93:15,18
dispatches [16] 22:6,11 23:5 25:2 58:1 61:12,15,19 62:17 76:1,4, 9,24 93:5,9 144:17
disposition [1] 95:11
distinguish [2] 16:25 73:5
distinguished [1] 8:8
distributed [1] 54:12
district [2] 17:4 32:9
districts [1] 18:10
dividing [2] 73:6,14
division [5] 6:6,7 32:9 141:19,20
divisioning [1] 77:17
divisions [2] 6:6,13
document [5] 32:1 44:16 87:8 111:9 152:4
documentation [1] 54:6
documents [9] 3:18 31:17 40:18 41:15,16 108:18 121:2 146:9 151:18
doing [11] 12:3 13:2 14:25 15:7 32:10 58:18 91:1 97:1 120:22 128:13 150:8
dollar [3] 100:14 149:4 153:17
dollars [57] 8:11 9:25 10:8 25:21 26:6,7,8,24,24 29:18,24 30:7,11, 13 50:8,13,19 51:6 52:17 53:7, 16 54:7,11 58:14,17 61:17,21 62:19,25 63:1,2 64:8 65:20,21,22, 25 66:4,6,17 67:16,17,19 68:5, 11 82:10 83:7,8 99:18 108:6,8 118:11,17 134:10 138:25 154:6, 25 155:4
domestically [2] 5:11 16:17
Don [3] 5:17 6:5,8
Donahue [2] 5:16 6:5
done [2] 28:18 89:9
dot [1] 151:19
dots [1] 70:16
dotted [1] 39:19
double [2] 64:3 132:16
double-sided [1] 144:25
down [24] 21:1,21 38:2 39:5,7 45:10 59:22 62:15 66:23 71:16 72:18 74:13 85:24 103:20 107:1 113:11,17 118:23 130:5 136:25 139:10 143:17,23 147:4
draft [5] 122:1,7 123:17 127:7 130:25
drawing [1] 63:21
drive [4] 21:1 22:13 45:10 62:15
driven [2] 9:11 76:25
driver [3] 20:13 21:10 77:2
drivers [7] 20:3,9,16 21:11 22:6, 15 77:12
drives [1] 19:25
driving [2] 44:13 106:19
drop [10] 63:20,23 66:5 96:2 106:2 115:14 117:10 136:22 145:11 151:7
drop-backs [1] 129:14
drop-off [1] 129:22
dropped [7] 51:16 111:24 113:11 130:4,14,17 143:3
drops [3] 64:2 106:8 115:11
due [2] 25:23 62:7
duly [1] 3:4
During [13] 42:19 49:19 77:18 106:12,15 107:2 114:25 127:14 128:20 132:23 139:18,20 140:2

E

e-mail [6] 121:16 125:20 129:1 130:23 137:23 153:1
each [20] 4:3 *5:18* 6:5,7 10:11 20:14 30:9 39:11 42:24 48:25 59:24 65:15 71:17 84:21 85:25 88:2 94:6 105:5 119:15 134:10
Earl [1] 2:14
Earlier [18] *26:10 45:8* 48:20 59:6 76:7 77:1,12 81:21 85:2,22 96:9 116:4 123:23 129:17 136:22 137:6 145:13 150:22
early [8] 52:4 61:18 70:13 128:8 *129:25 130:5,5,17*
earmarked [3] 62:25 64:9 150:19
easier [1] 142:1
easily [1] 104:2
educational [1] 12:13
effect [2] 60:7 125:24
effective [3] 125:20 128:14 134:4
effectively [2] 107:21 154:7
efficient [3] *68:9 128:10* 134:3
efficiently [2] 107:21 128:12
effort [4] 38:25 46:1 110:16 128:21
eight [5] 35:3 89:24 90:3,14,15
eighteen [1] *57:16*
eighty [1] 104:10
eighty-two [1] 103:16
either [12] 12:2 14:19 21:25 25:9, 23 40:22 51:12 57:9 81:16 96:25 100:21 131:23
El [6] 60:1,1 77:1 100:21 143:22 154:23
element [1] 83:16
eliminate [1] 27:3
ELIZABETH [1] *157:18*
emphasize [1] 91:5
employed [2] 4:6,9
employee [25] 13:5,20 18:4 21:21 77:22,23 78:11 79:6,19 80:7 *81:3 82:2 85:9 108:5 115:17*,23 118:23 134:10 142:12 144:11,21 148:15 149:9 157:10,11
employees [77] 15:5 21:22 22:7, 9,14 25:22 78:3 79:20 81:6,18 *82:19 85:3 87:5 101:15,16* 103:8, 13,23,24 104:10 105:14,20,21 106:12,17,20,24 107:5,7,8,15,16 108:1,11,19,23 109:6,7,9,11,20 110:6,9,21 111:4,21,24 112:21 113:10,11,16,20,23,25 114:6,7, 21,24 115:9,15,21 116:15 117:18 118:14 119:8 129:12 130:3 131:13 133:19 134:12,15 137:6 139:23 140:9 143:1 148:20 149:17
enabler [1] 26:9
enabler-type [1] 59:9
enablers [14] 19:9 20:2,25 21:24 24:25 25:4,6,7,13,15,16 26:23 139:10 155:5
end [17] 15:19 18:23 19:23 35:10 70:9 78:1,2 79:7,19 80:5 85:5 87:13,14 88:14 94:15 111:19 148:24
ended [8] 68:5 81:14 111:17 126:23 130:12 139:5,6,12
ends [1] *27:9*
engineering [2] 12:16 86:2
engineers [4] 86:3,3,7,23
Englewood [1] 140:17
enhancement [1] 26:4
enhancements [1] *25:18*
entails [2] 4:17 6:22
enticing [1] 106:24
entire [3] 28:22 90:19 100:10
entitled [2] 32:18,19
entity [1] *23:22*
entry [1] 110:9
equals [2] 58:13 66:3
equate [1] 58:25
equipment [4] 63:2 64:1 137:13 *151:8*
equivalent [3] 62:16 115:23 148:20
equivalents [1] 115:17
error [1] 99:24
ESQUIRE [1] 2:8
essentially [1] 129:18
establish [1] 87:14
established [2] 31:8 72:19
estimate [4] 53:9 54:25 131:6,15
estimating [1] *115:16*
et [1] 154:5
even [9] 16:15 28:24 61:6 114:10 123:23 133:1,2 150:11 154:25
event [1] 49:17
everybody [2] *96:18* 134:7
everyone [1] 88:11
everything [7] 13:21 26:18 37:3 40:4 91:1 99:22 153:24
Evidently [1] 153:21
exact [3] *38:6 52:6 143:15*
exactly [11] 35:6,7 59:8 73:9 84:14 97:9 101:7 112:20 113:3 114:1 138:18
EXAMINATION [1] 3:21
examined [1] 3:5
example [18] 9:1,13 14:1 22:18 29:2 30:5,6,18 33:10 36:8,8,10 69:10 87:20 93:17 99:17 119:1,1
examples [1] 25:15
exceed [1] *34:19*
excellent [1] 30:6
exceptions [1] 14:16
exchange [1] 141:7
exchanges [1] 140:16
exclude [4] 34:1,*2,5 41:14*
excluded [1] 98:21
excluding [1] 49:8
executive [3] 12:25 94:11 97:6
exercise [1] 149:21
exhibit [6] 102:16,17,19,25 *105:*11 115:6

exist [3] 26:17 80:12 132:4
existed [1] 79:7
existence [1] 53:20
existing [2] 60:17 125:14
exists [1] 27:21
expect [9] 14:12 40:21 69:12 107:25 108:1,19,23 109:1 153:13
expected [5] 61:17 64:9 109:8 118:15 142:2
expenditure [1] 26:20
expense [23] 4:19 5:22 6:3,9,11,21,24 8:17 9:17 13:3 19:3 25:12 53:18 58:20 61:17 68:11 83:13 99:2,5 107:15 119:5 138:1 148:2
expenses [4] 13:23 19:12 44:14 75:24
expensive [1] 133:16
experience [3] 12:1 38:1 107:1
expert [2] 35:7 47:4
Expires [1] 156:21
expressed [1] 20:21
extent [7] 61:6 93:2,4 105:8 113:23,24 128:2
external [9] 70:22 72:3 97:13,17,20,22 152:11,18,20
extra [4] 69:24 72:10 111:25 133:25
extract [1] 18:9
extracted [1] 78:11
extremely [2] 44:13 148:24
eye [1] 20:24

F

facets [1] 107:12
facility [4] 7:3 20:22 23:14 86:21
fact [3] 123:24 130:19 153:22
factor [4] 22:2,10,12 60:21
factored [1] 23:8
factors [1] 21:17
failure [2] 44:17,22
fairly [5] 93:20 106:2,9 129:21,25
fall [1] 130:7
familiar [4] 127:4 141:1 145:1 153:1
far [1] 145:24
favorable [3] 99:18,19,20
February [9] 106:2,4,12 110:12 112:19 115:8 117:9 118:9 136:22
Ferrell [10] 39:14,20,21 113:22 119:16,22 122:2,4 126:15,22
Ferrell's [3] 39:5 126:18 134:25
Fetter [2] 141:10,19
few [6] 44:12 53:21 80:21 108:10 109:5 128:16
field [3] 56:10 112:7 118:24
fifty-nine [1] 78:7
fifty-one [1] 129:11
figure [15] 51:17 67:6,6,8,10 73:14 77:4 79:15 81:3 82:17 85:2,6 100:14 142:15 149:15
figures [2] 51:2 111:11
files [1] 144:2
fill [3] 79:24 80:15 81:5
filled [1] 80:24
filling [2] 81:2,3
final [5] 18:5 30:23,24 99:7 116:21
finally [1] 140:6
finance [1] 24:12
financial [9] 18:2 27:6,18 28:17 146:2 147:8,12,16 148:1
financially [1] 157:13
find [7] 41:11,13 51:23 64:15 82:24 99:25 131:2
fine [1] 23:25
first [27] 14:5 19:16 27:12 31:17 43:2,3,22 44:12 48:9 56:3 57:15 59:25 60:3 61:7 63:4 69:15 86:1 93:20 103:8 110:1 129:22,22 146:17 150:3 151:1 152:3 153:12
five [14] 9:17 43:25 54:23 55:6,11 64:17 78:3,6 131:13 133:5,22,25 146:24 155:7
fix [2] 10:6 61:18
fixed [1] 37:6
fleet [1] 135:24
float [3] 79:23 80:10,11
flooding [1] 44:11
floor [1] 61:18
Florida [65] 2:2,5,10 4:16 5:10 15:9 17:3,4 18:9,10 23:21 30:17 32:25 33:15 38:18 39:7 40:4,8 41:23 43:11,12 49:4,7,9,14 51:2,20 54:16,19 66:23 70:5 76:17 86:10 90:5 91:11,16 92:7,8,11 96:15,17,21 99:1 109:23 110:13,14 113:22 119:19 120:7 121:23 126:16,22 132:12,19 133:13 136:16 138:1 147:11 150:9,18,19,25 156:8,20 157:1
Florida's [4] 149:3 153:16 154:5,10
Florida-specific [1] 147:21
Focus [29] 7:22 8:19 9:10,24 30:6,10 36:5 43:20 50:24,25 53:13,24,25 56:21 61:8,10,16,21 62:7,14,24 65:14,15,20 66:13 145:9 150:12,14 151:22
Focuses [1] 7:15
focusing [1] 75:4
folks [2] 52:24 125:3
follow [1] 117:23
followed [1] 122:21
following [2] 14:7 92:18
follows [1] 3:6
force [1] 106:20
forced [1] 127:2
forces [6] 12:7 23:13,14 76:12 112:7 128:3
forecast [4] 59:5,6,19 109:8
forecasted [2] 64:16,17
forecasting [12] 11:22,23 12:10 19:22,23 22:9 59:11,14,16 60:5 61:3,24
forecasts [2] 65:18 108:18
forget [1] 91:19
forgetting [1] 36:22
forgot [2] 36:15,17
form [1] 3:12
forth [1] 141:14
forty [3] 59:11,17 67:16
forty-six [1] 58:17
forward [4] 14:21 15:4 62:5 132:10
found [1] 131:1
four [21] 34:20,21 43:25 56:15,23 58:13 66:3,6,10 112:2,20 113:2,17 114:3,5 115:12 137:11,12 142:17,17 151:20
four-hour [1] 35:8
fourteen [1] 104:13
fox [1] 97:15
frame [1] 45:13
Franklin [1] 2:9
Friday [2] 125:21 126:4
front [1] 62:12
fulfillment [3] 73:18,21 75:10
function [3] 29:17,22 80:24
functions [1] 24:12
fund [1] 8:16
funding [4] 54:2 63:12 68:19 69:2
further [9] 26:14 38:2 71:16 72:18 133:1,2 139:7,10 157:9
future [2] 68:24 108:20

G

gain [2] 60:21,21
gains [1] 12:11
gap [21] 26:17 27:1,4,13,20 115:17,23,24 116:6,8,22 117:2,11,12,20,22,24 118:15 149:4,8 153:17
gaps [2] 132:1 138:17
gasoline [1] 135:24
gave [3] 111:10 142:18 153:6
general [5] 7:5,6 42:2 136:9,10
generally [22] 3:18 4:18 9:16 10:13 14:17 24:21 29:6 32:21 33:5 36:7 43:11 57:3 72:15 74:7 77:17 81:11 97:19 98:5 99:12 100:25 107:6 148:13
generated [3] 16:4 63:16 79:16
generic [2] 56:23 76:13
generically [2] 62:22 119:2
German [2] 138:4,6
Germany [1] 138:5
gets [1] 98:21
getting [9] 64:14 92:2 118:17,17,18 126:23 128:12 139:6 149:23
gist [3] 72:16 126:9 133:17
give [8] 9:13 18:17 30:5 35:16 49:10 61:25 100:2 127:22
given [11] 30:10 34:17 45:18 67:21 99:18 116:1,14 118:12 125:21 139:10 145:22
gives [2] 99:21 111:11
glad [1] 104:20
got [52] 5:20 6:8,19 8:10 9:15,18 12:14 16:9,15 18:3 47:17 56:18 60:14 64:25 68:22,24 69:2,22 74:17,17,18 79:22 80:21 84:21 86:18 87:4 88:10,17 89:23 93:23 94:1 99:4,19 100:12 101:10 105:4 110:14 111:1 116:6 117:22,24 118:1,8 123:25 125:14 137:17 140:14 142:15 146:15 151:20 152:25 154:3
gotten [1] 130:17
grades [1] 56:21
grand [1] 116:21
graph [4] 52:8 142:25 144:7,10
graphed [1] 49:3
graphs [1] 144:12
greater [2] 20:19 61:6
grounding [4] 63:10,15 68:21 69:1
group [24] 7:3,8,21 14:20 16:8 21:14 22:17 25:20 26:1 56:10,12,17 57:11 72:21 77:20 85:13 97:15 101:11 102:1 120:14 121:22 129:15 136:16 137:3
groups [29] 7:4,4 11:6 23:3,15 24:9 56:15 85:20 86:19 107:2 110:3 112:2,20,24 113:2,7,10,15,17 114:4,5 120:25 129:11,19 137:11 142:12,17 143:6,24
growth [8] 26:21 60:11,13,16,16,20,21 62:3
GSC [1] 74:24
GTE [25] 2:7 3:10 4:6,10,13 5:11 8:3 10:14 11:4 16:17 23:21 32:19,22,25 33:1,22 34:1,12 35:20 37:9 49:5 54:19 78:10 91:17 114:20
GTE's [1] 33:8
guarding [1] 97:16
guess [43] 15:11 17:17,19,24 18:12 19:15 24:13 25:15 31:1 35:21 49:10,12,13,15 60:1 66:18 70:3 73:2 74:19 76:21 83:20 84:10 85:19 87:10 90:13,17 96:19 101:3 102:4 109:1,10 113:15 114:9 116:8 118:19 122:2 129:1 131:18 133:16 141:15 142:25 148:4 152:20
guts [1] 29:14

H

half [2] 39:8 129:22
hand [1] 156:15
handed [2] 43:4 103:1
handle [4] 21:6 127:24 128:12 133:24
handled [3] 74:23,23 145:9
handwritten [3] 58:9,10,13
happen [3] 87:21 99:15 134:2
happened [3] 57:13 88:7 131:16
happens [1] 40:4
head [4] 31:12 82:16 119:20 135:6
headquarters [34] 9:12 10:22 11:8 14:21 15:2 16:14,19 17:5 19:2,10 30:8,14,17 31:9 39:5 43:14,18 46:1 68:19 80:4 87:12 89:4 92:15 97:6 116:6 121:19 132:9 134:24 135:20 145:6 148:21 150:6,8 151:15
heads [4] 119:16,19,25 120:2
hearing [1] 90:24
heaviest [1] 110:11
heavy [6] 44:10 77:1 110:10 127:15 132:22,24
held [8] 30:8 41:3 55:17 78:20 112:17 126:19 137:19 146:6
help [11] 8:15,16 21:25 27:3 62:20 63:3 77:18 118:15 126:2 127:10 140:7
helpful [1] 35:18
hen-house [1] 97:16
high [10] 44:13 46:8 67:2 100:21,24 105:22 106:15,18 132:20 143:21
higher [20] 17:6 34:6 53:8,10 54:23 55:5,7 61:25 65:23 76:1 79:20 89:10 90:9 107:3 108:14,14 110:4 112:21 132:17 140:1
highest [1] 128:9
HILLSBOROUGH [2] 156:9 157:2
hire [8] 108:16 109:19 110:8 113:19 114:23 117:14 139:23 140:8
hired [6] 109:19 110:15 114:20 130:3,6 140:3
hires [2] 129:11,18
hiring [4] 110:17 130:8 140:12 143:22
historical [1] 108:9
historically [1] 89:9
history [1] 92:19
hit [2] 60:1 67:15
hits [2] 67:25 68:1
hold [5] 4:13 5:5 10:19 144:4 155:7
holidays [5] 34:2,3,9,10 96:11
honest [2] 49:16 127:9
honestly [3] 51:24 102:5 123:7
hope [1] 64:2
hospitals [1] 10:5
hot [2] 120:24 155:10
hour [1] 89:1
hourly [5] 25:3 82:8 87:4 94:11 102:5
hours [28] 21:18 22:12,13,18,19,20,21,22,23 23:2 33:13,20 58:20 59:1 77:8,9 89:24,25 90:3,3,7,14,14 96:7 98:20 101:12,12 155:7

house [2] 107:23 108:17
Hum [1] 41:10
human [2] 24:12 80:15
hundred [55] 30:11 48:16,17,23 49:22 50:3,10 57:16 58:14 59:11, 17 64:17 66:3,6,10,18 67:16,16 78:3 95:7 101:25 102:3 103:13, 16 104:10,13 109:20 110:21 111: 4,25 112:1,21 113:7,17,19,22 114:1,6,20,24 115:9,12 129:6,10, 19 130:6,9,14,15 137:5,11 139: 23 140:9 143:3 150:25

I

I's [2] 125:9,15
ID [2] 36:16,22
idea [1] 54:3
identification [1] 102:18
identified [4] 50:14 139:9 153:18 154:25
identify [3] 27:3 54:1 63:3
Illinois [1] 12:15
illusion [1] 141:21
imagine [1] 68:20
immediately [1] 26:2
impact [7] 20:2 61:11 93:19,20 100:20 112:5 115:23
implemented [1] 25:20
implementing [1] 69:13
important [1] 10:3
improve [14] 19:11 21:2 22:1 25: 19 26:5 63:14 72:10,22 93:3,3 97:20 122:10 126:2 140:7
improved [3] 67:15 68:8 151:23
Improvement [6] 62:10 72:19 92:20 93:14 124:6,11
improvements [2] 65:19 155:5
in-service [2] 18:5 21:3
inactivity [1] 26:21
incentive [1] 97:2
include [17] 4:22 14:22 24:9 37: 12 49:7,14 50:21,24 74:8 76:8 96:10 101:14 107:14 112:4 119: 7 120:11 134:20
included [11] 23:16 46:24 47:3 48:4 57:4 58:4 82:12 95:14 125: 12 138:13 142:12
includes [4] 37:3 73:24 74:3 134: 16
including [4] 37:10 46:15 135:7, 11
incorrectly [1] 99:25
increase [7] 19:11 25:9 60:10 65: 24 105:17 129:12 145:11
increased [1] 52:19
increases [1] 19:21
incremental [2] 61:21 131:7
incurred [3] 75:24 119:4 148:2
index [8] 43:23,24 70:19,23 72: 25 73:22 75:7,17
indexes [1] 146:20
Indicating [24] 32:20 33:14 34: 13 35:4 66:15,22 77:25 85:23 91: 25 96:5,8 100:6 101:13,24 105: 25 106:10 119:6 123:4 131:9 136:3 143:12 145:3 149:1 154:9
indices [6] 4:20 6:16 13:2 14:25 18:5 26:4
individual [3] 30:14 48:22,24
individually [1] 15:19
Industry [1] 71:20
ineffectively [1] 54:9
inefficiencies [1] 100:23
inefficiently [1] 54:8
inflation [1] 26:20
information [5] 15:10 18:9 55: 13 59:4 66:1
infrastructure [4] 6:3,13 77:16 107:18
initial [6] 19:1 24:4 36:14,20 37: 15 56:6
Initiative [3] 8:12 9:4,14
initiatives [1] 69:4
inland [3] 6:6,8 100:17
input [1] 17:22
inquiry [2] 7:3 25:20
INR [4] 21:14 22:17 23:3 56:22
inside [2] 38:9 95:20
installation [15] 12:5 56:13,14, 16,18,19,20,25 71:2 73:21,23 75: 10 86:4 87:3 112:6
installations [1] 144:1
installed [2] 37:24 44:24
installers [2] 86:25 110:10
instance [1] 44:3
instead [1] 81:5
insulation [1] 23:13
insurance [1] 135:13
integrate [1] 11:1
integrated [1] 135:22
integrating [1] 11:9
integration [3] 10:21,25 11:9
intent [1] 69:16
interest [1] 106:16
interested [1] 157:13
interesting [1] 69:20
internal [6] 15:1 32:25 97:14 98: 4 152:10,21
internally [1] 98:5
internals [1] 6:16
interrupt [3] 90:21 98:15 140:22
intervals [1] 127:23
introduced [1] 90:24
involved [4] 12:12 18:18 24:17 93:21
IP [2] 6:3 109:13
Irving [2] 5:8 126:15
isn't [2] 14:9 109:15
issue [8] 14:15 16:13,22 17:3,12 99:16 131:17 132:1
issued [4] 14:1 15:2 28:16 82:7
issues [3] 99:14 120:24 154:4
issuing [1] 13:25
item [13] 60:10 63:9,18 64:5 65: 14,18 67:14 68:14 69:15 83:15 115:21 146:23 152:9
items [11] 25:8 27:3 29:3 49:3 59: 9 60:25 61:2,4 97:4 146:20 154: 15
iterative [1] 19:17
itself [8] 30:2 58:7 67:3,12 80:18 95:19 96:2 108:21

J

January [14] 14:2,3,4,9 27:9 70: 13 102:23 103:9,14,20 104:5 106:4 110:12 113:8
job [14] 4:17 10:19,20,24 11:14 62:11 63:3 64:13 68:9 77:19 80: 15 101:23 126:23 128:14
jobs [11] 4:25 5:19 11:22,24 12:1 30:10 79:24 109:14 110:4 133:1 145:10
John [12] 39:5,14,20,21 113:22 119:16,22 122:2,4 126:15,22 134:25
John's [3] 122:1,2 126:23
jointly [1] 80:6
July [5] 106:9 112:22,22,24 142:7
July-August [4] 18:20 19:4 110: 17 140:10
June [5] 40:23 110:25 111:3,21, 25
June-July [1] 110:24

K

Keep [6] 26:15 28:21 69:20 81:5, 7 133:12
kept [2] 54:11 145:6
key [10] 72:21 96:22,24,25 97:19 119:15,18 120:2,8 154:4
Kim [3] 3:9,15 42:19
KIMBERLY [1] 2:8
kind [12] 11:6 13:21 30:18 38:1 47:13 58:17 74:12 99:24 109:16 123:20 133:9 134:21
knowing [2] 110:10,14
knowledge [1] 94:22
known [1] 122:21

L

label [1] 56:16
labor [18] 12:3 21:14 27:8 56:10, 12,15 59:2 85:13,20 100:22 101: 11 102:1 110:22 114:3,5 136:16 137:3,11
large [16] 70:20,22 71:5,22,24 73: 4,6,11 74:8,9,10,11,22 86:24 100:12 154:18
last [14] 29:1 53:21 67:14 68:14 77:21 101:17 109:5 114:10 126: 25 139:14,20 146:14,23 154:4
late [6] 14:4 44:11 60:3 79:2 130: 5,18
later [11] 3:13,19 14:11 25:23 36: 15 45:15 94:13 99:20 146:17 151:16 153:18
Laughter [1] 119:12
lawyer [1] 141:24
lay [2] 132:6,11
lead [1] 22:8
leaders [1] 119:15
least [5] 19:1 51:20 62:23 110:13 142:25
leave [1] 110:2
leaving [1] 106:20
led [3] 38:25 106:11 149:8
Lee [2] 5:16 6:5
Lee's [1] 6:8
left [7] 66:3 95:12 96:6 144:7,9, 14,15
left-hand [2] 49:21 58:12
legal [2] 23:22 24:12
Lender [1] 132:19
less [13] 22:2 44:14 51:13,17 61: 12 68:9 87:19 93:5 109:6 115:24 116:9 118:5 149:19
letter [10] 114:13,16,19 121:21,25 122:1,7,20 123:17 126:14
level [23] 30:8 32:24 45:3,6 51:15 61:25 79:6 87:9 106:4 108:5 110: 9 118:23 133:6,11,15 143:5,6,7, 17 153:13 154:6,11,16
levels [22] 13:5 19:3 21:21,22 22: 21 23:7 25:9 26:20 78:11,12 81: 7,8 83:1,1 87:22 118:22 127:17 144:11,22 148:15 149:17 153:24
Levy [2] 5:17 6:18
Levy's [1] 6:19
light [7] 119:10,16,21 120:7,15, 16 121:24
lightning [1] 132:24
lights [1] 141:22
Lindner [5] 5:4 39:19 129:2 131: 4 137:23
Lindsay [1] 5:16
line [19] 7:17,21 11:20 12:11 13: 25 21:7 36:13 38:12 39:20 47:23, 25 57:15 60:20,21 73:14 83:15 98:19 115:21 118:11
line-type [1] 47:2
linear [1] 105:24
lined [2] 137:1 149:23
Lines [9] 47:19,20,22 48:18,23, 25 60:14,14 95:7
linked [2] 78:12,24
Linsey [1] 5:20
list [3] 17:20 85:24 105:23
listed [1] 42:25
lists [1] 43:4
little [23] 6:23,23 13:16 14:4 20: 15 26:14 33:6 34:6 35:1 39:23 53:8,10 54:22 55:7 57:25 75:1 76:3 78:7 94:7 137:2 150:21 153: 14 154:22
load [4] 133:6,11,15 134:17
loadings [2] 12:3 135:16
loan [1] 77:16
LOB [2] 47:24,25
local [6] 9:9,9 12:24 15:4,4 76:16
locally [1] 19:10
located [2] 5:7 119:19
logically [1] 42:20
logs [1] 56:6
long [3] 10:14 28:5 39:21
longer [1] 127:23
look [33] 9:21 17:17,18 18:16 19: 9 37:6,21 65:2,19 80:20 81:20, 25 83:5,7,8,10 85:6 88:6,18 93: 13 99:17,24 100:3 102:15 109:4, 12 112:1 115:22 118:21,22 122: 16 146:12 154:15
looked [7] 65:9 82:16 85:2 101: 17 111:9 112:23 133:20
looking [26] 9:23 21:9 26:20,23 31:16 48:18 61:16 72:21 73:22 85:11 89:4 91:10 92:18,19 94:16 95:10 100:7,12,22 101:3,4,11 105:11 112:24 150:15 154:22
looks [12] 33:22 41:17 67:22,23, 24 79:11 105:16 106:3 118:20 130:22 144:7 150:5
loss [1] 114:10
lot [34] 6:11 7:9 9:11,19 12:12 16: 15 21:5 30:3 33:5 44:10,13 58:6 60:16 77:15 81:11 93:16 106:20, 23,23 107:1,17,20,22 108:12 109:14 110:8 125:13 127:17 128: 7,19,19 132:24 133:6 151:20
lots [3] 17:16 29:6,15
low [1] 112:25
lower [7] 55:5 57:3 79:20 96:6 118:9 132:25 149:6
lowered [2] 116:2 118:9
lump [1] 106:18
lunch [4] 102:8,10 111:10 129:17

M

made [4] 26:22 59:20 61:14 140: 8
magnitude [1] 58:18
mail [4] 36:16,22 48:20 125:15
main [1] 7:4
maintain [1] 83:21
maintained [1] 66:17
maintaining [1] 22:24
maintenance [26] 7:15,19,20,23 8:5,6,11,15,16,21,23 9:4 12:5 22: 19 23:2 30:7 45:2 50:14,15,18 53:16,23 61:10 127:16,18 150: 15
Major [7] 5:16,25 6:1 18:12 20:1 21:13 93:17
majority [3] 29:10 48:5 109:12
management [5] 12:25 24:15 87: 4 94:11 97:6
manager [15] 4:15 10:21,25 71: 17 119:22,23,24,25 120:12,12,13

121:22 136:9 141:20,20
managers [1] 72:21
manner [1] 107:14
Manpower [1] 56:7
many [10] 22:13 31:3 76:11 77:9 108:3 115:24 133:22,24 136:25 149:19
map [1] 58:16
MAPPS [11] 56:1,7,25 57:2,4,7, 12 58:1 59:11 64:17 76:15
March [7] 45:13 106:3 148:16,16, 17 156:16 157:15
mark [1] 152:12
marked [4] 51:21 102:16,18,25
marketing [1] 24:15
marts [2] 119:25 120:1
MARY [1] 157:18
match [2] 31:8 107:7
materialize [1] 126:6
math [3] 104:23 149:21,24
matrix [1] 40:6
matter [1] 142:6
mean [32] 19:17 27:25 29:20,25 36:6 37:2 41:15 42:3 43:16 45: 20 47:2 54:15,18 57:19 58:21 62: 13 67:8 71:4 72:15 84:21 85:6 *89:16* 93:4 94:9 96:17,23 98:9 104:23 106:3 109:4 141:7 152: 20
meaning [1] 43:19
means [12] 34:16 36:7 37:23 38: 7 44:21 57:17,21 70:18 94:10 96: 10 140:19 152:8
meant [8] 46:6 50:11 58:15 101: 22 140:20 141:4 152:14 154:10
meantime [1] 140:5
Measure [29] 36:5,11 37:20 51: 24,25 62:14 76:13 81:4 89:16,23 90:2,6,7,8,16 92:23 94:12 95:8 96:18,25 97:1,14,17,18,21,22 98: 21 131:21,24
measured [6] 33:3 71:12 90:14 94:18,23 98:10
measurement [3] 46:7 89:15,15
measures [30] 6:17 7:9 13:4 15: 1 16:10 32:23,25 33:1,2 37:2 40: 8 44:1 46:11,22 50:2 93:17,25 95:6 96:18 97:11,12 98:4,23 145: 14 146:2,2 147:9 152:11,11,22
measuring [1] 151:3
Mechanically [1] 15:3
medical [3] 134:21 135:12,13
medium [8] 73:3,3,6,12,24 74:5, 11,22
mediums [1] 74:12
meet [7] 34:19 126:4 138:16,19 139:11,18 153:24
meeting [5] 22:20 23:2 34:24 39: 1 53:4
meetings [7] 7:6 25:4 39:4 120: 18 124:22 125:1 142:9
member [3] 120:16 121:24 147:9
memo [6] 125:19 127:5 131:12, 16 136:15 148:13
Menard [1] 2:16
mentioned [4] 20:4 25:6 30:25 31:12
met [3] 34:15,22 151:10
method [1] 13:12
methodology [1] 76:20
middle [6] 14:6 29:15 101:4 126: 25 140:15 141:14
might [12] 42:9 63:24,25 72:15 80:10,23 90:24 123:21 124:20 137:2 142:5 144:5
million [25] 51:6,13,16,17 66:17, 24 93:25 98:1 100:14 101:5,6 138:14,25 139:4,9 145:18,19 146:23 149:4,19 150:7 153:17 154:6,7,24
mind [2] 15:24 117:2
minimize [2] 21:3 38:1
minimum [4] 131:14 132:13 134: 1,8
minor [3] 93:19,21 148:4
minute [1] 143:14
mislabeled [1] 58:2
misleading [1] 57:25
miss [1] 35:13
missed [1] 34:23
missing [1] 42:14
mistaken [1] 124:20
mix [1] 113:14
modification [1] 28:3
modifications [1] 74:5
modified [1] 152:22
moment [1] 114:2
Monday [1] 125:20
money [14] 10:7 52:25 54:4,7 61: 13 68:9 81:12 116:2,9 118:1 128: 19,22 139:12 145:7
month [30] 14:7,15,17 16:10,22 18:3,6 27:12 28:9,13 30:3,3,9,10 *32:8,16* 33:18 70:11 77:23 82:8 88:2,8 99:15,16,18 100:2,8 103: 9 145:9 153:18
monthly [18] 12:23 13:11,24 15: 20 16:12,14,19,23 17:10 28:8,15, 19 31:13,14 65:6 70:10 81:7 151: 13
months [5] 14:11 31:4 44:12 45: 15 114:11
morning [2] 3:25 35:3
Moses [1] 2:15
Most [19] 6:13 12:2,8 15:19 19:15 21:15 27:5 40:9,11 47:11 99:13, 21,22 101:19 112:5 131:21,22 133:4,4
mostly [1] 113:12
motor [1] 135:16
moves [1] 20:23
moving [2] *80:13* 97:20
MS [52] 3:17 31:20 40:13 41:12 42:1,4,7,12,22 55:9,12,18 69:24 83:24 84:3,6,12,15,18,22,25 90: 21 91:3,8,12 102:9 104:22 105:6 111:14 112:14 114:14,22 115:1, 4 121:6,12 122:18,24 123:4,7,10, 14 124:3 140:21,24 142:1 146:8, 14 148:6 151:14,17 153:25
MTD [2] 33:15,17
much [21] 5:21 12:4 20:19 24:17 32:9 58:19 59:5 66:25 83:13,14 102:2 121:1,11 132:7,16 134:9 137:1 138:24 142:1 150:17 155: 6
multiple [3] 11:5 15:13 120:25
must [3] 142:14 146:13 150:7
myself [3] 31:6 35:14 52:10

N

name [8] 3:23 4:4 8:12 17:1,2,11 71:19 153:2
names [1] 5:14
narrative [1] 85:7
narratives [3] 88:11 102:15 103: 4
nation [2] 49:17 147:18
national [6] 9:10 49:18 76:14,15 147:10 150:7
nationally [3] 80:4 90:16 108:13
nationwide [3] 92:6 96:16,18
natural [10] 119:10,11,16,21 120: 5,5,7,15,16 121:24
nature [4] 9:10 18:6 76:14 97:13
necessarily [16] 9:20 18:7 20:23, 24 21:8 30:2 57:23 78:24 79:24 109:15 118:16,23 122:19,25 136: *25* 144:13
necessary [2] 35:17 107:12
need [16] 17:22 18:9 21:18 22:9, 13 26:24 27:10 35:15 39:2 127:1 128:6 130:22 133:3 149:12,19 150:24
needed [3] 8:14 53:15 110:6
needs [4] 26:19 27:21 120:24 132:3
negative [1] 38:1
negatives [1] 108:3
net [3] 34:6 67:17 129:12
Network [30] 5:11 6:20 7:1,11,13, 14 15:4 37:1,5 48:6,17,19 49:5, 22 50:3,9 52:19 63:18,20 86:2 91:17 95:9,10,13,15,17,19,22 136:9 146:23
network-related [1] 48:21
never [1] *139:9*
new [13] 20:22 29:15 44:17,18,22, 22,24 62:19 63:2 92:1,2 129:11, 18
next [26] 5:24 25:24 40:21 41:6 50:4 55:21 60:10 63:18 64:5 66: 12 69:3,5 70:15 72:24 73:17 75: 23 100:2,4 101:22 119:14 132:5 136:1 137:22 144:6 154:17,17
nineteen [1] 115:12
nineties [1] 52:4
Nino [6] 60:1,1 77:1 100:21 143: 22 154:23
nobody [1] 130:23
Nods [1] 135:6
noise [2] 36:13 37:7
non-compensable [1] 145:14
non-out-of-service [1] 127:25
non-out-of-services [2] 127:22 132:22
non-PSC [3] 96:7,10,13
non-regulated [1] 38:12
non-service [1] 131:21
none [2] 15:23 148:3
noon [1] 35:3
nor [2] 157:11,12
normal [1] 9:24
normalized [6] 66:18 154:6,11, 13,21,23
normally [14] 9:24 10:9 14:7 17: 21 18:19 28:6 39:10 77:20 81:2 *98:19 107:24,25 116:19 118:5*
North [1] 2:9
Notary [1] 156:20
notation [1] 94:7
note [2] 58:13 66:2
noted [1] 32:5
notes [2] 58:9,10
nothing [2] 3:5 108:21
notified [1] 17:25
November [10] 40:12 109:20 110:11 113:9 114:19 115:1 129: 6,7,8,9
November-December [2] 92: 17 110:19
NS [1] 49:4
number [63] 20:12,17,18,20 22:9 36:7,17 42:24 55:3 57:24 59:1 62:16 64:25 67:9,12,25 68:5,10 *69:4,12 76:15 78:25* 79:14,16 80: 6 82:8 87:7 89:9 93:9,12,21 102: 19,25 103:7,23,24 105:14,20,21 106:11,19 107:7,8,25 108:19 109:5,6,8 111:3 113:16,25 114:1 115:15 116:14 117:14 118:9,14 130:13 136:2 137:22 148:6 151: 5 152:10
numbers [22] 22:11 28:19 51:23 52:6 57:3,3 66:8 101:18 103:4 *104:4,22* 108:23 112:7,11,22 118:10 135:14,17 143:15,23 148: 24 149:9

O

OATH [1] 156:6
object [4] 3:18 90:24 91:10 115:3
objection [8] 3:20 55:13 90:22 91:4,6 114:15 123:3 153:25
objections [2] 3:11,12
objective [18] 19:7 44:18,18,22, 25 45:7,11,18,22,23 88:23 89:6 92:17,21 93:10 96:12,19,21
objectives [16] 11:11,19 13:3 46: 18 47:11 89:3 92:6,7,7,8,11 95:1 147:12,14,18,20
obviously [3] 21:3 27:13 90:10
occasionally [1] 17:18
occur [2] 61:3,5
occurred [3] 40:19 61:6 87:21
occurring [1] 67:25
occurs [1] 99:15
October [8] 19:20 38:19 54:25 59:3 114:16 123:24 125:20 129: 4
October-November [4] 27:19 30:21,25 31:7
off-the-record [6] 41:2 55:16 78: 19 112:16 137:18 146:5
offhand [5] 40:23 55:4 65:1,25 96:20
Office [10] 3:24 10:5 12:7 23:14 86:4 94:2 96:2 113:11 137:14 151:7
offices [5] 7:18,20 94:5 110:5 136:11
official [5] 27:17,25 28:18 138:9 156:15
offset [4] 80:1 81:16 100:17 102: 4
offsets [1] 113:9
Okay [149] 4:11,13 10:16 12:18 13:7 18:19 22:5,25 23:25 24:20, 24 25:1,11 26:10 31:10,23 32:14, 17 33:9,12,19 34:4,7 35:24 37: *18 38:10 39:10*,13,24 *40:16* 42: 23 44:3,6 46:9,12 47:7,10 48:24 55:25 59:10 61:1 64:5 67:14 69: 7,19,22 70:2,15 71:3,16 72:24 73:5,17 74:2 75:7,9,15,23 76:19 77:3,21 78:22 79:9 80:10 81:19 84:2,22,25 86:1,8 88:16,17 89: 21 90:25 94:16,25 95:5,14,22 98: 8,25 99:4 100:4 101:9,11,17 102: *7,24 103:6,21 104:7 109:2 110:* 20 113:5,13 114:12 115:6 116: 17 117:22 118:4 120:4 121:15, 17 123:9,16 124:2,18 125:6,8,23 126:13 127:10,10 128:25 129:13 130:2,2,14 134:6,9,16,19 135:1 136:12 137:3,10,13,22 138:22 139:16 141:9 142:7,24 143:5,8 144:3 146:18 147:25 148:9 149: 20 *151:12 152:2,9,23 153:4,10*, 19 154:20 155:1
old [2] 8:2 126:23
older [1] 8:3
once [4] 9:21 27:6 67:4 99:24
one [116] 5:24 6:6 7:24 10:10 12: 6,23 13:12 14:1,5,25 16:6,22 17: 2,5 18:13,14 20:9,14,25 21:12, 12,15 22:6 29:7,21,21 30:20 32: *2,4,6,11 34:1 35:21 40:11*,21 41:

18 48:13,16 49:4,7,22 50:3,9 52:23 56:1 59:24 61:7 62:8 63:13,22 64:1 66:18,23 69:5,15 70:10 77:12 80:11 84:21 86:1,16 87:25 88:11,23 89:9,23,24 90:22 91:7,22 93:17 95:6,7,12 97:2,25 99:5,15 103:13 104:10 106:19 108:13 109:20 112:20 113:17 114:20 121:5 122:15 123:21,24,25 124:7,10,14,15,20 125:3 132:5 135:21 137:12 138:16 142:9 144:9 145:13,16 146:12 148:10 149:17 150:25 151:20 153:5,6 154:12,16,24,24
One's [1] 143:24
one-time [1] 60:8
onerous [1] 148:25
ones [13] 5:2 7:25 17:21,22 21:13 23:3 30:12 43:13 77:11 96:20 97:5 112:4 137:15
ongoing [1] 8:20
only [19] 8:5 40:5 41:23 51:3 53:13,20 56:24 65:20 71:24 74:10 95:10 99:19 101:15,16 107:3,14 118:20 125:22 132:19
onward [1] 51:12
op [1] 121:22
opened [1] 98:12
operating [6] 11:15 18:12,13,16 28:20 31:14 33:8 107:14
operation [4] 119:23 121:23 135:21 141:18
operational [2] 39:7 109:17
operations [35] 10:22 11:2,3 12:4,24 13:24 15:20 16:12,20,23 17:7,9 24:9,14,15 38:18 39:8 40:1,10,18 41:24 43:11,12 54:19 65:6 70:6 83:17 99:1 120:9,20 121:20 124:23 125:1 126:20 151:13
operator [1] 24:10
opinion [3] 52:15 71:20 139:1
opportunity [2] 133:6,11
opposed [1] 87:22
order [27] 7:3 19:24 20:4,24 23:4,4 24:6 25:19,20,23 26:1,3 35:22,23 37:19 47:15 58:18 91:23 92:4 93:11 110:10,11 125:15 139:25 143:25 144:1,5
orders [13] 20:13,19 24:4 37:21,25 125:6,7,13,21 126:3,3,5 133:3
organization [4] 47:21 58:5 79:23 107:13
organizational [1] 80:20
organizationally [1] 74:15
organizations [1] 74:25
original [5] 36:10 45:21,23 131:1 149:14
originally [5] 115:20 116:10,13 117:12 145:6
ORR [10] 17:9,10,12 31:13 65:7,9 85:10 124:23,23 125:1
OSP [1] 150:25
other [72] 3:11,15 4:3,25 7:9,25 8:14 11:22 13:7 14:11,18 15:15,18 16:4 17:2 21:11,20,20 22:15,15 24:1,8 25:4,13 26:21 31:3 34:19 39:6 41:15,16 43:13,18 49:4,5 50:25 53:15 56:1 57:11 62:10 66:9 76:10 79:22 80:13 85:6 87:4,12 90:23 91:17 93:5 96:11,20 98:17 106:22 113:10 114:9 116:20 119:18 120:19 127:21 131:25 132:18 133:10 135:22 136:23 137:15 141:1 143:20,24 144:10 146:12 149:6 152:6
others [6] 8:9 15:23 49:8,8 64:11 147:6
otherwise [1] 81:6
ought [2] 14:3 112:3
out [79] 4:12 7:10 9:11 10:7 11:3 12:24 13:10,11,12,17,17,20 14:3,8,9,12,21 15:3,19,21 16:7,13 17:5 19:1,10,20 21:4 26:8 29:15 30:23 32:4 33:13 35:15 37:5 41:11,15 43:4 50:1,1 52:3 55:12 56:4 62:4 63:4 64:9 68:10 70:10 77:18 79:18 82:24 90:12 99:25 100:25 103:1 107:20 108:7,8,15 109:14 110:3 115:20 116:5 127:22 132:6,11 133:1 134:12 135:20 138:6,9 141:22 142:15 145:8 150:6,8 153:9 154:23,25 155:3
out-of-service [7] 33:19 89:22 90:3 127:24 131:7 132:20 133:21
outlook [7] 28:8,15,18,20 101:12,18,20
outside [23] 50:8,11,15 51:7,16 52:4,16,21,25 54:22 66:18 72:4 76:12 86:3 95:7,11,15,22,23 96:1 97:13 137:15 151:6
over [21] 16:8 39:23 50:8,10 51:24 58:12 65:19,21 68:17 76:21,24 82:22 102:2,2,2 114:10 119:25 128:3 139:3 151:23 155:2
overall [3] 5:21 39:24 40:3
overheads [1] 135:3
overlays [1] 139:7
overplan [1] 101:25
overran [1] 138:23
overrun [1] 139:2
oversight [1] 136:10
overtime [14] 13:5,20,20 21:23 22:21 80:2 81:17 100:23 118:21 128:20 133:12 134:17 135:5 148:19
overview [1] 18:17
own [8] 13:16 16:5 17:23 18:1 53:16 54:5 68:19 86:16

P

p.m [5] 34:20,21 102:11,11 155:15
package [2] 13:17 145:23
page [77] 32:17 38:2,14,17 41:6,8 42:21,24 43:2,4 44:16 46:15,15,16 48:1,12 49:3,20 50:4 55:21 58:10 66:12 69:3,4,5 70:15 73:17,18 75:16,23 82:6,6 85:10,16 88:16 90:17 91:19,21 93:22 94:6,16 95:4 96:3,22 98:8,22,24 100:5,7 101:9,21,22,22 102:15 104:7,19,19 105:8,9 119:1 121:3,12 125:18 126:24 128:24 130:20 136:1 137:22 140:13,15 142:4,11 149:25 150:10 152:1,23 154:2
pages [7] 41:8 42:14,20,24 43:3 126:12 146:11
paid [3] 4:12 99:19 135:9
paragraph [2] 126:25 153:12
parentheses [2] 49:23 153:13
part [24] 7:16 19:16,22 27:5 29:23 50:17 52:5 58:4,5 60:3 62:2 72:16 75:19 82:9 85:8 94:10 97:5 98:18 110:1 118:20 129:22 136:21 137:5,9
particular [4] 27:15 43:5 88:1 91:3
parties [1] 157:10
parties' [1] 157:11
party [1] 141:14
past [5] 92:18 108:10 114:15 115:1 130:6
Paul [3] 5:16,25 6:1
Pause [7] 15:17 38:13,16 64:22 82:5 85:14 91:20
pay [3] 134:15,18 135:24
payback [2] 9:21 10:2
paybacks [1] 9:15
paying [1] 134:16
payout [1] 94:15
payouts [1] 94:12
payroll [2] 110:7 135:14
peak [2] 110:11 114:25
peaked [1] 143:1
peaks [2] 132:14 134:1
Pelham [3] 5:17 6:5 136:8
Pelham's [1] 136:7
pending [2] 7:3 25:20
pension [5] 106:16,25 134:21 135:11,13
people [21] 13:11 25:3 29:17 39:7 77:17 79:11 80:13 83:23,25 115:24 117:15 118:6 119:24 120:3,14 121:16 128:11 133:24 140:3 141:16 149:19
per [20] 11:23 48:16,17,23 49:22 50:3,9 63:1 66:18 67:15,20 68:5 77:8 93:25 95:7 97:25 109:17 145:17,18 146:23
percent [29] 33:15,20,23 42:3 44:25 60:19 62:15 76:1,21,24 92:1 95:6 108:14 131:10,13,21 132:16,20,21 133:3,22,25 146:24 147:4,10,10,12,16 148:2
percentage [3] 34:6,18 93:14
perfect [1] 134:5
performance [1] 90:18
performing [2] 16:11,17
period [13] 50:8,10 80:16 91:4,7 106:12 109:4 126:2 132:24,24 139:19 142:25 143:21
periodicity [1] 31:5
periods [3] 49:19 114:25 127:15
person [4] 37:22 40:7 122:4 128:18
person's [1] 135:2
personal [1] 41:18
personally [1] 156:12
perspective [3] 36:24 87:18 108:7
Pete [1] 52:11
Peter [1] 126:15
Petitioner [1] 2:2
phenomenon [1] 60:9
phone [4] 68:25 90:12 119:25 120:1
phones [1] 38:9
phrase [1] 145:1
physically [1] 119:19
picked [1] 43:8
picture [2] 23:23 99:22
piece [3] 53:12,17 149:24
pieces [1] 149:16
pile [5] 142:5,6,6,6 146:13
PIMR [1] 8:24
place [3] 27:4 102:7 107:22
placers [1] 86:11
places [1] 81:6
Plaintiff's [1] 102:18
plan [10] 30:22 61:19 106:17 109:19 113:24 124:6,11,19 139:23 155:3
Planning [1] 56:7
plans [11] 72:22 94:11 95:24 97:2 106:25 113:19,21 114:23,24 122:9 151:6
plant [26] 9:19 50:8,11 51:7,16 52:2,4,16,21,25 53:22 54:22 60:17,23 64:7 66:18 68:7 86:3 95:7,12,15,22 96:1 102:2 107:20 137:16
plants [2] 10:7 50:16
play [1] 133:11
players [1] 120:8
please [2] 4:2,4
plug [1] 149:25
Plus [1] 84:3
PM [1] 9:2
PMIR [17] 8:25 9:1,3,5,5,13,25 50:25 53:12,17,20 54:11 64:8 67:4 68:15,15,17
PMIR-type [1] 10:9
PMIRs [1] 8:12
point [15] 27:20 52:14 55:12 59:10 64:16 88:11,13 94:20 95:21 105:22 106:21 112:25 127:16 149:4 154:24
points [1] 132:18
portion [3] 7:12 20:1 93:17
position [10] 4:13 5:1,5 11:21 16:2 39:22 110:4 126:19,19,21
positions [1] 110:9
possible [5] 35:5,12,13 51:25 78:14
pot [1] 10:7
potentially [2] 90:10 132:8
POTS [3] 47:8 48:25 136:13
POTS-related [1] 48:6
Poucher [1] 2:14
Premise [1] 38:7
premises [1] 95:20
prepare [5] 13:8,13 14:19 17:23 23:17
prepared [5] 38:21 59:3 70:13 79:1 122:1
preparing [3] 12:18 18:18 80:18
Present [1] 2:13
presentation [3] 38:24 39:3 43:17
presentations [1] 120:24
president [10] 4:20 23:12 24:22 31:1,6 39:15 52:10 101:1,6 126:16
presidents [2] 11:7,7
pressure [4] 7:21 22:18,22,24
pressurized [1] 23:1
pretty [12] 5:21 12:4 27:10 32:9 59:5 64:23 114:6 115:13 121:1,11 137:1 155:3
preventive [23] 7:14,20,23 8:5,5,11,15,16,20,23 9:4 22:19 23:2 30:7 50:14,15,18 53:15,23 61:9 127:16,18 150:15
previous [1] 100:7
previously [1] 116:9
price [1] 71:1
pricing [1] 19:20
primarily [14] 6:2,11,21 20:17 50:14 56:17,23 76:25 86:15,20 87:2 100:18 107:19 114:8
primary [16] 5:2 7:16,24,25 8:4,22 12:23 40:7 43:10 61:9 72:16 77:2,19 112:3 126:4 133:2
prior [15] 11:24 12:1,12 13:3,12,22 16:9 18:20 21:23 32:7 45:8 53:12 85:10 89:5 151:24
prioritizing [3] 127:3,11,13
priority [4] 89:10 90:9 127:23 132:25
private [1] 47:2
privilege [1] 3:13
probably [32] 10:13 12:6 13:5,10 21:21 33:5 35:15,22,25 37:23 40:13 42:3 45:25 58:2,16 67:3 79:25 83:6 111:1 112:3 113:12 117:

2 120:3,13 127:21 128:12 139:2 140:10 151:4,15 154:12,21
problem [2] 68:4 109:17
process [16] 19:17 20:24 26:16 28:8 46:4 59:5 67:22 71:2 73:21, 23 80:14 98:18 116:5 123:20 143:22 148:18
produce [2] 122:19 151:18
produced [2] 122:13,25
producing [1] 83:25
product [1] 24:15
productive [2] 21:18 22:13
productivity [11] 13:4,20 21:17 22:10,12 56:8 57:1 77:3,5,19 155:4
program [23] 7:15,20,23 8:6 9:10, 11 10:9 29:15 30:7 50:18 61:10, 10 63:11 65:15 66:14 68:21 69: 13 72:8 109:18 138:4,8 150:16 151:22
programs [3] 21:25 25:8 62:20
progress [1] 141:21
project [3] 9:18,24 18:22
projected [2] 109:10 140:2
projecting [1] 19:22
promotions [1] 110:2
proportion [1] 93:15
proposed [1] 150:12
provide [3] 109:21 120:6 150:20
provided [3] 15:10 42:19 151:8
provisioning [3] 6:3,14 107:18
PSC [22] 6:17 7:9 16:10 32:18,22, 23 33:9,20 34:2 40:8 90:6,6 120: 23 122:11 124:6,11,19 131:8 132:4 133:14 139:18 152:19
PSR [1] 152:21
Public [4] 2:4 3:24 4:23 156:20
pull [5] 18:1,3,4 50:1 123:10
pulling [2] 106:22 123:11
purpose [3] 52:12,14,18
purposes [5] 27:8 43:17,18 66:4, 8
push [3] 126:3 127:21 132:25
put [14] 13:17,17 27:11 51:21 52: 8 67:4 69:1 101:6 103:19 104:19 121:9 124:10 149:14 155:3
putting [2] 26:13 52:23

Q

quality [3] 127:1,12 139:18
quantify [1] 100:21
quarter [2] 139:14,20
question [10] 3:12 23:6 108:2 109:2 112:12 113:6 118:13 151: 11 152:3,12
questions [6] 3:18,25 4:1 65:12 70:25 155:8
quicker [1] 90:10
quite [5] 30:18 51:24 67:2 102:5 128:16
quote [4] 148:23,24 153:14,14

R

R-9 [2] 49:23 50:2
rainfall [1] 77:1
rains [1] 44:10
rainy [1] 132:24
raise [1] 139:8
raising [1] 132:1
ramifications [1] 97:10
range [2] 55:11 139:9
rate [7] 12:3 44:17,23 59:2 66:19, 20 67:17
rates [2] 26:19 106:16
rather [2] 76:15 113:8
ratios [1] 108:11
reach [1] 93:10
reaction [2] 153:20,22
read [2] 99:5 150:11
reading [3] 51:5,6 101:2
real [2] 94:3 141:1
realistic [1] 45:21
realization [1] 45:11
realize [2] 41:10 84:10
really [13] 10:6 15:12 17:24 22:8 27:9,10 37:5 57:21 87:18 99:20 100:3 112:3 150:11
reason [5] 37:13 41:20 43:6 69: 15 99:19
reasons [3] 52:23 80:11 89:8
recall [17] 49:10 64:21,25 73:9 87:12,25 101:7 102:5 122:20 123:19 127:8 129:20 130:1,11 143:20 145:16,24
receive [2] 16:1 17:15
recent [3] 40:9,11 66:16
recently [2] 25:19 74:13
recess [1] 42:15
recognize [1] 152:4
recognized [1] 110:5
recollection [2] 86:2 123:16
recommendation [2] 92:16,16
record [13] 40:25 42:18 55:15 78: 15,18 102:13 112:13,15,15,18 114:18 137:17 146:4
recurring [4] 12:19 13:7 14:18 65:15
Red [2] 122:2,4
reduce [10] 19:12 21:1,25 25:10 61:4,15 62:5,6 118:2 149:8
reduced [5] 52:16 116:14 136:16, 23 154:7
reducing [1] 117:19
reduction [5] 60:5 66:14 69:8,11, 12
reductions [5] 62:1,21 63:7 81: 17 132:2
Reelff [1] 141:18
refer [7] 32:6 67:18 71:7 118:25 125:17 131:18 145:4
reference [2] 105:4 148:22
referred [3] 85:16 116:19 122:7
referring [15] 67:19 68:16 70:20 71:9 77:14 80:8 97:23 113:7 114: 13 123:21 124:15 127:12 149:2, 3 153:15
refers [4] 38:5 72:5 75:17 145:5
reflect [6] 40:18 41:23 59:5 117: 18 118:10,14
reflected [2] 60:18 118:5
regardless [1] 37:15
region [45] 4:16,19,21 10:22 11:3 12:9 15:12,14 23:12 24:22 25:21 26:18 29:23 31:1,6,18 32:24 39: 9,15,25 40:1,4,5 46:1 52:10 53: 15 54:5,15,19 70:5 91:17 92:10, 10 99:1 113:22 120:9 121:22 127:2 131:19,20,23 132:1 135: 15 136:16 138:1
region's [1] 16:16
regional [2] 71:17 126:15
regions [11] 11:4 33:1,8 49:6 90: 8,16 108:14 131:22 133:4,10 149:7
regular [3] 8:20 50:18 120:18
reissuing [2] 15:10,11
relate [4] 44:1 62:9 142:8,8
related [9] 8:18 51:2 62:17 63:25 87:16,16 95:23 106:16 113:23
relates [2] 90:5 150:3
relating [1] 3:19
relationship [2] 7:18 39:20
relative [2] 157:9,11
relatively [1] 107:21
reliability [6] 6:20 7:1,11,13 136: 10 146:23
rely [4] 16:2 17:15,17,21
remain [2] 106:5,8
remainder [1] 147:12
remember [6] 49:16 51:21 123: 11,12,25 153:5
remote [2] 121:22 126:20
REP [2] 49:23 50:2
repair [25] 19:25 21:5 23:13 34: 14,15 50:15 56:13,14,16,17,19, 20 61:12 71:2 75:14,25 76:4,24 86:13 87:3 94:17 112:6 143:24, 25 144:5
repeat [7] 36:14,19,21 37:12 62: 10 93:3 108:2
repeated [1] 69:10
repeats [5] 36:9 37:5,10 62:12, 25
replace [2] 67:21 68:6
report [56] 5:3 12:24 13:10,19,25 15:20 16:7,12,18,18,20,23 17:8, 9,11 21:9 28:15 31:11,15 36:9, 10,12,14,17,21 38:21 39:16,18 41:23 45:1 48:21 56:6 65:5,6 67: 20 69:18 70:2,6,10 71:13,14 77: 10 81:20 82:1,7,21,25 83:4,10, 18 88:2 89:12 92:5 94:20 119:21 124:24
reportable [1] 36:25
reported [2] 13:1 28:19
REPORTER [1] 155:11
reporting [2] 27:8 57:8
reports [47] 5:13 9:20 12:19,21 13:7,16 14:6,18,20,24 15:2,15, 18,21 16:1 17:14,16,23,25 18:2, 3,5,7 24:22 31:18 32:2 48:6,7,18 56:9 62:10 63:17 64:10 65:2 67: 24 69:10 76:10 83:12,22 93:3 119:17 120:22 121:23 122:5 128: 4 133:23 151:5
request [5] 79:17 84:10 131:19, 19 132:7
requested [1] 80:4
Requests [2] 8:12 145:7
requisition [1] 80:14
reserved [1] 3:13
residence [2] 88:20 96:7
resident [1] 91:15
residential [9] 47:13 72:2 88:24 89:7,19,24 90:4 94:23 95:2
resource [4] 7:8 80:15 141:20,20
resources [2] 24:12 128:23
respect [3] 13:24 15:9 89:22
Respondent [1] 2:7
response [1] 24:10
responsibilities [5] 5:1,9 10:24 39:25 40:3
responsibility [2] 5:22 23:12
responsible [13] 4:21 12:18,22 13:8,10 14:19 18:13 24:23 32:3 38:22 40:3,7 78:4
rest [3] 49:18 115:14 148:19
restore [2] 71:4 98:9
result [3] 98:1 114:20 125:1
results [22] 4:20 6:16 11:2 16:16 18:2 19:12 21:24 27:9 32:10 44: 14 70:17 72:19,22 94:15 99:2 107:13 120:23 122:10,11 140:7, 7 152:21
retail [1] 46:19
retirees [1] 110:2
retirement [1] 106:21
retirements [4] 80:12 106:15 107:2 129:23
revenue [4] 24:17,19 73:8,14
reverse [1] 100:2
review [17] 12:24 13:25 17:9 22: 3 38:18 40:10,19 43:11,12 44:8 70:6 83:18 120:20,21,22 124:23 125:2
reviewing [2] 39:8 47:12
Richard [1] 2:15
Rick [2] 136:7,8
Ricky [2] 5:16,20
Ricky's [1] 5:20
right-hand [3] 88:19,19 94:7
risk [1] 154:4
roles [1] 11:10
roll [6] 13:16 20:24 21:4,8 58:24 150:7
roll-up [1] 5:21
rolling [1] 11:6
rolls [1] 138:8
roughly [2] 58:17 62:18
round-table [1] 120:23
routine [1] 39:4
row [2] 38:2 88:19
RPR [1] 157:18
rules [3] 4:23 123:18 139:18
run [1] 26:19
run-rate [1] 108:7
running [2] 45:12 110:15
runs [1] 14:4
Russ [3] 4:5 122:18 140:24
RUSSELL [2] 3:3 156:12

S

S-A-P [4] 138:2,10,11,12
Salary [1] 135:7
Sale [1] 73:1
sales [5] 71:17 119:22,24 120:1, 13
same [21] 16:15 18:4 21:5 30:15, 16 33:6,6 34:24 49:19 50:10 54: 18 72:1,2 73:22 87:21 89:19 94: 23 126:21 130:13 144:13 145:25
SAP [1] 138:1
Sarasota [1] 140:16
satisfaction [1] 97:18
Saturday [1] 125:22
Saturdays [1] 126:4
save [4] 26:24 61:19 66:5 104:18
savings [1] 63:16
saw [3] 84:11 122:22 152:5
saying [6] 29:13 36:17 66:16 68: 8 113:15 121:25
says [36] 29:16 33:23 34:14 41:8 43:11,16 49:21,21 58:13 66:23 69:7,16 70:16 71:17 72:18 75:25 77:3 85:7 87:8 93:24 94:8 96:22 104:9 105:1 111:11 114:19 125: 20 126:25 131:4,6 136:15 138: 13 148:22 152:10 153:12 154:5
scheduled [1] 40:22
schedules [1] 107:4
scope [2] 91:12 147:11
se [3] 11:23 63:1 109:17
seal [1] 156:15
season [1] 110:11
second [12] 41:1 48:9,13 55:15 62:8 67:14 78:16 99:6 126:24 146:4,22 151:1
Secondary [1] 44:6
secretary [1] 136:7
section [25] 9:22 16:5 32:18,19 33:20,22 34:12 35:20 46:13 67: 21,23 68:1,7 71:3,16 72:18,24 75:24 77:5,21,22 82:2 85:9,10 103:8
sections [3] 32:22 67:23 73:11
see [30] 18:5 19:2 20:2 21:24 32: 17 41:12 42:14 45:9,12 83:4 84: 16 85:6 87:13 88:7,14 90:8 93:7

103:19 104:9 105:16 107:18 109:7 110:2 111:3 120:22 143:19 147:8 148:22 149:25 151:4
seeing [1] 123:12
seem [1] 142:1
seemed [1] 62:6
seems [2] 106:8 126:5
seen [5] 44:15 114:10 117:15 123:8 127:6
segmented [1] 73:11
segments [2] 74:14,16
selling [1] 72:14
semi-annual [3] 39:4 125:1 142:9
send [10] 7:10 12:24 13:10,11,12,19 15:18 70:10 92:16 149:14
sends [1] 17:5
senior [2] 106:20 107:4
sense [1] 117:6
sent [6] 121:21 122:17 123:24 131:1,3 148:20
separate [11] 38:4 40:17 68:21 75:18,20 79:17 83:15,16 87:15 108:21 135:23
separately [3] 48:25 54:1 78:24
September [7] 19:20 26:12 40:14 114:15 115:2 123:6 124:10
September-October [1] 27:5
sequentially [1] 121:1
seriously [1] 153:23
Service [73] 2:7 4:10,14,20,23 6:15,19,25 7:2 13:2 14:24 16:7 19:12,24 20:4,13,19 22:1 23:4,4 24:4 25:10,19 26:1,4,5 32:4,10 33:13 35:15 37:1,19,21,25 44:14 47:15 56:18 71:1,1,11 73:22 86:25 91:23 92:1,3,4 93:10 94:8,8 96:7,23 97:11,12 98:13 109:21 110:9,10,11 122:10,11 123:18 124:19 125:11,14 126:4 133:3 139:11,18,25 143:25 144:1,5 147:8
service-related [1] 147:13
Services [22] 5:12 10:23 24:4,10 37:11 44:1,4 46:14,20,25 47:3,5 49:5 71:10 72:14 75:12,22 110:5 125:14 135:23 136:14 146:2
services-type [1] 98:23
set [13] 14:5 20:22 34:25 45:22,24 47:21 54:4 63:12 78:23 92:6,12,13 132:10
sets [2] 89:3 90:22
setting [3] 92:21 93:8 148:18
settlements [1] 106:18
setup [1] 40:6
seven [8] 37:19,23 55:11 57:16 91:24 92:2,5 93:4
seven-and-a-half [2] 138:25 139:4
Seventeen [1] 133:20
seventy-eight [1] 111:5
seventy-five [1] 64:18
Several [3] 39:6 70:25 122:15
She's [4] 121:19,19 152:17,18
sheet [1] 38:18
Shepherd [2] 5:17 6:15
sheriff's [1] 10:5
ship [1] 15:21
shoot [1] 115:19
short [3] 42:10,13,15
shortfall [2] 27:1,21
show [16] 15:6 16:16 52:14,18 65:10 81:21 82:3 83:13 84:1 85:8 91:14 103:12 107:25 108:19,22 147:3
showing [2] 52:12 123:17
shows [15] 32:9 36:19 50:6 51:6 53:19 55:22 57:15 69:15 82:8 85:12 90:18 99:5 105:13 142:24 150:17
Shreve [1] 121:18
sick [1] 134:18
side [11] 24:6 53:19 58:12 66:3 96:6 107:23 108:16 144:7,8,9 149:25
signature [2] 122:1,2
significant [2] 106:2,3
similar [7] 10:12,13 16:13 33:23 37:20 95:9 149:7
simple [1] 29:5
since [5] 62:3 101:20 118:13 129:15,16
Singleton [2] 5:17 6:2
sir [1] 38:17
site [1] 75:14
sites [2] 68:24,25
situation [7] 9:18,23 10:1 26:9 37:7 80:2 132:12
situations [1] 10:12
six [9] 42:19 59:11,17 62:18 69:11 114:10 115:9,9 139:8
six-and-a-half [1] 139:9
sixteen [1] 61:11
sixty [4] 58:14 66:3,6,10
sixty-seven [2] 102:1,3
sixty-two [1] 60:6
skipped [1] 86:5
slash [3] 60:16 94:8 109:1
slight [1] 60:10
slightly [2] 33:4 93:2
slip [1] 152:11
small [12] 73:2,2,7,12,24 74:1,5,6,6,7,23 75:5
small-medium [1] 75:5
smaller [3] 13:16 73:20 120:14
smart [1] 128:21
snowbirds [1] 110:13
software [2] 138:4,8
somebody [1] 57:17
someone [1] 35:15
Somewhat [6] 56:20 58:2 72:1 79:3 132:15 149:5
somewhere [2] 14:12 79:16
soon [1] 153:9
sorry [13] 19:4 34:7 55:9,18,19 59:15,16 90:21 101:21,22 117:11 140:22 143:11
sort [2] 29:12 80:17
sound [1] 111:13
special [18] 26:1 37:11 44:1,4 46:14,20,25 47:5,15 50:18 63:11 64:1 71:10 75:22 98:13,22 110:5 136:14
specific [18] 9:15 17:3 32:23 35:1 37:8 43:13 49:25 53:13 54:3 62:24 76:17 95:16 96:15,17 122:20 143:20 147:11 150:9
specifically [19] 6:12 13:18 51:1,19 53:19 56:10 63:13,22 77:14 95:23 97:9 110:3 112:2 122:11,15 124:12 140:1 141:5 142:11
specifics [1] 87:12
spend [11] 22:23 30:13 39:8 63:1 66:25 67:20 116:2 139:13,17 149:13,18
spending [13] 52:20 54:7,13 66:17 68:6,9 117:18 118:2,4 139:12 154:6,11,16
spent [9] 12:2 53:8 54:8 61:17,18,21 83:9 128:19,22
spike [1] 133:7
spikes [1] 133:7
spiking [1] 133:12
splicers [1] 86:12
spot [1] 134:7
spreadsheet [1] 104:1
Sprint [2] 47:6 75:22
SS [1] 37:10
stable [3] 129:21 130:1,2
staff [3] 24:12 141:19 155:7
staffed [1] 22:13
Stamp [29] 31:19,24 41:6,7 42:21 48:1,12 50:5 55:22 66:13 69:3,21 70:16 73:18 75:16,24 85:17 96:3 98:8 103:7,9 104:7 105:4,9 124:16 125:17 126:24 142:13 148:5
Stamped [1] 121:2
stand [7] 8:1 33:17 36:4 38:3 71:18 98:3 138:3
standard [5] 90:7,7,16 131:8 132:20
standards [6] 47:13 132:4 133:14 139:11 141:6 152:19
stands [3] 38:11 49:24 138:6
start [10] 18:19 27:2 31:16 38:15 102:15 110:17 116:20 121:3,15 154:14
started [6] 3:8,10 88:13 139:5 140:11,12
Starting [1] 44:11
starts [6] 27:7,16 31:18 66:16 70:3 121:25
stat [1] 31:18
state [11] 3:16 4:4 10:10,11 12:15 92:9,9 132:5 156:8,20 157:1
statement [4] 93:16 95:3 98:2 113:18
states [8] 11:4 15:7,12,13 90:23 131:20,22 133:4
station [2] 63:19,20
statistic [4] 46:3 71:7 94:17 95:8
statistical [1] 48:15
statistics [8] 7:10 16:9,15,16 32:7 33:23 91:22,22
status [3] 25:25 26:3 145:2
stay [1] 115:13
stayed [2] 129:20,21
stays [2] 30:14,16
steady [1] 106:9
still [15] 27:12,13,20 36:21 46:9,10 48:2 72:7 83:25,25 84:4 87:6 125:24 131:15 147:9
stop [1] 4:2
straight [1] 121:8
Street [2] 2:9 107:1
stresses [1] 64:2
stretch [8] 116:18,19,21 117:2 138:14,20 150:3,6
strong [2] 7:17,21
structure [1] 6:4
stuff [8] 23:8 30:19 41:15 83:25 84:4 97:16 151:13 154:18
sub-measures [1] 37:4
subject [3] 105:3 124:21 143:6
submission [2] 27:18 28:1
submit [4] 54:2 68:19 123:22 145:10
submitted [6] 31:6,8 68:22 69:2 137:25 152:5
subsequent [1] 123:6
subset [5] 57:4 95:12,16 119:11 120:8
substantial [1] 155:4
subtract [1] 25:8
subtraction [1] 59:25
success [1] 53:3
Sue [2] 5:17 6:15
sum [4] 43:24,25 106:18 145:12
summaries [1] 28:18
summarized [3] 15:20,22,24
summarizing [1] 11:6
summary [3] 13:21 70:25 84:23
summer [3] 132:23 139:24 140:2
sums [1] 139:17
Sundays [6] 34:2,2,7,9,10 96:10
supervisory [2] 134:17 135:3
supply [1] 120:1
support [13] 6:5,7 7:13,14 24:14,15 47:21 80:23 121:20,22,23 126:21 141:19
supporting [2] 60:15 83:19
supports [3] 6:20 133:7 150:20
surprised [2] 41:19 42:6
survey [10] 70:22 71:19,20,21 72:2,3 73:22 75:7 97:13 98:1
surveys [3] 72:7 97:23 152:18
switch [1] 60:21
switching [3] 86:15 136:11 137:14
sworn [2] 3:4 156:13
synonymous [1] 117:1
System [15] 25:18 27:18 36:19 38:4,5 50:1,2 56:4,5,6,8 57:1 68:2 76:6,8
systems [2] 21:15 38:7

T

T's [2] 125:9,16
TAC [32] 7:15,22 8:1,19 9:10,24 30:6,10 50:24,25 53:13,24,25 61:8,10,16,21 62:7,24 65:14,15,20 66:13,24 67:1,3,22 87:7 142:21 145:9 150:12 151:22
TACs [1] 142:20
tailed [1] 130:5
talked [15] 23:4 25:2 48:20 62:23 63:13 65:7 66:8 76:7 77:11 80:10 88:12 89:11 131:17 138:17 145:13
talks [7] 31:12 67:14 68:14 71:3 73:18 77:21 140:16
Tallahassee [1] 2:5
Tampa [2] 2:10 5:7
target [34] 19:1,1 26:25 31:8 40:9,18 43:20,21 78:1,6,8 79:9,10,14 80:8 87:9,14,22 88:3,12 115:18 116:1,5,14,18,20,24 117:11,12 118:8 149:15 151:9 154:14,17
targeted [12] 38:18 43:4,5,11,16,17,19 44:7 48:8 117:20 139:12 140:20
targeting [3] 140:16 141:5,8
targets [5] 78:10,11 87:24 132:10 153:7
TAS [15] 56:1,3 57:3,4,6,17,19,22 58:1,4 75:25 76:4,5,8,11
taxes [1] 135:14
team [13] 72:19 119:10,11,17,21 120:5,6,7 121:24 147:10,14,20,23
Tech [4] 86:14,16,17 87:1
technician [3] 20:20 63:3 64:14
technicians [19] 12:5,7 23:14,15 24:2 31:3 56:9,11 62:11 72:9 77:20 86:13,16,21 110:18 136:11,16 137:13,15
techs [1] 87:2
Telecommunications [1] 71:20
telephone [3] 10:16 11:16 95:19
temporarily [1] 77:15
ten [9] 51:12,17 58:18 66:3,5,9 78:3 90:14 147:16
term [4] 8:3,3 29:11,13
terms [15] 12:4 19:3 45:10 58:2,19 77:9 78:13 79:19 87:17 108:14 115:20 117:1 128:14,14 155:4
test [4] 63:2 64:1 98:19,21

testified [1] 3:6
testing [1] 21:7
Texas [7] 5:8 11:12 30:24 52:24 54:12 125:3 126:15
theoretically [2] 132:7 149:18
there's [41] 9:17 15:22 18:12 22:18,20 26:1 30:18 32:18 34:12 35:20 37:18 38:2,17 42:24 44:17 58:12 64:11 69:7,11 73:8 74:15,16,20,24 76:12 79:9 80:15 84:18,18,20 88:23 92:5 97:10 99:23 101:5 130:23 132:24 133:5 135:23 151:9 152:12
therefore [1] 21:16
Thereupon [2] 3:2 102:17
they'll [2] 145:7,10
thinking [5] 15:16 25:6 47:9 52:15 124:20
third [2] 63:9 66:23
thirty-five [1] 103:13
though [3] 74:21 88:1 119:2
thousand [25] 30:11 57:17 58:14,19 59:11,17 60:6 61:12 62:18 64:10,11,18 66:3,4,5,6,9,10 69:11 78:3 103:13 104:10 111:4 115:9,12
three [27] 9:16 36:15 43:4,19,22 48:8 67:15 73:10,11 74:14,16,19 76:12 78:3 98:20,22 99:4 103:12 104:9 111:4 115:9,12 126:5 128:17 132:21 133:3 151:20
three-year [1] 9:21
throughout [11] 27:14,22 28:9,22 31:4 44:11 79:4 115:13 129:21,25 154:19
thrust [1] 8:22
Thursday [2] 34:20,21
ticket [5] 36:18,23 95:25 98:12,20
tickets [1] 24:2
TICOS [3] 71:17,18 72:7
tie [2] 69:14 149:15
timeframe [31] 18:20,25 19:5,14,19 26:12 27:5,15,20 30:21,25 31:7 45:19 51:20 53:11 54:10 74:13 92:17 94:19 106:16 110:12,17,19,24 113:8 122:16 128:7 130:12,18,19 140:11
timeframes [2] 77:18 128:20
timing [3] 31:4 99:14 124:1
title [3] 101:23 150:11 152:7
today [1] 130:11
together [11] 26:13 51:21 52:9,24 69:1 120:3,6 121:10 124:11 139:25 155:3
tolls [1] 94:3
tone [1] 20:21
took [3] 26:11 41:15 142:23
top [2] 32:17 88:19
total [26] 8:12,13 13:17 21:18,18 23:21 30:16,16 36:7,8 37:9 50:2 53:22 57:24 65:20,22 67:3 76:11 93:21 105:21 113:16 116:21 142:23 144:5,16 150:6
totally [1] 90:11
toward [2] 61:14 92:19
towards [1] 45:11
track [11] 24:16 37:25 56:23 57:1 67:12 76:10 81:1,5,22 97:1 148:19
tracked [5] 78:10 82:25 83:1 98:5 148:20
tracking [5] 7:9 13:23 21:15 56:8 87:25
tracks [1] 6:16
traditionally [2] 109:14 110:8
trained [4] 11:1 110:7,15 128:4
training [9] 7:5 22:20 23:1 25:4 72:8,9 127:15,18 140:4
transcribed [1] 155:12
transfer [2] 29:18 100:25
transferred [2] 30:12,17
transfers [1] 29:6
transition [1] 19:16
transitioning [1] 74:24
tried [3] 126:6 132:11 153:23
tries [2] 99:21 100:2
triple [1] 132:16
Trouble [80] 8:2 9:19,21 20:7,13 21:8 24:2 36:9,12,17,18,20,23 37:15,19,23 44:6,12 45:1 47:16 48:6,6,9,13,16,18,20 50:1 55:23 56:4,6,9 57:8,12,16 61:4 62:5,6,7 63:4,16 64:10,15 66:14,19,20 67:15,20,24,25 68:2,5 71:13 76:5 77:10 91:23 92:2,5 93:4 94:20 95:7,10,13,25,25 98:12,20 100:21,24 127:15 128:4,15 132:23 133:20,21,23 139:24 140:1 143:21 151:5
troubles [19] 48:17 49:22 50:3,9 52:19 57:7,24 59:12 60:6 64:17 68:10 69:12 93:10,11 95:8,15,17,18,23
truck [4] 20:25 21:4,8 58:24
true [18] 22:14 57:12 75:2 93:16 95:3 98:2 99:8,8,11,12,22 100:2,9,13,13 101:3 113:18 130:19
trust [1] 103:25
truth [3] 3:4,5,5
try [14] 9:16 19:11 20:25 26:4 33:10 52:24 59:24 97:11,14 108:15 126:2 132:2 139:17 153:24
trying [29] 11:14 18:21 23:23 25:24,25 27:2 37:6,21,25 45:10 50:7 61:20 62:14 67:21 79:18 87:11,13 88:13 115:19,22 116:21,23 117:4 118:19 119:2 132:6,18 133:9 142:15
turn [17] 18:11 21:2 50:4 88:16 100:4 101:21 121:3 126:11 128:24 136:1 140:13 142:4 147:1 148:5 152:1,23 154:2
turned [1] 98:18
twenty-four [1] 67:17
twice [1] 39:7
two [37] 6:6 7:4 16:25 18:12 36:2 39:11 48:25 49:3 55:25 56:2 62:23 64:9,11 65:12 67:16 74:14,20 76:12 86:19 89:8 101:25 102:3 103:16 104:13 111:4 112:3 113:19,22 114:1,6,23 128:17 143:23 144:11,12 146:11 154:12
two-month [1] 110:14
type [11] 7:19 23:8 33:6 36:25 37:20 43:21 48:20 72:2 73:22 125:10 134:5
types [7] 14:22 17:20 24:16 25:14 29:7 47:6,8

U

ultimately [3] 15:19 48:19 95:18
unacceptable [1] 128:15
unclear [1] 4:1
uncommon [2] 26:17,25
under [23] 23:11 33:9,20,22 37:9 46:13 69:10 75:24 79:25 82:1,22 102:1 103:8 105:13 113:22,24 134:25 135:19,20 147:11,14 152:9 154:4
underneath [2] 34:14 37:18
underruns [2] 109:13,16
undersigned [1] 156:11
understand [18] 4:1,3 8:19 18:21 22:4 25:25 33:10 59:24 61:20 91:21 96:9 109:2 115:3 118:2 125:19 127:10 135:1 147:17
understanding [5] 35:8 89:20 93:8 95:17 132:3
understands [1] 152:10
understood [1] 126:10
underway [3] 21:25 122:10 139:22
unfavorable [1] 77:4
unidentified [2] 138:13,19
union [1] 19:21
unit [6] 58:17,21,22,23 77:8 89:12
units [8] 13:4 19:25,25 57:2 58:13,19 66:3,5
University [1] 12:15
until [2] 3:13 98:12
unusually [2] 100:24 106:15
up [61] 9:16 10:6 11:6 13:16 14:5 15:19 17:4 18:23 19:11 20:22 21:2 26:11 27:9 35:6 36:19 47:21 56:15 62:3,12 63:4 68:5 75:2 79:19 80:5,6 81:14 84:1 87:15 88:14 98:18 103:24 107:11 108:16 110:15,17 111:17 113:7,17 115:17 116:12 117:11 118:15 119:16 122:21 126:23 127:17 130:12,16 131:6,13 133:12 137:1 139:5,6,12 140:7 143:17 147:15 148:18 149:23 150:7
upcoming [1] 18:24
update [2] 29:8 149:16
updated [6] 18:1,8 29:21 30:1,1 101:20
updates [2] 28:8,10
upgrade [2] 67:21 68:6
upper [1] 94:7
usage [2] 80:1 81:21
uses [1] 72:4
using [8] 67:5 76:14,20 77:5 81:5,14 132:13 133:12

V

Vacancies [3] 80:12,21 81:17
vacation [1] 22:20
vacations [2] 25:4 135:8
Val [1] 72:24
Valerie [3] 121:18 126:21,23
Valerie's [1] 152:7
valleys [2] 132:14 134:2
Value [5] 70:19,23 71:1 72:25 75:7
variance [1] 101:3
variances [1] 107:17
varies [1] 19:7
various [8] 11:3 20:3 25:3 85:20 121:16 141:16 146:20 149:16
vary [1] 92:9
vast [1] 48:5
vastly [1] 151:22
vehicles [2] 135:17,25
Venice [1] 140:17
versus [17] 34:22 35:9 47:8 48:19 83:4 96:1 97:1,14 98:14 101:12 125:15 131:10 145:14 147:10,11 151:6 154:16
vertical [1] 125:13
vice [1] 11:7
vice-president [1] 121:20
visit [1] 43:20
visits [1] 71:17
voice [4] 36:16,22 48:20 125:15
volume [9] 44:7 48:10,13 67:11 100:22,24 142:14,15 144:17
volumes [14] 44:12 55:23 62:5,6,7 128:8 132:23 133:21,21 139:25,25 143:25 144:10,16
VSC [1] 74:13

W

wage [3] 19:21 56:21 107:4
wait [1] 143:14
wanted [3] 43:14,14 83:3
way [18] 37:24 51:24,25 54:8 66:9 81:1,4 89:16 93:7 94:23 116:20 120:13 128:22 130:9 132:9 144:25 145:9 153:14
ways [2] 66:11 76:12
weather [1] 100:15
week [4] 13:22,22 99:20 120:19
weekends [1] 126:7
weekly [2] 13:19 14:24
weighting [2] 145:21 147:4
weightings [1] 146:19
weights [1] 146:1
whatever [4] 9:23 90:14 131:16 149:5
where's [1] 113:24
Whereupon [9] 41:2 42:15 55:16 78:19 102:10 112:16 137:18 146:5 155:14
whether [12] 24:4 71:1 82:21 85:6 96:20 105:10 110:4 122:12 145:21 151:10 152:3,17
whole [8] 3:5 46:13 67:22 70:8 116:4 131:17 133:6,17
wholesale [20] 43:22 44:2,3 46:9,10,13,16,19,20,25 47:5,24 48:2,4,9 75:17,18,21 98:14 120:1
whom [1] 5:3
wide [2] 49:17 147:18
will [25] 3:13 4:4 10:8 15:22 17:3 18:19 21:19 22:9 26:20 27:17,23 28:5,20,21 29:8 30:1,2 33:5 35:22 72:12 90:25 105:9 108:24 116:24 145:11
windows [1] 35:9
wire [5] 38:9 63:19,20,21,23
withdraw [1] 55:19
within [25] 13:14,15 16:4 17:4 18:10 36:9 37:7,19,23 40:8 44:17,23 45:1 47:21 71:3 83:13 89:23 92:2,5 93:11 96:1,7 113:21 132:21 133:3
without [3] 90:12 118:23 154:22
witness [27] 3:4,7 41:17 42:2,6,9 55:10 69:25 82:4 84:5,8,13,16,20,23 102:20 105:1 111:16 112:19 121:9 122:23 124:5 140:25 146:15 151:19 155:9 156:15
wonder [3] 20:15 85:24 102:16
wondering [4] 18:17 109:7 150:2 152:13
word [2] 61:5 149:25
words [7] 24:1 31:3 34:19 38:6 62:11 79:22 98:17
work [38] 10:16 11:5 19:17 23:3 27:14 35:7 57:2,11 74:17 76:12 77:20 86:19,23 106:20,25 107:2 110:3 112:2,20,24 113:2,6,10,14 116:9 118:18 120:6 127:3,11,13 128:3,4 129:11,14,19 133:6 136:13 142:17
worked [7] 10:14 11:23 25:23 63:14 66:10 92:5 124:7
working [6] 27:12 62:11 79:18 89:4 92:15 110:4
world [1] 134:5
worse [1] 91:16
worst [2] 37:2 91:16
worth [2] 132:7 134:10
write [2] 145:8,10

Y

year [47] 13:3 14:11 18:21,23 19:7,7,16,23 21:23 27:6,14,16,22 28:9,22 29:16 39:7,11,23 45:8,15 46:2 65:16 66:24 70:8,9 77:2 78:1,2 79:4,7 80:5 87:13,15 88:14 90:18,19 92:18 94:15 100:10 111:19 128:8 151:21 154:14,16,17,19
year's [1] 18:24
year-to-date [3] 70:17 75:17,25
year-to-dates [1] 90:18
year-to-year [2] 74:4 75:2
years [14] 8:3 9:16,17 10:15,15 53:21,23 66:17 89:5 92:19 108:10 109:5 142:23 151:24
yourself [1] 137:23

Z

zero [1] 145:11
zone [5] 86:14,17 87:1 142:20,21

EMPLOYEE HEADCOUNT DATA FROM NARRATIVE REPORTS

DATE	BATES STAMP	EMPLOYEES	BELOW BUDGET	TOTAL BUDGETED
1/97	2000	3135	282	3417
12/97	2042	3180	214	3394
2/98	2047	3249	296	3545
12/98	2081	3510	59	3569
1/99	2086	3499	107	3606
2/99	2091	3462	144	3606
3/99	2096	3325	228	3553
[THIS NARRATIVE SAYS YEAR END HEADCOUNT IS 3415]				
4/99	2101	3323	96	3419
5/99	2106	3316	100	3416
6/99	2111	3278	138	3416
7/99	2116	3244	171	3415
8/99	2121	3243	172	3415
9/99	2126	3234	183	3417
10/99	2131	3244	173	3417
[YEAR END BUDGET IS 3414]				

DEPOSITION EXHIBIT 1 2-23-00 R Diamond

ERRATA SHEET

Instructions: Please read the original transcript of your deposition, and make note of any errors in transcription on this page. DO NOT mark on the original transcript itself. Please sign and date this sheet.

Reporter: Mary Elizabeth Blazer

Case Style: In Re: Initiation of Show Cause

Date Taken: February 23, 2000

Page	Line	Error or Amendment

I have read the original transcript and, except for any corrections and/or amendments noted above, I hereby subscribe to the transcript as an accurate record of the Statements made by me.

Signature of Deponent: _____
RUSSELL DIAMOND

Date: _____

ERRATA SHEET

1/3

Instructions: Please read the original transcript of your deposition, and make note of any errors in transcription on this page. DO NOT mark on the original transcript itself. Please sign and date this sheet.

Reporter: Mary Elizabeth Blazer

Case Style: In Re: Initiation of Show Cause

Date Taken: February 23, 2000

Page	Line	Error or Amendment
4	15	Analysis
5	16/17	Douglas, Levi, Ricki
5	20	Ricki Tilley
6	3	and Infrastructure Purchasing expense budget
6	5	Douglas
6	17/18	Levi
7	5	things
7	15	Focus
7	17	dotted line
7	21	dotted line
10	7	plant
11	1	transit trying to integrate
13	3	objectives, goals, your,
13	20	overtime, productivity, and employee counts
20	24	says "I" order (initiation)
21	14	IMR I+R
22	17	I+R
26	20/21	if any growth in activity,
38	7	Critical Owned Premise Systems
50	16	plant.
56	22	I+R
57	22	disputed. 718 yeah, in the case . . .

I have read the original transcript and, except for any corrections and/or amendments noted above, I hereby subscribe to the transcript as an accurate record of the Statements made by me.

Signature of Deponent: _____
RUSSELL DIAMOND

Date: 3/23/00

ERRATA SHEET 2/3

Instructions: Please read the original transcript of your deposition, and make note of any errors in transcription on this page. DO NOT mark on the original transcript itself. Please sign and date this sheet.

Reporter: Mary Elizabeth Blazer

Case Style: In Re: Initiation of Show Cause

Date Taken: February 23, 2000

Page	Line	Error or Amendment
58	16	~~my~~ ~~myth~~ with.
59	19	~~1998~~ 1999 forecast
61	17	~~or~~ and ~~sparse~~ dollars ...
61	18/19	~~floor plant~~ poor plant, that would ...
68	18	~~modulet~~ would be
74	13	~~USE~~ BSC
74	24	~~GSE~~ BSC
75	14	... ~~repair~~ side.
77	16	~~quo~~ or loaned
77	17	~~divining~~ provisioning
82	9	love ~~by~~ post. Daybreak.
87	7	the ~~TIC~~ mullet → toilet number
90	11	or ~~something~~ someone's business
93	12	~~Dishonor~~ Dispatcher
94	3	~~Tobi~~
95	24	plant
123	18	~~BSE~~ PSC
126	4	to meet ~~D~~ three.
131	21	95 percent out-of-service in 24 seconds.
131	24	~~(or~~ where they do not ...
132	19	Mr. Finley
133	4	... ~~it~~ in where most ...

I have read the original transcript and, except for any corrections and/or amendments noted above, I hereby subscribe to the transcript as an accurate record of the Statements made by me.

Signature of Deponent: RUSSELL DIAMOND

Date: 3/23/00

ERRATA SHEET

3/3

Instructions: Please read the original transcript of your deposition, and make note of any errors in transcription on this page. DO NOT mark on the original transcript itself. Please sign and date this sheet.

Reporter: Mary Elizabeth Blazer

Case Style: In Re: Initiation of Show Cause

Date Taken: February 23, 2000

Page	Line	Error or Amendment
133	7	spikes ij Diamond
134	12	#45 Diamond per employee 2.
150	13	alberation
151	6	...outside plant...
152	21	like PSC results, ...

I have read the original transcript and, except for any corrections and/or amendments noted above, I hereby subscribe to the transcript as an accurate record of the Statements made by me.

Signature of Deponent: RBDiamond
RUSSELL DIAMOND

Date: 3/23/00

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Initiation of Show Cause Proceedings Against GTE Florida, Incorporated for apparent violation of service standards / Docket 991376-TL

DEPOSITION OF: RUSSELL DIAMOND

TAKEN: Pursuant to Agreement

PLACE: 201 N. Franklin Street
16th Floor
Tampa, Florida 33601

DATE: April 30, 2001

TIME: Commencing 9:55 a.m.

REPORTED BY: Linda A. Mulhollan, RPR
Court Reporter
Notary Public

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376 EXHIBIT NO. 4
COMPANY/ WITNESS: GTE
DATE: 6-21-01

COMPUTER-AIDED TRANSCRIPTION BY XSCRIBE

Original (\ )
Copy ( )

APPEARANCES:

CHARLES J. BECK, ESQ.
Deputy Public Counsel
The Florida Legislature
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400

KIMBERLY CASWELL, ESQ.
Vice President & general Counsel
Verizon Southeast
One Tampa City Center
P.O. Box 110, FLTC0007
Tampa, Florida 33601

Also Present:

C. Lee Fordham, Esq.
Mr. Earl Poucher

I N D E X

	Page
RUSSELL DIAMOND	
Examination by Mr. Beck	4
Stipulation	103
Certificate of Reporter	104

9:50 a.m. P R O C E E D I N G S

THEREUPON,

RUSSELL DIAMOND,

the deponent herein, having been duly sworn to tell the truth, the whole truth, and nothing but the truth, testified as follows:

EXAMINATION

BY MR. BECK:

Q. Good morning, Mr. Diamond.

A. Good morning.

Q. Let me start off by asking you a few questions about your place in the organization at Verizon.

You're currently an operations manager in the Winter Haven area?

A. Yes.

Q. Is that a temporary duty?

A. Yes.

Q. What is your main job or your --

A. I'm the area manager for customer operations as you indicated in Winter Haven, the Winter Haven district responsible for the installation and repair technicians and probably overall responsibility would be to insure productivity of the group, qualitative group and making PSC standards.

Q. Are you at the same time holding the position as business analysis manager, Florida region?

A. Officially, yes, trying to do a little bit of both but I have a person on my staff who is sitting in taking care of the day-to-day functions.

Q. Who is that?

A. Ricky Lindsay.

Q. Are you going to return to that position after you finish with your job at Winter Haven?

A. At this point in time, probably.

Q. What is your anticipated date to return to that position?

A. June/July timeframe.

Q. Let me put aside your position that you have right now in Winter Haven and ask you about your business analysis manager business position.

To whom do you report?

A. Chuck Lindner.

Q. Who is he?

A. The director in -- he's located in Dallas, the director of business analysis for national operations now.

Q. Okay. Are you a member of the headquarters staff in that position or are you a member of Verizon Florida, Inc.?

A. Officially I'm part of the headquarters staff remotely located here in Tampa supporting the Florida region.

Q. Is Mr. Lindner the person who signs your performance reports and evaluations?

A. Yes.

Q. Are you part of the budget for the headquarters organization's budgets?

A. Yes.

Q. Are there persons with similar positions in each of the other regions as well?

A. Yes, there are.

Q. So Mr. Lindner has a number of people in the different areas --

A. Correct.

Q. -- that report to him with a job similar to yours?

A. Yes.

Q. Do you get your instructions regarding the budget from headquarters?

A. We get overall direction, budget level targets if you will from headquarters. The details of the budget as we discussed last time are built locally here in the Florida --

Q. I'm going to hand you a document and it is

Bate stamp number 5142 and it's entitled Florida Regional Operations December year-to-date 1999.

Mr. Diamond, do you have the document with Bate Stamp 5142 in front of you?

A. Yes.

Q. Do you recognize that document?

A. Yes.

Q. What is it?

A. That would be the year end '99 financial budget expense results for the Florida region.

Q. Okay. I'm going to ask you a number of questions about different columns on the report. I want to start on the left area where it says original budget.

Can you tell me generally what the numbers for original budget represent?

A. That would be the plan that we would have sent in probably in the November/December timeframe of '98 for the year 1999, and it's by department. It would have been one hundred thirty-nine million.

Q. Was that your actual budget for 1999 at that point in time?

A. Yes.

Q. The column to the left of that that's entitled actual expense, what does that reflect?

A. The actual results for the year.

Q. Is that -- was that report done after the full reports for 1999 were known?

A. It's done as part of the final reports. This is probably done within a few days after the end of the month, within a week or so probably.

Q. Okay. And this document shows a variance between the original budget and the actual expense of 25.899 million dollars; is that correct?

A. Correct.

Q. Okay. Then in the center there's a number of adjustments to the budget; is that correct?

A. Yes.

Q. And then when we finally get through that to the right there's a true variance between the true budget and true actual; is that right?

A. True.

Q. Could you discuss with the budget adjustments how they were developed and where they come from?

A. There would be a number of overlays and things that come from headquarters.

One of the things that comes to mind quickly would be checkbook overlays, things like TAC focus, preventive maintenance dollars that are expense

related. Those would be added throughout the year to the budget. Any other programs or transfers of functions would also be items that would be adjusted.

And as you can see, it looks like, well, 17.9 million dollars' worth of adjustments or things that were approved by headquarters to be added to the budget since the original budget was built.

Q. So you start with the original budget which in this case was 139.365 million dollars and then the budget adjustments are done during the year 1999?

A. Correct.

Q. Okay. Let me go back to the original budget.

Is the original budget the budget that you used for determining head counts for example?

A. I would say not totally, predominently, yes, not totally because the 139.365 I would believe had a stretch in there that would have been unidentified. And I think we talked about the gaps and stretches that we have.

The initial employee count levels we would have developed did not have -- I don't believe they had taken out employees associated with that number.

Q. Associated with which number?

A. The stretch piece of that. And I -- I'm

having a hard time remembering all this stuff. We are getting further and further away.

Q. So you would develop employee counts associated with an amount higher than the budget than the 139.365 million dollars?

A. Yes, to start the year we would knowing we still had some unidentified dollars that needed to be adjusted out. I'm trying to think. That number at the beginning of the year was in the 14 million dollar range.

Q. I have some documents later.

A. So we wouldn't have said -- we would not have arbitrarily taken out employees associated with the 14 million, at least in the original budget.

Q. Let me ask this generically about the stretch amount.

If you put aside a stretch, if your budget is for an amount, if you have employee counts for an amount greater than your actual budget, where would you expect the stretch is going to come from when you have to get rid of people?

A. That's why it was unidentified. It's a true statement.

Q. Okay. Let me go to the budget adjustment column, the middle three columns in this.

Is part of the purpose of the budget adjustment to get rid of the stretch?

A. That would alleviate a portion of it possibly. It depends on the situation. Like, for example, as I mentioned, the preventive maintenance dollars that are overlaid from headsquarters, that would not affect the stretch itself.

Q. That's money to spend on --

A. Yes, additional money that we would spend and additional budget dollars so you didn't get any further worse off from your original plan.

Q. You mentioned earlier programs and transfers might be part of the budget adjustments. What do you mean by that?

A. If an issue came up, let's say, in the -- and I can't think of any offhand -- but we had some business cases or programs that may have been developed in the February/March timeframe and, let's say, we are approved and we went out and spent a bunch of funds we would have been given some additional budget dollars not causing our annual budget to be any further worse than it already had been identified.

Transfers would be -- if some people transferred from a different department into John Farrell's organization per se we would get the

additional cost then for the remainder of the year and the additional budget.

Q. Where would they have come from?

A. Another department. It could have been a departmental function that's now determined to have been part of John's budget rather than another department.

Q. But wouldn't that all be sum zero for Florida regional operations?

A. Couldn't be a group that isn't under John Farrell. He does not have budget responsibility for every employee and every function within Florida as I think we talked about.

And I remember reading through the prior testimony. The Care Center, for example, the Customer Contacts Center is not under his budget jurisdiction.

Q. Okay. Over what time period are the budget adjustments done? You mentioned --

A. Pretty much all year. They can happen anywhere from January through December.

Q. Do you know in this case when -- there's the budget adjustment listed on this document as 17.972 million dollars. When would that number have been determined?

A. Throughout the year. Again that's the sum

of monthly adjustments that we track throughout the year. That would be the annual total. It wasn't one adjustment for 17.9.

Q. Okay. What is a true budget which is on the right-hand column?

A. The term true actual, true budget, and really what we are trying to get to, true variance, what that tries to do is take out any kind of timing variances or actual anomalies that may be in error.

Occasionally we will have -- probably the most common issue would be a timing issue to where a large bill may get paid in one month and budgeted in a different month. So we try to normalize that out so that we are reporting what we believe is the true variance.

Q. I'm confused. I thought the true budget was the sum of the original budget numbers plus the budget adjustment numbers. Is that not true?

A. Yeah, that's true in this case in December. But throughout the year we may have some differences to where the true budget is I will say normalized for any kind of timing issues.

But in this case the way you're looking at it is a true statement.

Q. When you discuss what the budget

adjustment items were that make up the 17.972 million dollars, I don't recall you talking about timing issue in that.

A. Throughout the year that could be some of those. There are no timing issues generally in December. The year is over and it's finished one way or the other. So in this case you wouldn't have those.

But in this, a March year-to-date, there potentially could have been some timing issues. That was a good point.

Q. At the end of the year then the true budget is the original budget from the November/December 1998 timeframe adjusted for all those overlays and so forth that are contained in that 17.972 million dollars?

A. True statement. And I add too that that budget adjustment is a net number. There could have been some things that took money away. We could have transferred a function out and we would have lost. But this is the net which is a positive number.

Q. Okay. You could say, would it not be fair to say that in one sense you missed the budget in December of 1999 by 25.899 million dollars which is a difference between your original budget and the actual expense?

A. I would not think that's fair to say because there are in all of the regions nationally and had been for several years the process that there will be overlays given throughout the year for issues.

Again, we talked prior about checkbook items that are held at headquarters. They've got that budget in their budget in this original budget and they plan on throughout the year transferring money out.

So I think that's a mischaracterization to say we actually missed it by twenty.

Granted the math works out that way but I don't think anybody would have thought we missed it by 25 million.

Q. What portion of the budget adjustment 17.972 million dollars, what portion of that would be due to checkbook overlays as you call them?

A. I don't have the backup with me. I would think the majority of it, vast majority of it.

When you say checkbook, preventive maintenance is probably one of the bigger ones and very common ones.

There may have been some business cases or programs also which in effect are checkbook. The dollars are in the budget somewhere within former GTE. So it's a matter of transferring them out to the

regions.

And that's a common process that headquarters will put X amount of dollars in a pot budgeted for and then throughout the year determine where -- which region, which state, is going to get the money and transfer it out.

Q. Okay. Where would we find, under which row under the budget adjustment would we find the checkbook overlays for items such as TAC focus?

A. A lot of that would be in the -- probably in infrastructure provisioning, network reliability, inland and coastal divisions.

Q. What would be under the --

A. Definitely network reliability is probably the biggest one. I believe in '99 that's where we had the majority of that.

Q. Let me go down the rows with you and figure out what the adjustments -- starting with the president, 1.4 million dollars. What would that be for?

A. I don't recall right now.

Q. Okay. Do you know what types of things would generally go in that? Would that be the program transfers?

A. There could be some of those, a lot of

miscellaneous things. That why we end up sticking it in the region president. That would apply to the whole region.

We have had things like, and I don't know if it was in '99 or not, but uniform costs, things like that where we got an overlay per se from headquarters to give everyone the shirts and hats and like that.

Q. Okay. The next row for infrastructure provisioning?

A. A lot of business cases probably there. Some of that would be the preventive maintenance and also any business cases.

Q. Would this also be for new construction as well?

A. Well, this is the expense budget so it would be the expense side of that.

Q. And how would that differ from the amounts for the inland and coastal divisions?

A. It would be the same types of thing again, preventive maintenance and any business cases that we've had if we were able to get additional dollars from headquarters in relationship to the gap that we identified, if we were able to convince them that there were some unusual factors that would potentially give us an overlay for that.

That's the type of things that were split up between inland and coastal. Network reliability is almost all preventive maintenance type activity.

Q. So you don't really determine what your budget is until the year is over?

A. You do not know what the final budget is until --that's a true statement. Again, you have a base budget that has -- and we had had gaps associated with it, and that's not an uncommon thing.

But the actual budget, you're correct. We would not know the final, final number until year-end.

Q. And when you talk about budget variances, that's what you use, the budget after the year has already expired versus what actually happened?

A. Yes. And we have those throughout the year, you know, budget adjustments March year-to-date, April year-to-date, August year-to-date, where you're at and what adjustments have been approved.

Q. Do you have some document that would show what all the budget adjustments were throughout the year?

A. I've got a list. I'm sure I can provide a list that would show each of the line items, yes. I believe we would still have '99 data.

Q. In the middle three columns on this page,

one of the items is an actual adjust and then the column next to that is the budget adjust we have been discussing.

What's the difference between an actual adjust versus a budget adjust?

A. Looks like some kind of a reclassification. It appears something went into inland, cost went into inland division that should have been in coastal decision.

So it looks like we backed it out of one and put it in the other one.

Q. Why would you call that actual versus budget adjust?

A. It must have been a charge they actually did, a valid charge to the company but got incorrectly charged to the wrong division, budget center. So we reclassified it. That's why it zeroes the net.

Q. Another document I'm going to ask you about, Bate stamped page 137.

A. Okay.

Q. Let me give you a moment to look through that.

You've had a chance to review this E-mail. It's an E-mail from you to your boss, Mr. Lindner?

A. Correct.

Q. And this is at the end of December, December 22nd, 1998?

A. Yes.

Q. So this is the point at which you had created the original budget that we discussed in the previous document?

A. Correct.

Q. And the stretch here is identified as 14.1 million dollars?

A. Correct.

Q. It says you placed the stretch in the last nine months of the budget year. What does that mean?

A. Well, when you calendarize the budget by month we had to put a negative number basically in.

As I went through it before, we built the budget bottoms up based on what we think we -- we locally believe we need to run the operation in terms of manpower and contractors overtime, material. We build that up bottoms up by department and then basically have to put a negative amount to get it back to the targeted level that headquarters asked us to.

So when we put that in by month what we did was we gave ourselves the first quarter of the year to try and figure out where we were going to take out that 14 million dollars, what other items we could do

to improve on it to reduce costs. So the credits were put in the last nine months of the year.

Q. All right. One of the items mentioned in here is the effect of El Nino during 1998 at 12 million dollars?

A. Right.

Q. How do you -- how did you determine that amount?

A. Throughout '98, and I'm thinking in the -- well, sometime at the end of the summer, I don't remember the date, went through and looked at the number of troubles that we had and also looked at the contractor and overtime levels that we spent in the first part of 1998 because El Nino in my mind hit like in November of '97, late November/December which already affects the '98 budget because the budget for the year really starts the first part of December, right after Thanksgiving usually, for '98.

So El Nino hit us very hard in that period and again, it seemed like an abnormally high spike during the summer.

So we went in and looked at all the trouble volumes, higher than normal, and priced it out.

The contractors, we spent -- we spent a ton of contractor dollars trying to do as best we could

on service result as a result of El Nino.

So trying to factor all the extra material, overtime, contractors, 12 million was the amount we came up with.

Q. So you had a normalized level that you see and you compared that to what actually happened in '98?

A. Probably looking at budget and what happened maybe back in '97 and saying it looked like this is about how much extra we got hit with.

Q. Do you have a view, when you make -- is normalized budget a fair term or normal level of expense for repairs or --

A. Yeah, historical I guess is what I would call normal.

Q. Would you I guess implicitly assume that would be a normal amount of rainfall when you do your budgets for --

A. Sure, absolutely.

Q. Okay. You -- El Nino as affecting about November of '97 through August of 1998; is that about right?

A. Yes. With the biggest, in my mind the biggest most unusual part was back in November/December of '97 and then the first two or three months which is usually a pretty dry season in Florida, central

Florida.

And as I go back and recall that, I believe it was in the April/May timeframe we came up with one estimate and then in that same May/June/July timeframe we were still getting contractor bills in for all the contractors that we brought on to help with that.

So I had to redo my estimate. And I believe the final one was around the 12 million dollars.

I think what we were trying to do there was estimate, because I think we ended up over 20 million dollars off, and at least 12 of that we would specifically identify as El Nino getting the normal overrun to about 8 million, which is pretty -- actually, if you start looking at it, it's pretty consistent with the last few years.

We were 8 million back in '98; we were 7.9 million in '99; and 2000 ended up about 6.6 million over again.

Q. Is there an amount -- I mean, is that like the area you normally expect to be off budget?

A. Starting to appear that way unfortunately.

Q. It was about 8 million in 1998 did you say?

A. '99 was 7.9 on the sheet here.

Q. Right. What was it in '98?

A. It was 20.5, I believe, and if 12 of that was associated with El Nino it would have been the 8 million off.

Q. So 20.5 million overrun in '98 includes the 12 million --

A. Correct.

Q. -- for El Nino.

A. Correct.

Q. So without El Nino it would have been about 8?

A. Yeah.

Q. In that ballpark?

A. Yes. If someone could find us about 8 million we would be in good shape.

Q. And it was 6.9 in 2000 did you say?

A. Six point six effectively. There was actually I believe some numbers would show ten-and-a-half. But there was an accounting issue that accounted for 3.9 of that, in my mind a totally separate artificial -- one of these true variance deals.

Q. What was that accounting issue?

A. It had to do with co-location.

Q. Back to this E-mail message, you also have a cost per switch access line of sixty-two dollars and thirty cents?

A. Correct.

Q. Are there different types of cost per access line? I have seen some numbers that appear lower than that but it might not be per switched access line. I'm wondering what type of statistics you use or is that the standard one?

A. It's not one that everyone uses. We were just trying to get a gauge again on a per switched access line how our costs were doing to the prior year.

Q. Is there another statistic commonly used called cost per access line?

A. Yeah, I would think that might be the same thing. Sometimes people use switch, switched, and special. Other times -- I'm just clarifying it was a per switch line.

Q. I'm trying to understand. Are there different statistics or different labels for the same statistic?

A. Probably different labels for the same statistic.

Q. Another document Bate stamp page 2722.

(Pause)

Q. Have you had a chance to read the document?

A. Yes.

Q. This is an E-mail dated November 30, 1998, from Bill Early (phoenetic) to among the different people it's to is Chuck Lindner, your boss, and yourself?

A. Correct.

Q. Who is Bill Early?

A. He works for Chuck, one of his managers.

Q. Is he on the same level as you?

A. Yes.

Q. Does he work in Dallas?

A. Yes.

Q. And this is regarding the 1999 head count analysis; is that correct?

A. It's in reference -- yeah, the '99 budget, head count budget.

Q. All right. And reading on the first full paragraph and that first line in the middle it says the purpose in providing you with an approximate allocation of funds up front was so that you could size your work force accordingly.

Do you see that?

A. Uh-huh (indicates affirmatively).

Q. Is the amount he's talking about there, the 139 million dollar figure we discussed earlier?

A. No. I think he's talking about the checkbook that they have kept at MLQ which is Red Keith's budget center at headquarters.

As I've indicted,the preventive maintenance dollars they keep that at headquarters. That's -- he's specifically talking about in here that they are going to budget for it, do not put it in your budget and we are going to checkbook it out to you, overlay it to you throughout the year.

What they are trying to do is give us an approximate size for head count purposes. A lot of that again would be the preventive maintenance dollars and different regions handle that differently.

In Florida we traditionally use a lot of contractors to do the maintenance side of that, company people did a lot of the capital side of it.

So it had various degrees of meaning depending on which region we are looking at, we are talking about here. But I think that's what he was talking about.

Q. So this checkbook items are in excess of the 139 million?

A. Correct. Exactly.

Q. And they were giving you an approximation of what you could expect during the year so that you could size the work force accordingly?

A. Correct.

Q. I guess in Florida's case that would mean you could figure out the level of contractors that you're going to use for maintenance?

A. Contractors, yes, or some region they did company employees.

And then as we talked about earlier as the dollars came in under -- through overlays, the budget would support these employees or contractors.

Q. Let me ask you about the bottom half of this page --

A. Okay.

Q. -- under the paragraph number two.

It states that the 1999 budget head count should reflect what you can afford to staff based on the targets you have received.

A. Uh-huh (indicating affirmatively).

Q. What would be the targets you received that he's referring to?

A. That would be the 139.

Q. Okay. Would that mean that you received that figure from headquarters, the 139 million figure?

A. Yes.

Q. Okay. So that was not a bottoms up figure, the 139 million dollar figure?

A. Correct.

Q. Okay.

A. If you go back to Bate stamp 137, that's what we are talking about here, the target we submitted to which had the stretch.

Q. Which are you referring to?

A. Bate stamp 137.

Q. You're referring to the -- and they -- I'm sorry. You lost me.

A. Do you have the E-mail?

Q. Yeah. What was the amount?

A. The 139.4. That was the target given to us by headquarters.

We built the bottoms up budget and said we need 14.1 more than that.

Q. Your bottoms up was 14.1 more than the target you received from headquarters?

A. True statement.

Q. And the headquarters amount is not a bottoms up it's a tops down type of thing --

A. Correct.

Q. -- and the stretch is used to try to

bridge the gap.

Now, on determining head counts for 1999 here it states that the budget head counts should reflect what you can afford to staff based on the targets.

So that means should you be staffing pursuant to the target of the 139 million dollars?

A. That's what that's indicating.

Q. Is that how the system works?

A. No.

Q. Why -- I'm confused. It's telling you to do this and you're saying that's not how the system works?

A. That's what headquarters requested. But since we didn't have plans to deliver at those lower levels, we did not build the budget or take any action to get directly to those lower levels because we had to meet service standards and couldn't -- did not have identified plans as to what we would not do to allow us to not need those people and still meet our commitments to our customers.

Q. So when you put an item in the budget for stretch I gather that was what we're talking about here is the stretch, you planned not to meet the stretch?

A. Well, we planned to continue to work to

meet it as much as possible. So I was not saying no, we don't. Again, that's just the amount that we don't know where it's going to come from and we are going to continue to work on that. But in the meantime we are not going to blindly cut the employees and the dollars.

Q. So when you get this E-mail that says that you should staff based on the targets you received you're basically telling me you ignore that?

A. I wouldn't say we ignored that, but we did not follow those direct guidelines. No, we did not.

Q. Another document. This consists of two pages, Bates stamp pages 3455 and 56. This will take you into a year earlier.

(Pause)

Q. Okay?

A. Okay.

Q. Mr. Diamond, do you recognize this exhibit?

A. I would have to say not offhand but I probably did get a copy at some point.

Q. This is an intracompany correspondence from John Appel to various people including Red Keith; is that right?

A. Correct.

Q. This deals with the 1998 revenue and

expense targets for network services; is that right?

A. Right.

Q. And this gives -- the figures that are provided here are for nationwide for network operations, are they not?

A. Correct.

Q. There's that 9 billion -- 9.185 billion for retail and 4.543 billion for wholesale markets?

A. Right.

Q. Would both of those be network figures for network operations?

A. Those are revenue those numbers.

Q. Sorry. Okay. It says here they are going to reduce network services incurred expense by 267.4 million dollars nationwide during 1999; is that right?

A. Yes.

Q. Would those figures be used or included in the targets that GTE Florida receives for network services?

A. They would have been related, yes, the network services expense targets. True statement.

Q. Is that only a portion of the budgets that we have seen earlier we were discussing in the earlier documents?

We discussed the 139 million dollar figure

and so forth. Is that only network or is that more than network?

A. The 139 would be -- there are more items in network services than just John Farrell's budget. In Florida that's the bulk of it.

Again, there would be things like repair contact center is part of network service. That is not part of John Farrell's budget for example. I'm trying to think in that timeframe.

Q. Whose budget would that be under?

A. At that time it would have been Brad Croft (phoenetic) who again reported to John Appel the head of network services but he would have other functions. Some of the operations staff would be under network services but again not reporting to John Farrell or in his 139.

Q. So to get it straight, the matters encompassed by this E-mail besides being nationwide would have broader implications than just John Farrell's budget, '98?

A. Correct.

Q. But these sorts of reductions would be reflected in the target that headquarters sent to GTE Florida?

A. We would have gotten our portion thereof.

Q. On the second page, top paragraph.

A. Okay.

Q. It says 56 million dollars again nationwide, I assume, of expense has been temporarily withheld, so on and so forth.

Is that an overlay type item they are referring to or a different process?

A. No, I believe what they are referring to there is that as it says they didn't have a methodology as to how much that was going to go to the retail and wholesale.

And I think they were indicating that the network services did already have their allocation and worked it out. So there was still some budget work to be done on the retail and wholesale which is separate from what network services is.

So they were saying network services is good to go, they got their numbers, and we are still working on the retail/wholesale side.

Q. Okay. The next document is Bate stamped 2537. Do you recognize this document, Mr. Diamond?

A. Yeah. Yeah.

Q. Do you recall about when this was created?

A. I would have thought this would have been done, I can't read the date, but this is probably -- I

think it says November 29th. I would have said October/November of '98.

Q. Okay. And this is part of the development of the 1999 budget using your 1998 as a result of a starting point?

A. Correct.

Q. Okay.

A. Well, using -- not necessarily because I don't believe the '98 base line here was the actual results. I have some other -- it may go back to what our budget was in '98 rather than what our actuals were in '98.

Q. Which would be about 8 million dollars difference?

A. Could be depending on how El Nino was handled and everything. But yes.

And this basically comes across to our target of the 139. I think it was 139.4. This says 139.1. There must have been another adjustment later.

Q. What I would like to do is go through each of the adjustments and discuss how the process works.

You started with a 1998 base line amount of 140.232 million dollars?

A. Correct.

Q. And there's a preliminary adjustment to

base line of 6.6 million?

A. Eight.

Q. 6.8 million? What would that be?

A. I don't recall at this point in time.

Q. Okay. And we get another base line that had that adjustment in it?

A. Right.

Q. By base line, would that reflect the actual performance in '98?

A. Well, again it would either be the actual or the budget that headquarters believe we should have been at in 1998.

In either case it would be a starting point for building a '99 budget. I don't recall the details of that.

Q. By budget would that be the target given to you by headquarters or your bottoms up budget?

A. The one that headquarters would have given us.

Q. Okay. This is part of your creating -- this documentary reflects the creation of your bottoms up budget, does it not?

A. No, no. This item right here was developed by headquarters. This is not developed locally in Florida. This is headquarters developing

this. And I believe this is a redacted copy. It would have had all the different regions across, down the side.

Q. This is what headquarters does then to develop your target --

A. Correct.

Q. -- as opposed to your bottoms up budget?

A. Right. This would have come from Chuck Lindner and Bill Early.

Q. And you're not sure where their base line came from?

A. Again, I believe it would have been the '98 budget with certain adjustments made to it again if there were overlays or things for the year that may have been on-going they may have adjusted that.

The 6.8 I don't recall exactly what that was but it was probably some things that we were able to convince them that were on-going expense that they should include in the process.

Again, I don't know what these numbers were for the other regions so --

Q. Now in 1998, kind of deviate a little bit, you were not meeting in general the PSC rules for service quality.

A. Had a bad year, yes.

Q. How would their development at headquarters of your target reflect adjustments to account for the money necessary to meet the targets, if at all?

A. Only through potentially through the base line adjustment. Again, I don't recall exactly what that included or if we were able to make a satisfactory case that we should have had more dollars added to it.

Their assumption is always that PSC standards are to be meet and those are base line.

Q. But if they are assuming that during a time period when you are not, do they make any adjustments to give you more money so you can meet them?

A. Well, it depends on what the cause of that is. Is it because of some external factors which in the case of El Nino was a one-time issue, or is it because we are not as productive and efficient as they think we should be.

So it depends on the situation.

Q. Have you ever seen an adjustment from headquarters where they provided more money to Florida specifically so you could meet the PSC service requirements?

A. I believe in '99 we did get some relief.

There was an issue and there were E-mails back and forth that I know that were in part of the testimonies where we were measuring the cost difference between 90 versus 95 percent. And I believe we did get some additional funding related to that.

Q. Was that one of the overlay figures for '99?

A. Correct. I believe it was.

Q. Okay. Has there been items like that since 1999?

A. I'm trying to think. I don't recall any offhand.

Q. Do you recall what the amount was in 1999 for that overlay figure for the 90 versus 95 percent?

A. Could I look?

Q. Please look at anything you have.

A. I think it was in there.

Q. Okay.

A. I want to say it was in the eight hundred thousand range, seven ninety, eight hundred.

Q. Do you recall specifically what that money was designed -- if that was its purpose, what did it actually do? Did it hire more people?

A. No. It would have been used to reduce the unidentified stretch because again, as I stated, the

region does what's necessary to deliver quality results or do the best we can to deliver those results being PSC standards and in so doing we do create a gap.

And any discussions that we have trying to get overlays and trying to make our case that we should get more money would reduce that gap. It didn't necessarily mean we ran out and hired more people.

Q. This would have been one of the middle column items --

A. Correct. Exactly.

Q. And it would have been used basically to reduce the amount of stretch identified in your budget?

A. Yes.

Q. So what it does is put the headquarters target a little closer to what Florida says it needs?

A. Probably will spend, yes. True statement.

Q. Okay. So what you're saying if I understand correctly is it didn't result in any additional dollars coming to Florida. It's like a forgiveness of your missing their target.

A. Yeah. We had already taken whatever action we thought we could take.

And as I indicated earlier, didn't drop out those number of employees associated with the 14 million dollars.

Q. Back to the headquarters document which is the Bate stamp 2537, I think we left off at the 1998 base line of 147 million dollars?

A. Correct.

Q. Then inflation is what?

A. Normal inflation, contractual wage increases, union contracts.

Q. That's money that headquarters will allow you for that purpose?

A. Nobody argues that one.

Q. And the gross is for more access lines?

A. Yeah, that little deterioration potentially.

Q. And there's a negative amount for enablers?

A. I believe as we discussed in the testimony prior it would be things like improvement programs we may have for preventive maintenance, repeat reports, things of that nature that would cause us to have less dollars spent.

Again, that would be a net amount. There could be some enablers that in the first year cost more money, but this would be the net.

Q. These are productivity improvements in general?

A. Yeah.

Q. And this came up with a 1999 base line of 150 million or so dollars; is that right?

A. Correct.

Q. The next column after that there's a figure that's a little over 9 million less variable listed 140.9 million dollars. What would that be?

A. What it was doing was going into the 1999 base line and determining roughly 9, 10 million dollars there, we will call it a short run fixed cost, some contracts and things that we couldn't get out of.

And again, I think -- I know what they are trying to do there is different regions have different amounts of fixed versus variable, thought being if you are going to get stretch or additional productivity improvement there are certain things that certain regions can't cut. So they try to normalize that out.

Q. Then there's a percent reduction. What would that be?

A. I guess it's just extra reduction over and above the enablers that were identified.

Q. Okay. The dollar impact of -- it's a negative 13.7 million dollars. What's that?

A. I haven't done the math. I don't know if that's the 7.074. Is that a seven? I can't tell what

number that is.

I believe that's the amount of stretch that we were given along with all the other regions would have been given their piece of that.

Q. And then it develops a recommended target of 136.3 million?

A. Correct.

Q. That's your 1999 base line of 150 million minus the impact of 13.7 million?

A. True.

Q. Then an adjustment for CPL? What's that?

A. Cost per line.

Q. What does that mean?

A. I believe what they did was went through and looked at everybody's cost per line, where that put them and then made adjustments to the overall stretch.

And in this case I believe our cost per line was fairly low compared to the other regions so they in effect added some dollars back to our target and gave us 2.8 million if you will, brought it up to the 139 level.

Q. If your cost was lower than average, wouldn't that take away money?

A. They were looking at us compared to the other regions. Florida already has a pretty good cost

position. Therefore, another region may have been much higher and therefore we need to ask that other region to do even better. And by doing that we can give Florida extra money.

Q. So that would increase some other region's stretch and reduce Florida's stretch?

A. Yeah. So what it was was a reduction, if you will to the 13.7.

Q. I have another copy but don't have copies, Bate stamped 2541 which is like four-Bate stamp subsequent to the one we just looked at. If you could look at this for a second.

(Pause)

Q. The document I just gave you has handwritten region version compared to the document I gave you earlier which has handwritten headquarter's version.

After you've had a chance to review and compare those two I'm going to ask you what the differences are.

A. That's a 9.7. I thought it was a 0.7.

Q. The 9.74 in the column percent reduction?

A. Yes. What was the question?

Q. I want to know what the differences are between them and why.

A. The only thing I could think of is this is a cleaned-up version 'cause all the numbers appear to be the same. This may have been the version that was handed out to the regional presidents and this is more of a backup version.

Q. When you say the first given to the president you're referring to 2541?

A. Yeah.

Q. For the record.

A. This is still a report that would have been coming out of headquarters.

Q. So if 2541 is a cleaned-up version --

A. Looks like it starts with the base line and doesn't have any of this. A little easier to read.

A lot of times in development of these reports you will have a more detailed one small and messy and a cleaned-up version that may have been handed out at a different meeting, I guess. Again, that's something done by headquarters.

Q. We are going to beat this 1999 budget to death one more time here.

A. Okay. That's fine.

Q. I'm handing you a document Bates stamped 2851 and 2852.

A. All right.

(Pause)

Q. Have you had a chance to look at this? This is a document created, at least dated February 5, 1999; is that correct?

A. Yes.

Q. This goes over some of the same numbers we looked at in the development of the 1999 budget; is that right?

A. Yes.

Q. And this has the same 1999 target of 139.366 million dollars that we have been looking at earlier; is that right?

A. True.

Q. Okay. Now this worksheet starts, or takes that 1999 target and makes a number of adjustments to it; is that right?

A. Yes.

Q. Okay. And there's a number of reduction items. Let's go through the area that says reduction items. There's a list of items there.

A. Yes.

Q. Reduction actions. The first item is '98 overrun above base line additions.

Can you tell me what that is?

A. That may -- I don't recall specifically,

but my guess would be -- I was thinking that had to do with El Nino, but I don't believe El Nino may have already been normalized out of the base line editions versus actual.

So I'm drawing a blank as to what specifically that was. It was making some adjustment for the fact we had costs higher than what the base line had allowed for.

Q. I'm going to jump around a little bit.

On the bottom of the second page of this document there's an area called key issues. And the last one says Florida's 1998 normalized spending level of 165.5 million dollars is effectively reduced by 16 million to get to Florida region's current planned spending level of 153.5 million.

Do you see that?

A. Right.

Q. What is a normalized spending level?

A. Well, there would be several adjustments. Again, I don't know if El Nino was taken into account there.

The other thing, when we say normalized again, with all of -- one of the most common things we have would be changes in organization. It may not be a big number, but depending on the issue from one year to

the next different departments are within John Farrell's organization so we normalize.

So I'm -- when I say normalize I mean apples to apples. So there would be things like that.

Q. But aside from that, wouldn't it take out unusual items such as El Nino?

A. Well again, I would have to look at the numbers to see whether that -- that may have been the other thing that I had normalized out in this case.

Q. Let me take you to the top of the second page on the productivity levels.

It has service orders, and HPU is hours per unit?

A. Correct.

Q. A number that reflects productivity. In other words, how many hours it takes to perform a unit, performance?

A. Correct.

Q. It has both '98 actual and '98 normalized with the same hours per unit of activity. Why would there -- I'm wondering --

A. I think that was a heading for all the issues here. Some of the others don't.

As you can see, the repair drops from 636 to 574. That might have been taken out of El Nino or

something.

Q. That would simply mean if the hours per unit are the same but you have a figure that's different that means there's a different numbers of units?

A. Correct; yeah. I think those were the column headings for all these. They're not just the productivity.

Q. Total numbers you mean what? Sorry.

A. There were column headings for all these different numbers here, whether it was dispatches, repair dispatches.

Q. Okay. Did you know, going from the normalized spending level of 165.5 million dollars that section we discussed at the bottom of the second page, putting aside El Nino, how would you adjust that to account for not meeting PSC rules in 1998?

A. I don't believe -- we didn't specifically address that other than again knowing that that was the standard that we had to meet and therefore when we built the bottoms up budget that's why we came out to 14 million higher.

Q. Let me ask you this then. We discussed earlier that often your actuals would run about 8 million dollars over budget.

A. Starting to become the trend.

Q. I know you were kidding and I want that reflected in the record, but there were a number of years where that has been more or less the fact. And that was true in '98 and '99, right? And in those years you did not in general meet the PSC service requirements. I mean, the numbers in the docket speak for themselves.

A. Sure.

Q. The question is, if you have a budget number that you're not meeting, you're spending more and you're not meeting PSC requirements, how can you say the budget includes the correct adjustments for meeting the service levels?

A. I think in '98 it was largely due to El Nino and the weather.

Q. But the 8 million dollar figure you gave for '98 had 12 million adjusted out for El Nino, did it not, in '98?

A. Right.

Q. So your 8 million dollar overrun already adjusted for El Nino.

A. True.

Q. But you still -- but you didn't meet the budget, your targeted budget --

A. And I think similarly you can go to 2000 where we had a very good year service results wise and we still overran by 6.6 million dollars.

So I don't necessarily believe that just because we overran the budget we didn't have enough money or spend enough money on meeting service standards.

Q. What was your 2000 budget dollars?

A. I don't recall offhand. I spent most of my time worrying about the variance not the raw number.

I can get you that number. I don't have that on hand, unless that's beyond the scope, I don't know. I've got -- I don't have it with me.

I do know the variance. And it's going to be a different number when you're looking at these numbers because there was a major reorganization with the change to Verizon, and the budget responsibility for John Farrell has been substantially reduced.

Q. In what ways?

A. The primary way would be probably two big areas the central office technicians are now headquarters reported so all the switching organization and the engineering organization, a lot of prior infrastructure provisioning has been taken out and again reports on a national basis.

We're organized differently than we were under GTE's organization. So the numbers themselves are going to be a lot smaller.

Q. Okay. The document I have given you now Bate stamp 2851 and 2852, was that produced by headquarters or --

A. I developed that for headquarters. It's kind of a -- headquarters put the format together and asked us to fill it out.

Q. Okay. Under the employee levels that are listed on this document --

A. Right.

Q. -- there's a number for the '99, December '99 budget of twenty-nine twenty under hourly employees?

A. Correct.

Q. Is that the bottoms up or tops down or what?

A. I would have to say that was bottoms up. And I say that because it was only a reduction of 51 employees.

And if we had taken out employees related to the 14 million that would have been substantial reductions.

Q. Okay. Mr. Diamond, going back to the

employee levels, your December '98 actual is, in fact, since this report was done in February of '99, that is your actual numbers of employees on the --

A. I believe it would have been.

Q. And the December '99 budget item is your bottoms up budget, and you're saying that if you had accounted for the 14 million dollar unidentified improvements the reduction would have been much larger?

A. Yes.

Q. Okay. And are those comparable number of employees? They cover all the same functions?

A. I would say yes.

Q. Whereas if you looked in 2000 you would have different levels?

A. Yes.

Q. But in this period they are comparable?

A. Yes, and it details which labor groups were included. I believe they would have been.

Q. And is the budgeted number twenty-nine twenty the amount you used to spread employees by month worksheets?

A. Yeah. Generally we budget employees pretty flat. Unless there's some program or something specifically that we know about, we pretty well budget the hire employees flat for the year and wouldn't do

any kind of fluctuation in activities through I think we talked about training levels, overtime levels, contractors, things like that.

Q. The twenty-nine twenty being the average for the year or the year-ending levels?

A. I believe that's the year-end actual projected or need.

Q. So unless there was some other reason you would gradually reduce from twenty-nine seventy-one to twenty-nine twenty?

A. Yes.

Q. Do you know how your actuals compared to that for December of '99, twenty-nine twenty?

A. For all those? Not offhand, no.

Q. Do you know if it's larger or smaller?

A. By the end of '99 I think overall it was probably smaller than that because we ended up taking -- I recall we had some pretty large reductions in our switching and infrastructure provisioning, our construction groups.

I believe by the end of the year we were back up close to if not slightly higher than where we ended up the year on the -- well, we were probably back pretty close with our like 201s and 301s and 341s which would be the two or three groups that would do a lot of

the INR activity.

Overall that number was down because we did had a lot of attrition throughout '99 that we weren't necessarily expecting when we built the budget, or I guess hoping for.

MS. CASWELL: John, can we take about five minutes?

MR. BECK: Sure. Good idea.

(Pause in proceedings)

BY MR. BECK:

Q. Ready to go? I have another document. This is Bate stamped 1577.

(Pause)

Q. Let me ask you what the defective outside plant capital is reflected on this graph.

A. That's the dollars that are earmarked for replacing defective outside plant.

Q. And this is Florida specific?

A. Yes.

Q. Do you know who prepared this chart?

A. Yeah, I prepared that based on a request by Pete Daks, the president at the time.

Q. Why would you plot these two items together? What would be the purpose?

A. Well, at the time we were trying to get

some additional defective capital dollars budgeted for Florida.

And in a discussion among a lot of the employees that were here prior to at least the time I got here was that in the old days we used to spend a lot of money on capital and on defective outside plant capital, cut back. So we were trying to show the decrease.

And also at the same point in time in a meeting said these were the best numbers we had at the time because when I talked about things being normalized we also have a, seems like a propensity to change the way we measure things over the years and classify items.

So things called defective plant may be in another category known as growth or things of that nature. So we did caveat it. That's what we did.

Q. The purpose of this graph was to try to get additional dollars from headquarters for defective outside plant capital?

A. Yes.

Q. And I guess the idea was that you could show when spending went down network troubles went up and -- is that right?

A. Well, yeah. That was the indication at

that time. But I think you could also make the argument the other way that we have done a much better job of targeting our defective dollars because if you go, you know, for some of these years, if you look at '97, we spent 5.4 and had a 1.9 versus way back in the early '90s we spent 21 million and had a 2.0.

Going further, just to fill out the graph for '99 and 2000, again that holds true I believe in '99. And I wrote down those numbers.

We spent 5.2 million dollars and the network trouble, the outside -- or the network trouble per one hundred was 1.54 and in 2000 we spent 4.6 million dollars and it dropped again to a 1.35.

So I guess -- well, that was what we were trying to do in that timeframe in '98 was trying to make an argument for more capital dollars if it does hold shows we have done a very good job of dropping our troubles per one hundred and at the same time spending less and more targeted.

And I think we talked about the TAC focus program that has been very effective and Florida has been the leader in that in '98, '99, and 2000 in targeting specifically.

There were people back -- that would say back in the early '90s that yeah, we spent a lot of

money but we didn't do a very good job targeting where we should spend that money.

Q. But at least in October of '98 you prepared this analysis for the president of GTE Florida so that he could make a case to headquarters to allocate more dollars for outside plant capital?

A. Yes.

Q. And the idea was that there was a relationship between outside plant capital and network trouble?

A. True.

Q. I have another document. This is Bate stamped page 1709.

This has a -- is this showing a month-by-month -- let me back up.

The title of this document is 1997 actual versus outlook normalized expense total Florida region; is that right?

A. True statement.

Q. Okay. What is the outlook normalized expense? I know we discussed that earlier.

A. Again, any one-time issues. And there was a drop accounting classification issue that we identified I believe booked in November or December. So that was normalized out. It was a separate issue.

Q. So it's the normalized versus -- so you would compare actual and what would be normalized?

A. Yes.

Q. Is the normalized just the actual adjusted for certain out-of-period items or different changes?

A. Correct.

Q. Why would you make a chart of that? What was the purpose of this chart?

A. I think routinely we -- just to show how we were comparing to the budget. It was showing monthly how we did compared to the budget.

I think this was -- must have been out of the packages, the monthly review, the standard chart showing how we did compared to budget each month.

And the interesting thing that I would point out would be December. You can see it skyrocketed there, the expenses. That's when we had the first month of El Nino, actually November.

Q. Outlook means budget?

A. Yeah, same thing.

Q. So, it was December of '97 when you had the first substantial impact?

A. I think it really started in November where we started to get a lot of rain and -- November and December. And November would have affected us.

December wouldn't have because December of '97 actually fell into the '98 budget.

Q. Would the amount of rain affect your expense?

A. Yeah, in terms of overtime it would have.

Q. Why is that?

A. Because of trouble activity substantially. And to cover that we have to do a couple of things to try to again meet the PSC standards and provide good service to our customers.

And we handled that through several different means. One would be overtime levels which would be affected in here. We probably brought over some construction employees that normally work in construction to help out.

Clear some trouble reports, that would be in here, may have increased contractors or at least the contractors we had would have had more hours that would not be in here because of the timing of it.

Q. If you brought construction people over to do repair, would that affect your expense levels?

A. Yes. They would have been budgeted from the capital accounts now moving to expense.

Q. So you would expect to see the capital balance go down?

A. Related to those company employees. True statement.

Q. One other document we can compare to the other one.

(Mr. Farrell joins the proceedings)

(Pause in proceedings)

BY MR. BECK:

Q. I have another document which may be the first one that doesn't have a Bates stamp on it.

This document I have handed you is entitled GTE Florida 1997 new primary service within three days and out-of-service restoral within twenty-four hours, percent of exchanges schedules 2 and 11, and it gives a month-by-month valuation for 1997.

A. Okay.

Q. Are you familiar with this document?

A. I'm not sure who prepared it, but yeah, I think I have seen this in some of the testimonies and things already.

Q. Okay. In the document we discussed earlier, the previous one had 1997 versus actual and it showed that your actuals were pretty much on target to your budget for each month except for December of 1997. Do you recall that?

A. Yes.

Q. That's the Bate stamp 1709?

A. Right.

Q. This document, however, shows that you're in general kind of generally describing it shows meeting service standards pretty much during the first six months of the year but then having substantially more problems in the latter half of the year?

A. Correct.

Q. My question is if you were on budget for the first eleven months out of '97, why would there be this difference in meeting -- difference between the first half and second half of the year '97 in meeting service standards?

A. I know November and December definitely were related to El Nino. That's when the rains really started hitting us hard.

Again, October I can't tell is the solid -- the service order and the faded tall column, is that -- must be the out-of-service.

Q. Out-of-service the taller one?

A. I think we normally have had some problems during the summer.

The other thing would have been a little bit of the timing that would have hit in October where we did overrun again.

I would say that was due to probably some contractor bills coming in for some of the summer storms. And again, the timing of this is usually again the budget is a month ahead of the actual again.

So like what we spent in, let's say, July would have probably hit us in August from a budget perspective. So there's some timing lags there.

Q. Your budget goes on a cash basis?

A. Pretty much yeah is how we budget it. We don't accrue for contractors per se, but the operating budget we do and it's also just the timing of the cut-offs is almost a month in arrears, three weeks in arrears.

Q. Let me look for example at November of '97. The previous document shows you were under -- you're actual was 8.939 million compared to a budget of 9.646, coming in under budget and yet your service rule -- by the way, I'd point out where this document comes from, it's Tom McDonald's testimony.

The service was -- looks like at 100 percent not meeting service or close to that.

A. In November.

Q. Right.

A. Right.

Q. If you don't know, that's fine.

A. That's why it would have hit it in December on the budget so that in November of '97 would have been why we were 2. -- there were a lot of, I mean, other factors involved, but one of the reasons we were 2.4 million for the month of December was because of the November hit.

And potentially some of the October results here that weren't very good. December of '97 results here would have hit in January of '98 budget-wise.

Q. Okay. But the service problems you can see starting to have spikes in June and July of '97 but you stayed right on -- or do you see that on the --

A. Right.

Q. But you stayed right on budget target regardless?

A. Well, that's true.

Q. Do you have any explanation for that?

A. Well, one thing you have to keep in mind is, and I think we talked about it in some of the testimony in rebuttal testimony, some of these exchanges, while you can miss an exchange, we may have still been in the low '90s. So it wasn't like we missed it by a lot.

And in some of these, in fact, I have one

right now, through this month out in Winter Haven Indian Lakes exchange on Is and Ts within three I'm not making the standard. I'm at 87 percent with a 90 percent objective, and I have seven out of eight. We have to have eight service orders that apply to the rule. I've got seven out of eight. I'm not going to make it.

And I think we indicated in there more than half or almost half of these were in the 90 percent on the out of services over the time period of time.

So while we may not make a 95 we may be 92, 93. I mean, it's not like we are in the 60 percent range or somewhere like that.

So I don't know if there's always that strong of a correlation.

Q. You could agree with me that the first half of the year looks different than the second half of the year on this staff witnesses chart?

A. Yes.

Q. And your spending stayed the same right on budget targets until December of '97?

A. Well, okay.

Q. Okay. My question is --

A. It also goes into the normal weather

patterns in Florida. It's usually dry in the spring. So you're going to have little bit better results.

And the reason you've got the huge spike the way this is depicted here, actually you've got two spikes, January and July, is because there's six weeks in those budget periods.

Granted we are on budget, very close to budget in both cases. That's why you have the huge spike in July.

Q. Now you budget sufficient personnel to handle the expected summer rains, do you not?

A. Well, we don't increase the number of personnel. What we do is increase the activities that they work on during that timeframe.

We will increase the overtime budget. For those people that are there we'll do less training, less preventive maintainance and move some of the construction people over as needed to help out with that peak.

So the budget is built to handle increased activity during the summer, yes, but we don't add people per se. We ad people to the function but we don't go out and hire.

Q. But the activities are set in order to handle a normal expected low during the summer?

A. Yes.

Q. Another document Bate stamped 3541. Do you recognize this exhibit, Mr. Diamond?

A. Yes.

Q. Can you generally say what it is?

A. It's a recap of the '98 expense budget plan similar to the one we talked about for '99. It has a lot of the same type of data.

Q. What would be the time period generally when you would have prepared this?

A. I believe this was done in late '97 or January of '98, that timeframe.

Q. And there's an area in here where you talk about reduction actions. These are adjustments to the '97 base line; is that generally true, that they are used to develop your '98 budget?

A. Yes. It was explaining the items and actions we were going to take to try to reduce costs.

Q. And the first item was trouble reductions of fifty nine thousand five hundred.

Do you recall what actions you were taking that you expected to result in that?

A. It would have been -- most likely would have been additional preventive maintenance dollars again TAC focus, PMIR, possibly business cases, repeat

reduction plans, no access. Traditionally those are the ones that occur.

I don't recall if there were any other specific business cases or anything identified back in '98.

Q. How about for the second item, the service order reductions of twenty-three thousand?

A. Same type of thing again, express dial tone trying to work with that to try to take out service order dispatches, record clean ups.

Q. The last item on that area is called absorbed growth activity one thousand -- one million ninety-nine thousand. Is that stretch?

A. Effectively it probably becomes stretch. We were hoping --

Let me go through here and see if there were any others. No, I believe that was in effect trying to have better productivity than we had been having or that we were currently running at plus better HPUs in effect.

Q. This total area, the reduction actions 7.963 million dollars, and that's totaled above that in the area enabler and stretch; is that right?

A. Right.

Q. On that item under 1998 target

development, before that there's an adjustment of 3.636 million dollars.

Do you recall what that is?

A. Offhand no, I do not. Again, that could have been some departmental transfers or things of that nature. I don't recall.

Q. Do you have a copy of your testimony with you that you filed?

A. Yes, I do.

Q. The bottom of page 2 where you discuss something you discussed a little bit ago about the trouble meeting PSC rules and exchanges where there may not be much activity.

At line 23 you say Verizon may have met eleven out of twelve or thirty-four out of thirty-six commitments.

Did you do any analysis? Are those actual numbers?

A. Yes, we did go back and pick some.

Q. Okay. Did you do any overall comparison or evaluations of that?

A. What do you mean overall?

Q. Did you look -- I mean, are these the lowest instances you could find or --

A. I think there were others. We went to the

exchanges that have low activity that we do have trouble or did miss a lot over the years and there were probably five or six of maybe eight, probably five or six exchanges that are very small that you just don't have much activity. And you miss one or two and you miss the number for the month.

Q. Do you recall where these two numbers came from, which exchanges and which states?

A. I don't recall exactly. I can give you a guess as to which ones they are if you'd like.

Q. Sure.

A. Probably Indian Lakes, Myakka are probably two of the smaller ones. Frostproof is possible.

Q. There are other instances where you have hundreds of activities and still miss it too?

A. True. That's possible.

Q. Do you have any -- have you done any analysis of what portion of your misses are involved with cases such as this?

A. I don't recall doing anything specifically on that.

Q. Anything generally about that?

A. No, we just sliced the stuff a lot of different ways. I don't recall any specific or any discussions on just looking at small exchanges versus

big ones.

Q. Okay.

A. The one thing we did look at, and I may have referenced it in here, in fact, I did, was that we looked at okay if we missed it, how bad were we?

And in half of the cases, and I referred to it there, that's what I was thinking of, almost half of those, and I'm thinking it was in the high 3 percent range, were over 90 percent in the out of service in twenty-four.

So it wasn't that we were in the 60s and 70s. We were in the low 90s.

And, in fact, I go on to say there that in many of the service order ones traditionally about 65 percent of our service orders, primary service within three days are done either that day or the next day which we are pretty proud of.

Q. Okay. On page 4 you repeat something Mr. Farrell had in his testimony about missing the budget in 1998 and 1999 at the bottom of the page.

A. Yes.

Q. In the 1998 figure of 20.5 million dollars, that includes the 12 million dollars attributable to El Nino?

A. Yes.

Q. So if you take El Nino out it's about eight-and-a-half million dollars there too?

A. True.

And I think I also indicated that on an apples-to-apples basis we would have been about 6.6 million over in 2000.

Q. I'd ask you to turn to page 7 of your testimony and specifically at lines 13 through 18.

A. Okay. Right.

Q. Okay. Your '99 budget has assumed a reduction of thirty-two thousand dispatches spending level of 4.4? Sorry, assumed a reduction of thirty-two thousand and set a spending level of 4.4 million dollars.

Can you describe a little bit what -- how that final budget compared to actuals or is that the budget at the end of the year?

A. As I recall, this is Mr. Poucher's view of what it was and I think it was actually somewhat different than that.

But in any case, what we talked about here in terms of I think he was trying to assume that the -- the way I understood it was is that the 4.4 million instead of taking out 18 was going to take out 32.

The 18 only referred to TAC focus versus

the 32 included TAC focus and repeat reductions, no accesses came clears and other trouble reduction plans that we had. So it was more inclusive than just TAC focus.

Specifically looking at the rest of the next paragraph, the projection on that sheet. In fact, the sheet he was referring to in the -- which was Bate stamped 1578, called for a year-end budget of five hundred seventy-five thousand dispatches, repair dispatches.

And if you look at what we had sent in with my testimony which I believe you've got now is a document that should we actually exceed that and were only at five hundred seventy thousand.

So we actually beat it by five thousand is where the testimony indicated that they doubted that we made that. We exceeded that. We did better than that.

Q. Let me ask you to turn to page 12 of your testimony at the page about line 3. It says when you submitted the 1999 Florida budget, management here had put together a plan that balances very aggressive cost reductions with a need to maintain or improve service levels meeting minimum PSC standards.

Was that your language? Were you the one that made those -- said that about the budget?

A. Yeah, I believe that was referring to an E-mail that I sent to Chuck Lindner.

Q. By the very aggressive cost reductions, what were you referring to?

A. This was the '99 budget, and we felt locally that we had made some very strong reductions in the budget in terms of productivity improvement, taking out dispatches. And if I recall, we were still off the 14 million dollars.

So I was trying to convey to headquarters that we thought we had been very aggressive going after things and we were still a long ways off.

Q. You were referring to your bottoms up budget --

A. Yes.

Q, -- as opposed to the target date?

A. Correct. And acknowledging the need to maintain or improvement or meet minimum PSC standards.

Q. Let me ask you down lower in your testimony at line 19, said in July of '99 in that month alone you had 80 new repair and installation technicians for requisition.

What brought that about? Why did you do that?

A. Well, as we discussed before, the employee

count levels had dropped off quite a bit with the early retirements that were taken out in the first part of 1999.

We got to the June/July timeframe and knowing that the people that we were going to be hiring would be the service installers off the street basically, we would need them to be trained and up and running and available when the snowbird season hits in the October/November timeframe.

So we had already started that process, or that's when we made the decision we needed to move ahead with it, with the hiring.

Q. Had the budget for 1999 that was prepared at the end of 1998, did that have in that that 80 new repair and installation technicians or was that --

A. That would have had that in there that we actually dropped below the existing levels so we were staffing back up to where we needed to be.

Q. So the 80 new requisitions were simply to get your actuals closer to your budgeted amount?

A. Our plan, yes, our local plan.

Q. Do you typically, just in general terms, do you generally have your actuals meet your budgeted amounts as far as head counts go?

A. Yeah, I would say generally. Well, we try

to. I mean depending on the work crew. There could be differences, especially our INR groups. We try to stay as close to that as possible because we know if not we are going to end up using additional overtime which is even costlier.

Q. What area do you use contractors? You said you used them a lot for --

A. Construction. We use a lot of contractors for construction and some with our preventive maintenance program. But construction is the big area we use contractors.

Q. Do you use them in repairs as well?

A. Occasionally we do again for some preventive maintenance repair activity we will.

We have over the years used them but that's not something we like to do. We find them to be pretty costly and not very efficient.

Q. How about for installation, use them for that?

A. We use them for -- well, it's part of construction but our express dial tone program. So if you have a new subdivision going in we have contractors to do that work.

Q. How about somebody just moved into a house?

A. No, we don't generally use them for that, not today in the last couple of years.

Q. Would contractors help you in meeting the PSC rules on installation and repair then?

A. If we added them they would, yeah.

Q. But you don't typically use them for that purpose?

A. Correct. We did quite a bit back in '97 and '98. In fact, '98 during El Nino we had a lot of contractors and it cost us a lot of money because we were getting them in and their quality of work was not very good.

So we were having to churn them out after a week and then we found out we also kind of -- they would leave and take a lot of material with them and everything.

So, it was very expensive to do that.

Q. Is that the last time period where you generally used them for repair and installation?

A. We used some I believe in '99. We added some mid year, July/August timeframe we added some contractors. I don't recall the number.

Q. Had they been in your budget?

A. No.

Q. Was that the overlay money that you got

from headquarters to cover that?

A. No, not directly. I mean indirectly you could say that but I wouldn't say directly.

Q. Why in mid-year '99 did you use contractors for repair installation?

A. Because we were down on employee levels and not making the PSC standards.

Q. Do you use contractors for your TAC focus programs?

A. On the expense, the expense side of it we do and use a lot of company people do the capital side side of it.

Q. Another document --

A. That looks like the one we just referred to.

Q. Yes.

A. I'm familiar with it.

Q. Okay. This is page 1578 Bate stamp, and this is an item that was used I guess in part to forecast 1999 based on some 1998 activities and adjustments; correct?

A. Correct.

Q. You have the impact of El Nino listed at 79 thousand troubles?

A. Under TAS and MAPPS it would have been

about sixty-two thousand.

Q. Can you explain the difference between the two columns, TAS and MAPPS?

A. You made me do this the last time.

Q. See if we get the same answer.

A. I will try to give you the same answer.

TAS generally has other work groups than the one we primarily affect and that's why the numbers are a little larger and it's from the trouble analysis system versus MAPPS is our productivity and manpower planning system.

The 201s, 301s would be in MAPPS. That's why I generally work in MAPPS data, and in fact, all of the year-end operations review reports that you get we show MAPPS data. That's what we generally track.

Headquarters sometimes looks at TAS or looks at both, quite honestly, but sometimes they are looking at TAS so we put both of them in the presentation.

Q. Which would you like to use for questions?

A. MAPPS, more comfortable with it.

Q. Before we get into the 1994 forecast I want to look at some of the '98 figures.

You had a projection of MAPPS for 1998 projection of six hundred forty thousand?

A. Correct.

Q. And that should be your actual but because this is being prepared toward the end --

A. No, it wasn't. In fact, we looked at that and it came in higher than that. I'm thinking I might have it here and something we already gave you.

I'm thinking it came in six forty-four. We were off about four thousand. Yes, I have it here. It was in my testimony, six forty-three seven fifty.

Q. Okay.

A. So it came in -- this was done in the middle of October.

Q. All right. Let me use the six hundred forty thousand.

A. That's close.

Q. You have a factor that accounts for El Nino of sixty-two thousand?

A. Correct.

Q. So if we subtract sixty-two thousand from the six hundred forty we get five hundred seventy-eight thousand.

A. Right.

Q, Would that be the number you're -- but for El Nino, that should be your actuals?

A. That's fair.

Q. Okay. But your 1998 budget is at five hundred fifteen thousand; is that right?

A. Yes.

Q. Why is that? What accounts for the difference between your actuals with El Nino taken out compared to what you budgeted?

A. I'm not -- unless that budget there they had taken out budgeted units.

I would be speculating, but it could be we had taken out a bunch of dispatches to get down to the targeted level. We artificially took some out.

Q. I don't understand what that means.

A. When we have the stretch we may have converted that to how many units we would have to take out and take that out of the budget.

Q. Are you saying the 1998 budget here is the target you received from headquarters as opposed to your bottoms up?

A. It could be. I don't recall offhand.

Q. Would it be fair to conclude that the, first of all, we decided that this is a fair conclusion you would have had five hundred seventy-eight thousand MAPPS but for El Nino during 1998 --

A. That's fair.

Q. -- as an actual?

A. Fair.

Q. And it's an explanation of why the budget is for five hundred fifteen thousand. Is it fair to say you're just not sure?

A. It's more fair to say I'm not sure. I just show actual on this report. I would have to get the other report to see if that --

Q. To conclude your budget was too low?

A. That would indicate that, yes.

Q. Okay.

A. Again, but I don't know if that was artificially dropped because of any stretch or gap that we would have had. It could have been.

Q. Now down to the '99 forecast. You have a number of action items listed under there?

A. Correct.

Q. TAC focus is one which you've discussed before. Would you consider that a preventive maintenance item?

A. Yes.

Q. How about repeats? Would that be preventative maintenance?

A. Well, it is to the extent that we're doing the job right the first time. You're preventing further follow-up calls.

Q. Okay. Cross box bonding and grounding. Would that be considered preventive maintenance?

A. Yes.

Q. What is the network station order?

A. I believe that one, what we are getting at there is we bought a lot of these new test equipment called sidekicks that does stress tests on the lines, especially the drop to the network station wire.

So we were hoping that we would do a better job of correcting those the first time out or when we are at the residence therefore repeating additional network station wire trouble reports.

Q. So that's not really preventive maintenance, is it, just doing a better job when you're there?

A. I guess any time you do something while you're there you are preventing a second trip, so, I mean --

Q. Do you recall what the PMIR business case was?

A. It was just -- a PMIR is the preventative maintenance request that's locally directed dollars and similar to TAC focus. It is just an estimate of what we thought we could take out related to that.

Q. Mr. Farrell's testimony has some weather

information that appears you provided him or procured for him.

A. That's possible.

Q. Do you recall asking Global Atmospherics to provide you some data on lightning --

A. Yes.

Q. -- strokes?

Did you ask them to provide you any information other than that?

A. No. All they have been able to provide us is lightning strokes for the six counties we operate in.

Q. Did you ask for any rainfall data?

A. I'm not aware they even track rainfall data.

Q. Do you track rainfall data?

A. I did at one point in time. I don't anymore. Our service administration group does track rainfall data. I mean, other than what's in the Tampa Tribune. We will check that occasionally.

Q. Did you have any budget adjustments for El Nino other than, you know, we discussed your 1998 items and the 12 million dollars for El Nino.

A. Right.

Q. And that wasn't so much a budget item as

it was an explanation for being over budget?

A. Correct.

Q. Do you have any other budget items where you've accounted for El Nino?

A. Not that I can think of. I'm not aware of any.

Q. This is Bate stamp page 3791, Mr. Diamond. Do you recognize this chart?

A. No. I don't remember it, let's put it that way. It has data on here I'm familiar with.

Q. Are you familiar with the calculation cost per line access?

A. Yeah.

Q. Do you remember earlier which I asked you about cost per switched access line --

A. Right.

Q. -- is this data comparable or different?

A. The calculations probably are comparable. Whether the -- I mean, when you're looking at the cost per line from one year to the next again, I would have to verify the numbers to see if there were any other normalizations because I think the other thing we were looking at was a 1999 number.

Q. Right.

A. So the calculation would have been the

same. If it was apples to apples, I couldn't verify that, but it should be expenses divided by the access lines.

Q. Would this include other than switched access lines or not, if you know?

In other words, is it cost per switched access line or include special access private lines when you develop cost per access line?

A. In this case here it's probably total including switched, says total access SEC. I would say that's everything.

Q. Okay. Is that the normal calculation for cost per access line?

A. Again, it depends on what we are doing. We had a huge growth in the switch line for the special lines over the past several years.

Q. I guess what I wasn't sure, I guess I asked this earlier. Are there different calculations, one for switched and one for not and used for different purposes?

A. There are different people depending on which reports they are doing will either use total which includes switched and special or specifically say switched. It just depends on what's available and who is doing the calculation.

I have seen headquarters do it both ways, we have done it both ways. But it's always to clarify which you're comparing to.

In either case it should be if you're doing a year-to-year comparison you should used switch and obviously both and total both.

Q. Which would generally be higher?

A. Total. Switch plus your special. You mean switched or special?

Q. Cost per line that -- would you get a higher cost per line --

A. Higher cost per line if you just used the switched than if you used the switched and special.

Q. They are essentially allocating all costs to switch --

A. Over more lines, yeah.

Q. I'm going to ask you about Bate stamped page 3814. This is entitled year 2000 expense budget GTE Florida region.

Are you familiar with this document?

A. Yes.

Q. Did you prepare it?

A. Yes.

Q. What was the purpose of preparing this?

A. This was for a presentation trying to

compare the difference between the bottoms up plan developed locally and the headquarters target.

Q. There is for the year 2000?

A. Year 2000, yeah.

Q. The normalized expense trend. We discussed normalized expense quite a few times, but this should be your actual expense absent any --

A. Apples to apples, yes.

Q. Okay. And it shows 1999 at nine -- well, the trend, there's a 9.1 percent --

A. -- reduction, I believe.

Q. Is that from 1998 to 1999?

A. Correct.

Q. Is that actual numbers?

A. Yes. Normalized actual, yeah.

Q. Go ahead.

A. Go ahead.

Q. For the year 2000 there's a current plan and affordability.

Is the current plan your bottoms up analysis?

A. Yes.

Q. That would have shown a 5.5 percent reduction compared to 1999?

A. Correct.

Q. And the affordability was the target you received from headquarters?

A. Correct.

Q. At the bottom there's a cost per line analysis. Is that for switched line or total lines or what?

A. That would be total. We are up in the 3.8 million range. I think switched is around two-and-a-half, 2. --

Q. CPL, cost per line?

A. Correct.

Q. This was prepared in the beginning of 2000?

A. Yes, late '99, early 2000.

Q. Another document Bate stamped page 3188. (Pause)

Q. Have you had a chance to read this?

A. Yes.

Q. Do you see where there's a mention in here that you confirm with Bell South about reporting for lightning strikes and cable cuts?

A. Yes.

Q. Were you involved in those discussions?

A. Yes.

Q. Would you describe them?

A. We talked with Bell South to determine if we were both counting out of services and twenty-four the same way, if there were any exclusions.

And the discussions we had on conference call with Debbie Kampert who sent this was the regulatory person involved and a person from operations support involved and I basically sat and listened in.

But there were -- Bell South identified a couple of things, the lightning and cable cuts not caused by the company as being external factors that could be excluded from the calculations is what I recall.

Q. Do you recall who else was on that conference call besides yourself and Debbie Kampert?

A. Larry Yost, the operations support person.

Q. Do you recall who from Bell South was on there?

A. It was a regulatory person with some operations background. I don't recall the name.

Q. Wayne Tuboe (phoenetic)?

A. That might have been it.

Q. It was a male?

A. It was a gentleman, yes. That might have been it actually.

Q. Anybody else from Bell South on the call?

A. No, I believe it was just Wayne. If that -- again, that may be it. That name sounds familiar.

Q. Okay. Now as a result of this conference call, Verizon changed the way that it accounted for out of service related to lightning strikes and cable cuts caused by someone else; is that right?

A. I believe we did for a short period of time, and I don't believe today we do for those and hadn't for some time.

I think the more we looked at it and investigated the analysis of it we cleared the majority of the lightning ones just as fast if not faster than others. So that one turned out to be one that I don't believe we excluded those.

Cable cuts, I think that's on a situation-by-situation. If there's -- and again, I don't recall the specifics of whether we do or don't. I know there was discussion of it. I don't get involved in those kinds of things so I can't speak specifically for it.

But I know if there were cuts done not by our own people, external factors and for some reason it takes more than the twenty-four hours to get those customers back in service it may be there's going to be

some extenuating circumstances around it.

Whether we would exclude those I can't speak specifically for that. I'm not involved in the decision whether to exclude or not exclude.

Q. Do you know whether it's treated differently depending on whether the company does it within twenty-four hours or over twenty-four hours whether to exclude or not?

A. Again, I don't know.

Q. You don't know whether the company includes them if you make it in twenty-four --

A. I know there was discussion around that that we can't do that, that would not be appropriate. You either do them all or none of them.

I know with the lightning that was one of the reasons why we couldn't always differentiate so we had to count them all.

Q. When you say there was some discussion about that, was that during the conference call?

A. No, that's subsequent to this call and this letter.

Q. Okay. So you believe subsequent to this letter that you started excluding lightning strikes for some period of time but then went back to including them?

A. I'm not sure we ever excluded them. I think we recommended that we exclude them and then I think as we started to gather the date and see which ones we would or wouldn't, why we would, we determined that the majority of them are cleared within twenty-four hours anyway.

Again on the cable cuts I don't know whether we ever excluded any of those or not. Again, the majority of these we are clearing within twenty-four hours and that was exactly the discussion to be fair you have to exclude all of them. You don't just exclude the ones you missed.

Q. Do you know whether there were any changes in the rule during this time period or was it just a way you interpreted the rule?

A. It's an interpretation.

Q. Do you know whether the staff of the PSC was advised of any of these changes?

A. I don't know one way or the other. I don't know whether Debbie -- Debbie would have done that. If it would have been done, Debbie probably would have done that.

Q. Okay.

Q. Who would know whether you actually changed the way you report lightning strikes and cable

cuts at or about this time period?

A. Debbie or Lonnie Lewis who is in service administration. Lonnie is probably the one identifying anything that's been excluded and keeps pretty careful notes on that to tell what he did do.

I think there have been some situations we've excluded, and I guess to answer your prior question, if they do exclude them I believe in the quarterly submissions of the results we do include anything that has been -- I think we identify what we have included, what we have excluded, if any --

Q. Okay.

A. -- for any given period and there have been examples, I believe, where there have been safety factors with flooding or something where we couldn't enter an area for two or three days, technicians, we excluded those as an act of God flooding situation, couldn't get to it.

Q. That would be disclosed on your quarterly report?

A. I believe so, yes.

Q. As a matter of course, you simply -- all lightning strike and cable cuts --

A. I don't believe we did ultimately.

Q. But it was discussed during this meeting?

A. Yes.

Q. Do you remember who made the decision not to?

A. Ultimately?

Q. Yes.

A. Probably Pete Daks at the time. It was August of '98, before you would have been here.

Q. Did Bell South state during the conference call how long they had been doing that?

A. I don't recall.

Q. Okay. Do you recall whether there's any disagreement among the GTE personnel whether Bell South was doing it correctly or not?

A. No, I don't recall any discussion one way or the other.

We were kind of surprised and just looking to see if there was another way of classifying this stuff, if we were being too hard on ourselves is what we were trying to see.

And ultimately it was determined again we knew we do these as fast or faster than we do any other ones.

Q. The bottom of this document from Debbie Kampert says we would recommend that the revised reporting format begin with July date and thereafter

for the entire third quarter 1998 reported in the same way.

You're saying you don't know whether that was done or not?

A. I don't believe it was.

Q. What makes you say that, you don't believe it was?

A. Because I do recall the discussions after they tried to gather the data that we were still '96, '97 percent of the time clearing the lightning strikes without -- within the 24-hour period, so it didn't make sense to exclude it.

And we were also subject to coding then of the technician that is was -- lightning was the cause of the damage. And in many cases lightning probably is the cause but the technician can't tell for sure that it's the cause. He may clear it out to a different code.

(Short break in proceedings.)

BY MR. BECK:

Q. This is Bate stamped page 3187.

(Pause)

Q. Mr. Diamond, have you had a chance to look at the document that's Bate stamped 3187?

A. Yes.

Q. Okay. And correspondence from Peter Daks, regional president in Florida to M.L. Keith?

A. Right.

Q. And has your review of this helped refresh your memory about the events leading to whether to exclude lightning?

A. Yeah, generally I would say it does.

Q. And is it your testimony you don't believe that GTE changed its way of reporting for lightning and cable cuts?

A. That's a true statement.

Q. Okay.

A. I think it further clarifies as we got into it he didn't believe on the lightning makes much effect one way or the other. Again, I think they are finding that it didn't.

Q. Okay. As an example, in June they gave here making these changes would have changed you on the out of service from twenty-four from failing it to passing it; is that right?

A. Yeah. I don't recall specifically, but --

Q. Were you privy to any conversations after August 18 that led you to believe that GTE never made this change?

A. Yeah, I guess I'm sure because that was

when the call was over here, August 18. That's where, and I don't remember the exact timeframe, I'm sure within a month or two after that, we were finding it wasn't feasible to pull those out, didn't make much of a difference.

And I think it was quite a bit of manual effort to try and do it and it just wasn't worth trying to do it.

Q. A few more questions and I think we will be done.

A. Okay.

Q. I have one other document. Would you put that one aside and also the previous ones.

MS. CALDWELL: What --

MR. BECK: The two on this.

BY MR. BECK:

Q. Okay. I have handed you this document, 2713?

A. No.

Q. I guess I haven't. A document Bate stamp page 2713 entitled network services regional operations 1999 voluntary employee separations.

Are you familiar with this document?

A. I don't recall this one, no, not laid out like this.

Q. Are you familiar with the subject?

A. Yeah, yes.

Q. Are you familiar with the numbers?

A. Not specifically, no. But you go ahead and keep asking, if you would like.

I don't know what point in time this was because there were some retention packages, there were some VSEP offers.

Q. See there's a handwritten date August 7, 1999?

A. Yes.

Q. Let me ask you about the box occupational and hourly.

To make sure I understand, first of all, what the numbers are, is this for Florida that five thousand nine hundred forty-two employees were offered early retirement?

A. I don't know. I doubt it. That must have been national. I don't know if this -- this has been redacted to northeast, California and Florida.

Again, this is a report that as I look at it it must have been prepared by somebody at headquarters. I don't believe this report was prepared locally.

Q. Do you see Florida numbers here?

A. Yes, three sixty-five and ten evidently are Florida. But again, I'm not sure exactly.

Again, I know the retention package and the VSEP offered for certain -- I think the whole thing was rejected by the union so we didn't end up having any in Florida in the hourly ranks.

So, I don't know what stage this document was put together. A lot of this was coordinated by human resources. But the fifty-nine -- five thousand nine hundred must have been -- that's a number a lot larger than it would have been in Florida so it had to have been some national numbers.

Q. What was it that was rejected by the union?

A. The retention package and any voluntary separation packages that we offered to certain work groups within the region.

Q. It was categorically rejected by the union?

A. Yes.

Q. So you had no union members take an early retirement?

A. As part of the separate package that was enhanced by headquarters.

Q. Was there another package offered to the

hourly workers?

A. No, no. We just had a lot leave under the existing early retirement because the interest rates were down in the pension plan, getting lump sums. A lot of people leaving.

Q. As an early retirement that's offered on a continung basis?

A. Yes.

Q. Okay. There was no special program?

A. Correct. There was one and the union rejected it.

Q. And therefore, the union rejected it, it was not available to any member of the union?

A. Correct.

MR. BECK: Mr. Diamond, thank you very much for coming again.

(Pause)

MR. BECK: I have one more question.

BY MR. BECK:

Q. Mr. Diamond, one more question or one more series of questions.

A. Okay.

Q. I've handed you a document Bate stamped page 3957.

Do you recognize this?

A. No, I do not.

Q. Do you recognize the handwriting?

A. No, I do not.

MR. BECK: Then that's the end of my questions.

- - - - - -

THEREUPON, the deposition was concluded at 12:30 p.m.

- - - - - -

STIPULATION

It was agreed by and among counsel present for the parties and the deponent that reading and signing of the deposition by the deponent is not waived.

- - - - - -

CERTIFICATE OF REPORTER

STATE OF FLORIDA)

COUNTY OF HILLSBOROUGH)

I, LINDA A. MULHOLLAN, Registered Professional Reporter and Notary Public in and for the State of Florida at Large,

DO HEREBY CERTIFY that I reported in shorthand the foregoing deposition at the time and place therein designated; that my shorthand notes were thereafter reduced to typewriting under my supervision; and the foregoing pages numbered 1 to 104 are a true and correct record of the aforesaid deposition.

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

WITNESS MY HAND AND SEAL THIS, THE 4th DAY OF JUNE, 2001, IN THE CITY OF TAMPA, COUNTY OF HILLSBOROUGH, STATE OF FLORIDA.

Linda A. Mulhollan, RPR
Notary Public State of
Florida at Large

My commission expires March 28, 2005

0

0.7 [1] 44:21

1

1 [1] 104:11
1.35 [1] 57:13
1.4 [1] 16:19
1.54 [1] 57:12
1.9 [1] 57:5
10 [1] 42:9
100 [1] 63:20
104 [1] 104:11
11 [1] 61:14
110 [1] 2:7
12 [10] 21:4 22:3 23:9,13 24:3,7 50:18 71:23 73:18 84:23
12:30 [1] 102:7
13 [1] 72:8
13.7 [3] 42:23 43:9 44:8
136.3 [1] 43:6
137 [3] 19:19 29:6,10
139 [11] 27:2,24 28:23,25 29:3 30:7 32:25 33:3,16 35:18 43:21
139.1 [1] 36:19
139.365 [3] 9:9,17 10:5
139.366 [1] 46:11
139.4 [2] 29:15 35:18
14 [8] 10:9,14 20:25 40:24 49:22 52:23 53:7 74:9
14.1 [3] 20:8 29:18,19
140.232 [1] 35:23
140.9 [1] 42:7
147 [1] 41:3
150 [2] 42:3 43:8
153.5 [1] 47:15
1577 [1] 55:12
1578 [2] 73:8 78:18
16 [1] 47:13
165.5 [2] 47:13 49:14
17.9 [2] 9:5 13:3
17.972 [4] 12:22 14:1,14 15:15
1709 [2] 58:13 62:1
18 [5] 72:8,24,25 97:23 98:1
19 [1] 74:20
1994 [1] 79:22
1997 [5] 58:16 61:11,14,21,23
1998 [27] 14:13 20:2 21:4,14 22:20 23:24 26:4 31:25 35:4,22 36:12 37:22 41:2 47:12 49:17 68:25 71:20,22 75:14 78:20 79:24 81:1,16,23 84:22 88:12 96:1
1999 [32] 7:2,19,21 8:3 9:10 14:23 26:15 28:17 30:2 32:15 35:4 39:10,13 42:2,8 43:8 45:20 46:4,7,10,15 71:20 73:20 75:3,13 78:20 85:23 88:9,12,24 98:22 99:10

2

2 [4] 61:13 64:3 69:10 89:9
2.0 [1] 57:6
2.4 [1] 64:5
2.8 [1] 43:20
20 [1] 23:12
20.5 [3] 24:3,6 71:22
2000 [15] 23:19 24:17 51:1,8 53:13 57:8,12,22 72:6 87:18 88:3,4,18 89:13,14
2001 [1] 104:18
201 [1] 1:12
201s [2] 54:24 79:12
21 [1] 57:6
22nd [1] 20:2
23 [1] 69:14
24-hour [1] 96:11
25 [1] 15:13
25.899 [2] 8:9 14:23
2537 [2] 34:21 41:2
2541 [3] 44:10 45:7,12
267.4 [1] 32:14
2713 [2] 98:18,21
2722 [1] 25:24
2851 [2] 45:24 52:5
2852 [2] 45:24 52:5
29th [1] 35:1

3

3 [2] 71:8 73:19
3.636 [1] 69:1
3.8 [1] 89:7
3.9 [1] 24:21
30 [1] 26:4
301s [2] 54:24 79:12
3187 [2] 96:21,24
3188 [1] 89:15
32 [2] 72:24 73:1
32399-1400 [1] 2:4
33601 [1] 1:13
341s [1] 54:24
3455 [1] 31:12
3541 [1] 67:2
3791 [1] 85:7
3814 [1] 87:18
3957 [1] 101:24

4

4 [1] 71:18
4.4 [3] 72:12,13,23
4.543 [1] 32:8
4.6 [1] 57:12
4th [1] 104:17

5

5 [1] 46:3
5.2 [1] 57:10
5.4 [1] 57:5
5.5 [1] 88:23
51 [1] 52:20
5142 [2] 7:1,4
56 [2] 31:12 34:3
574 [1] 48:25

6

6.6 [4] 23:19 36:1 51:3 72:5
6.8 [2] 36:3 37:16
6.9 [1] 24:17
60 [1] 65:13
60s [1] 71:11
636 [1] 48:24
65 [1] 71:14

7

7 [2] 72:7 99:9
7.074 [1] 42:25
7.9 [2] 23:18 24:1
7.963 [1] 68:22
70s [1] 71:12
79 [1] 78:24

8

8 [10] 23:15,18,24 24:4,12,15 35:13 49:24 50:17,21
8.939 [1] 63:16
80 [3] 74:21 75:14,19
87 [1] 65:3

9

9 [3] 32:7 42:6,9
9.1 [1] 88:10
9.185 [1] 32:7
9.646 [1] 63:17
9.7 [1] 44:21
9.74 [1] 44:22
9:50 [1] 4:1
9:55 [1] 1:16
90 [5] 39:3,14 65:3,9 71:9
90s [4] 57:6,25 64:23 71:12
92 [1] 65:13
93 [1] 65:13
95 [3] 39:4,14 65:12
96 [1] 96:9
97 [18] 21:15 22:8,20,24 57:5 59:21 60:1 62:10,12 63:15 64:2,8,12 65:22 67:11,15 77:8 96:10
98 [36] 7:19 21:9,16,18 22:6 23:18 24:2,6 33:20 35:2,9,11,12 36:9 37:13 46:22 48:19,19 50:5,15,18,19 53:1 57:15,22 58:3 60:2 64:9 67:6,12,16 68:5 77:9,9 79:23 95:7
99 [29] 7:9 16:15 17:5 18:24 23:19 24:1 26:17 36:14 38:25 39:7 50:5 52:13,14 53:2,5 54:13,16 55:3 57:8,9,22 67:7 72:10 74:5,20 77:20 78:4 82:14 89:14

A

a.m [2] 1:16 4:1
able [5] 17:21,23 37:17 38:7 84:10
abnormally [1] 21:20
above [3] 42:21 46:23 68:22
absent [1] 88:7
absolutely [1] 22:18
absorbed [1] 68:12
access [16] 25:2,6,7,12,14 41:11 68:1 85:12,15 86:2,5,7,7,8,10,13
accesses [1] 73:2
accordingly [2] 26:23 28:3
account [3] 38:3 47:20 49:17
accounted [4] 24:21 53:7 85:4 91:5
accounting [3] 24:20,24 58:23
accounts [3] 60:23 80:16 81:4
accrue [1] 63:10
acknowledging [1] 74:17
across [2] 35:17 37:2
act [1] 94:17
action [4] 30:16 40:22 82:15 104:16
actions [5] 46:22 67:14,18,21 68:21
activities [5] 54:1 66:13,24 70:15 78:20
activity [10] 18:3 48:20 55:1 60:7 66:21 68:12 69:13 70:1,5 76:14
actual [34] 7:21,25 8:1,8,16 10:19 13:6,9 14:24 18:10 19:1,4,12 35:9 36:9,10 47:4 48:19 53:1,3 54:6 58:16 59:2,4 61:21 63:4,16 69:17 80:2 81:25 82:6 88:7,14,15
actually [16] 15:10 18:14 19:14 22:6 23:16 24:19 39:23 59:18 60:1 66:4 72:19 73:13,15 75:17 90:24 93:24
actuals [9] 35:11 49:24 54:12 61:22 72:16 75:20,23 80:24 81:5
ad [1] 66:22
add [2] 14:16 66:21
added [7] 9:1,6 38:8 43:19 77:5,20,21
additional [14] 11:9,10,20 12:1,2 17:21 39:5 40:19 42:15 56:1,19 67:24 76:4 83:12
additions [1] 46:23
address [1] 49:19
adjust [6] 19:1,2,5,5,13 49:16
adjusted [7] 9:3 10:8 14:13 37:15 50:18,22 59:4
adjustment [17] 10:24 11:2 12:22 13:3,18 14:1,17 15:14 16:8 35:19,25 36:6 38:6,21 43:11 47:6 69:1
adjustments [22] 8:12,19 9:5,10 11:13 12:18 13:1 16:18 18:16,18,20 35:21 37:13 38:2,13 43:16 46:15 47:19 50:13 67:14 78:21 84:21
administration [2] 84:18 94:3
advised [1] 93:18
affect [4] 11:7 60:3,21 79:8
affected [2] 59:25 60:13
affecting [1] 22:19
affects [1] 21:16
affirmatively [2] 26:25 28:20
afford [2] 28:18 30:4
affordability [2] 88:19 89:1
aforesaid [1] 104:12
aggressive [3] 73:21 74:3,11
ago [1] 69:11
agree [1] 65:17
agreed [1] 103:2
ahead [5] 63:4 75:12 88:16,17 99:4
alleviate [1] 11:3
allocate [1] 58:6
allocating [1] 87:14

allocation [2] 26:21 34:13
allow [2] 30:19 41:8
allowed [1] 47:8
almost [4] 18:3 63:12 65:9 71:7
alone [1] 74:21
already [11] 11:22 18:14 21:16 34:13 40:21 43:25 47:3 50:21 61:19 75:10 80:6
among [4] 26:5 56:3 95:12 103:2
amount [23] 10:4,16,18,19 16:3 20:20 21:8 22:4,16 23:21 27:1 29:14,22 31:2 35:22 39:13 40:12 41:14,21 43:2 53:20 60:3 75:20
amounts [3] 17:17 42:14 75:24
analysis [11] 5:2,16,21 26:16 58:4 69:17 70:18 79:9 88:21 89:5 91:12
annual [2] 11:21 13:2
anomalies [1] 13:9
another [19] 12:4,6 19:18 26:13,24 31:11 35:19 36:5 44:1,9 55:11 56:16 58:12 61:8 67:2 78:13 89:15 95:17 100:25
answer [3] 79:5,6 94:7
anticipated [1] 5:11
anybody [2] 15:12 90:25
anyway [1] 93:6
appear [3] 23:23 25:6 45:2
appearances [1] 2:1
appears [2] 19:7 84:1
appel [2] 31:22 33:12
apples [6] 48:4,4 86:1,1 88:8,8
apples-to-apples [1] 72:5
apply [2] 17:2 66:5
appropriate [1] 92:13
approved [3] 9:6 11:19 18:18
approximate [2] 26:21 27:13
approximation [1] 28:1
april [1] 18:17
april/may [1] 23:3
arbitrarily [1] 10:13
area [13] 4:15,20 7:13 23:22 46:19 47:11 67:13 68:11,21,23 76:6,10 94:16
areas [2] 6:14 51:21
argues [1] 41:10
argument [2] 57:2,16
around [5] 23:9 47:9 89:8 92:1,12
arrears [2] 63:12,13
artificial [1] 24:22
artificially [2] 81:11 82:12
aside [5] 5:14 10:17 48:5 49:16 98:13
associated [7] 9:23,24 10:4,13 18:8 24:4 40:24
assume [3] 22:15 34:4 72:22
assumed [2] 72:10,12
assuming [1] 38:11
assumption [1] 38:9
atmospherics [1] 84:4
attorney [2] 104:14,15
attributable [1] 71:24
attrition [1] 55:3
august [7] 18:17 22:20 63:6 95:7 97:23 98:1 99:9
available [3] 75:8 86:24 101:13
average [2] 43:22 54:4
aware [2] 84:14 85:5
away [3] 10:2 14:18 43:23

B

back [26] 9:12 20:20 22:8,23 23:2,18 25:1 29:6 35:10 39:1 41:1 43:19 52:25 54:22,23 56:7 57:5,24,25 58:15 68:4 69:19 75:18 77:8 91:25 92:24
backed [1] 19:10
background [1] 90:19
backup [2] 15:17 45:5
bad [2] 37:25 71:5
balance [1] 60:25
balances [1] 73:21
ballpark [1] 24:14
base [18] 18:8 35:9,22 36:1,5,8 37:10 38:5,10 41:3 42:2,9 43:8 45:13 46:23 47:3,7 67:15
based [6] 20:16 28:18 30:4 31:7 55:21 78:20
basically [7] 20:14,20 31:8 35:17 40:11 75:7 90:7
basis [4] 51:25 63:8 72:5 101:7
bate [23] 7:1,4 19:19 25:24 29:6,10 34:20 41:2 44:10 52:5 55:12 58:12 62:1 67:2 73:7 78:18 85:7 87:17 89:15 96:21,24 98:20 101:23
bates [3] 31:12 45:23 61:9
beat [2] 45:20 73:15
beck [12] 2:2 4:8 55:8,10 61:7 96:20 98:15,16 101:15,18,19 102:4
become [1] 50:1
becomes [1] 68:14
begin [1] 95:25
beginning [2] 10:9 89:12
believe [53] 9:17,22 13:14 16:15 18:24 20:17 23:3,9 24:3,19 34:8 35:9 36:11 37:1,12 38:25 39:4,8 41:16 43:2,14,17 47:2 49:18 51:4 53:4,18 54:6,21 57:8 58:24 67:11 68:17 73:12 74:1 77:20 83:5 88:11 91:1,8,9,15 92:22 94:8,14,21,24 96:5,6 97:8,14,23 99:23
bell [7] 89:20 90:1,8,16,25 95:8,12
below [1] 75:17
besides [2] 33:18 90:14
best [3] 21:25 40:2 56:10
better [6] 44:3 57:2 66:2 68:18,19 73:17 83:10,14
between [12] 8:8,15 14:24 18:2 19:4 39:3 44:25 58:9 62:11 79:2 81:5 88:1
beyond [1] 51:12
big [4] 47:25 51:20 71:1 76:10
bigger [1] 15:20
biggest [3] 16:15 22:22,23
bill [4] 13:12 26:5,9 37:9
billion [3] 32:7,7,8
bills [2] 23:5 63:2
bit [10] 5:3 37:22 47:9 62:24 66:2 69:11 72:15 75:1 77:8 98:6
blank [1] 47:5
blindly [1] 31:5
bonding [1] 83:1
booked [1] 58:24
boss [2] 19:24 26:6
both [11] 5:4 32:10 48:19 66:8 79:17,18 87:1,2,6,6 90:2
bottom [7] 28:13 47:10 49:15 69:10 71:20 89:4 95:23
bottoms [17] 20:16,19 29:2,17,19,23 36:17,21 37:7 49:21 52:17,19 53:6 74:13 81:18 88:1,20
bought [1] 83:6
box [3] 2:7 83:1 99:12
brad [1] 33:11
break [1] 96:19
bridge [1] 30:1
broader [1] 33:19
brought [5] 23:6 43:20 60:13,20 74:23
budget [167] 6:7,20,21,23 7:10,14,16,21 8:8,12,16,18 9:2,7,7,8,10,13,14,14 10:4,14,17,19,24 11:1,10,13,20,21 12:2,6,11,16,18,22 13:4,6,16,17,18,21,25 14:12,12,17,22,24 15:7,7,7,14,24 16:8 17:15 18:5,6,8,10,12,13,16,20 19:2,5,13,16 20:5,12,13,16 21:16,16 22:7,11 23:22 26:17,18 27:5,9,10 28:11,17 29:17 30:3,16,22 33:4,8,10,20 34:14 35:4,11 36:11,14,16,17,22 37:7,13 40:12 45:20 46:7 49:21,25 50:10,13,25,25 51:5,8,17 52:14 53:5,6,22,24 55:4 59:10,11,14,19 60:2 61:23 62:9 63:4,6,8,9,11,16,17 64:2,15 65:22 66:6,7,8,10,15,20 67:6,16 71:19 72:10,16,17 73:8,20,25 74:5,7,14 75:13 77:23 81:1,7,15,16 82:2,8 84:21,25 85:1,3 87:18
budget-wise [1] 64:10
budgeted [9] 13:12 16:4 53:19 56:1 60:22 75:20,23 81:6,8
budgets [3] 6:8 22:17 32:22
build [2] 20:19 30:16
building [1] 36:14
built [7] 6:23 9:7 20:15 29:17 49:21 55:4 66:20
bulk [1] 33:5
bunch [2] 11:19 81:10
business [12] 5:2,16,16,21 11:17 15:22 17:10,12,20 67:25 68:4 83:19

C

cable [8] 89:21 90:9 91:6,16 93:7,25 94:23 97:10
calculation [4] 85:11,25 86:12,25
calculations [3] 85:18 86:18 90:11
caldwell [1] 98:14
calendarize [1] 20:13
california [1] 99:20
call [12] 15:16 19:12 22:14 42:10 90:5,14,25 91:5 92:19,20 95:9 98:1
called [6] 25:14 47:11 56:15 68:11 73:8 83:7
calls [1] 82:25
came [12] 11:15 22:4 23:3 28:11 37:11 42:2 49:21 70:7 73:2 80:5,7,11
capital [12] 27:18 55:15 56:1,6,7,20 57:16 58:6,9 60:23,24 78:11
care [2] 5:5 12:15
careful [1] 94:4
case [17] 9:9 12:21 13:19,23 14:7 28:5 36:13 38:8,17 40:5 43:17 48:9 58:5 72:21 83:19 86:9 87:4
cases [11] 11:17 15:22 17:10,12,20 66:8 67:25 68:4 70:19 71:6 96:15
cash [1] 63:8
caswell [2] 2:5 55:6
categorically [1] 100:18
category [1] 56:16
cause [6] 38:15 41:19 45:2 96:14,16,17
caused [2] 90:10 91:7
causing [1] 11:21
caveat [1] 56:17
center [6] 8:11 12:15,16 19:16 27:5 33:7
central [2] 22:25 51:21
cents [1] 25:3
certain [6] 37:13 42:16,16 59:5 100:4,16
certificate [1] 104:1
certify [2] 104:7,13
chance [6] 19:23 26:1 44:18 46:2 89:17 96:23
change [3] 51:17 56:13 97:24
changed [4] 91:5 93:25 97:9,18
changes [5] 47:24 59:5 93:13,18 97:18
charge [2] 19:14,15
charged [1] 19:16
charles [1] 2:2
chart [6] 55:20 59:7,8,13 65:19 85:8
check [1] 84:20
checkbook [9] 8:24 15:5,16,19,23 16:9 27:4,10,23
chuck [5] 5:18 26:6,10 37:8 74:2
churn [1] 77:13
circumstances [1] 92:1
city [1] 104:18
clarifies [1] 97:13
clarify [1] 87:2
clarifying [1] 25:17
classification [1] 58:23

classify [1] 56:14
classifying [1] 95:17
clean [1] 68:10
cleaned-up [3] 45:2,12,17
clear [2] 60:16 96:17
cleared [2] 91:12 93:5
clearing [2] 93:9 96:10
clears [1] 73:2
close [6] 54:22,24 63:21 66:7 76:3 80:15
closer [2] 40:15 75:20
co-location [1] 24:25
coastal [4] 16:12 17:18 18:2 19:9
code [1] 96:18
coding [1] 96:13
column [10] 7:24 10:25 13:5 19:2 40:9 42:5 44:22 49:7,10 62:18
columns [4] 7:12 10:25 18:25 79:3
come [6] 8:19,22 10:20 12:3 31:3 37:8
comes [3] 8:23 35:17 63:19
comfortable [1] 79:21
coming [5] 40:19 45:11 63:2,17 101:16
commencing [1] 1:16
commission [1] 1:1
commitments [2] 30:20 69:16
common [4] 13:11 15:21 16:2 47:23
commonly [1] 25:13
company [8] 19:15 27:17 28:9 61:1 78:11 90:10 92:6,10
comparable [4] 53:10,16 85:17,18
compare [4] 44:19 59:2 61:3 88:1
compared [11] 22:6 43:18,24 44:15 54:12 59:11,14 63:16 72:16 81:6 88:24
comparing [2] 59:10 87:3
comparison [2] 69:20 87:5
conclude [2] 81:20 82:8
concluded [1] 102:7
conclusion [1] 81:21
conference [5] 90:4,14 91:4 92:19 95:8
confirm [1] 89:20
confused [2] 13:16 30:11
consider [1] 82:18
considered [1] 83:2
consistent [1] 23:17
consists [1] 31:11
construction [10] 17:13 54:20 60:14,15,20 66:18 76:8,9,10,21
contact [1] 33:7
contacts [1] 12:16
contained [1] 14:14
continue [2] 30:25 31:4
continung [1] 101:7
contractor [4] 21:13,25 23:5 63:2
contractors [21] 20:18 21:24 22:3 23:6 27:17 28:6,8,12 54:3 60:17,18 63:10 76:6,8,11,22 77:3,10,22 78:5,8
contracts [2] 41:7 42:11
contractual [1] 41:6
conversations [1] 97:22
converted [1] 81:14
convey [1] 74:10
convince [2] 17:23 37:18
coordinated [1] 100:8
copies [1] 44:9
copy [5] 1:25 31:20 37:1 44:9 69:7
correct [52] 6:15 8:9,10,12 9:11 18:10 19:25 20:7,10 24:8,10 25:4 26:8,16 27:25 28:4 29:4,24 31:24 32:6 33:21 35:6,24 37:6 39:8 40:10 41:4 42:4 43:7 46:4 48:14,18 49:6 50:13 52:16 59:6 62:8 74:17 77:8 78:21,22 80:1,18 82:16 85:2 88:13,25 89:3,11 101:10,14 104:12
correcting [1] 83:10
correctly [2] 40:18 95:13
correlation [1] 65:16
correspondence [2] 31:21 97:1
cost [27] 12:1 19:8 25:2,5,14 39:3 41:22 42:10 43:12,15,17,22,25 73:21 74:3 77:10 85:11,15,19 86:6,8,13 87:10,11,12 89:4,10
costlier [1] 76:5
costly [1] 76:17
costs [6] 17:5 21:1 25:12 47:7 67:18 87:14
couldn't [7] 12:10 30:18 42:11 86:1 92:16 94:15,18
counsel [3] 103:2 104:14,15
count [7] 9:21 26:15,18 27:13 28:17 75:1 92:17
counties [1] 84:11
counting [1] 90:2
counts [6] 9:15 10:3,18 30:2,3 75:24
county [2] 104:3,18
couple [3] 60:8 77:2 90:9
course [1] 94:22
court [1] 1:18
cover [3] 53:11 60:8 78:1
cpl [2] 43:11 89:10
create [1] 40:3
created [3] 20:5 34:23 46:3
creating [1] 36:20
creation [1] 36:21
credits [1] 21:1
crew [1] 76:1
croft [1] 33:11
cross [1] 83:1
current [3] 47:14 88:18,20
currently [2] 4:14 68:19
customer [2] 4:20 12:15
customers [3] 30:21 60:10 91:25
cut [3] 31:5 42:17 56:7
cut-offs [1] 63:12
cuts [9] 89:21 90:9 91:6,16,22 93:7 94:1,23 97:10

D

daks [3] 55:22 95:6 97:1
dallas [2] 5:20 26:13
damage [1] 96:15
data [12] 18:24 67:8 79:13,15 84:5,13,15,16,19 85:10,17 96:9
date [7] 5:11 21:11 34:25 74:16 93:3 95:25 99:9
dated [2] 26:4 46:3
day [3] 71:16,16 104:17
day-to-day [1] 5:5
days [5] 8:5 56:5 61:12 71:16 94:16
deals [2] 24:23 31:25
death [1] 45:21
debbie [7] 90:5,14 93:20,20,21 94:2 95:23
december [24] 7:2 12:20 13:20 14:6,23 20:1,2 21:17 52:13 53:1,5 54:13 58:24 59:16,21,25 60:1,1 61:23 62:14 64:2,5,8 65:22
decided [1] 81:21
decision [4] 19:9 75:11 92:4 95:2
decrease [1] 56:8
defective [7] 55:14,17 56:1,6,15,19 57:3
definitely [2] 16:14 62:14
degrees [1] 27:19
deliver [3] 30:15 40:1,2
department [5] 7:19 11:24 12:4,7 20:19
departmental [2] 12:5 69:5
departments [1] 48:1
depending [6] 27:20 35:15 47:25 76:1 86:21 92:6
depends [5] 11:4 38:15,20 86:14,24
depicted [1] 66:4
deponent [3] 4:4 103:3,4
deposition [5] 1:9 102:7 103:4 104:8,12
describe [2] 72:15 89:25
describing [1] 62:4
designated [1] 104:9
designed [1] 39:22
detailed [1] 45:16
details [3] 6:22 36:15 53:17
deterioration [1] 41:12
determine [4] 16:4 18:4 21:7 90:1
determined [4] 12:5,24 93:4 95:20
determining [3] 9:15 30:2 42:9
develop [4] 10:3 37:5 67:16 86:8
developed [7] 8:19 9:22 11:17 36:24,24 52:7 88:2
developing [1] 36:25
development [5] 35:3 38:1 45:15 46:7 69:1
develops [1] 43:5
deviate [1] 37:22
dial [2] 68:8 76:21
diamond [12] 1:9 4:3,9 7:3 31:17 34:21 52:25 67:3 85:7 96:23 101:15,20
differ [1] 17:17
difference [10] 14:24 19:4 35:14 39:3 62:11,11 79:2 81:5 88:1 98:5
differences [4] 13:21 44:20,24 76:2
different [31] 6:14 7:12 11:24 13:13 25:5,20,20,22 26:5 27:15 34:7 37:2 42:13,13 45:18 48:1 49:4,4,11 51:15 53:14 59:5 60:12 65:18 70:24 72:20 85:17 86:18,19,21 96:17
differentiate [1] 92:16
differently [3] 27:15 52:1 92:6
direct [1] 31:10
directed [1] 83:22
direction [1] 6:21
directly [3] 30:17 78:2,3
director [2] 5:20,21
disagreement [1] 95:12
disclosed [1] 94:19
discuss [4] 8:18 13:25 35:21 69:10
discussed [15] 6:23 20:5 27:2 32:25 41:16 49:15,23 58:21 61:20 69:11 74:25 82:17 84:22 88:6 94:25
discussing [2] 19:3 32:23
discussion [6] 56:3 91:19 92:12,18 93:10 95:14
discussions [5] 40:4 70:25 89:23 90:4 96:8
dispatches [8] 49:11,12 68:10 72:11 73:9,10 74:8 81:10
district [1] 4:22
divided [1] 86:2
division [2] 19:8,16
divisions [2] 16:12 17:18
docket [1] 50:7
document [45] 6:25 7:3,6 8:7 12:22 18:19 19:18 20:6 25:24 26:2 31:11 34:20,21 41:1 44:14,15 45:23 46:3 47:11 52:4,11 55:11 58:12,16 61:3,8,10,16,20 62:3 63:15,18 67:2 73:13 78:13 87:20 89:15 95:23 96:24 98:12,17,20,23 100:7 101:23
documentary [1] 36:21
documents [2] 10:11 32:24
doing [13] 25:12 40:3 42:8 44:3 70:20 82:23 83:14 86:14,22,25 87:5 95:9,13
dollar [8] 10:9 27:2 29:3 32:25 42:22 50:17,21 53:7
dollars [67] 8:9,25 9:9 10:5,7 11:6,10,20 12:23 14:2,15,23 15:15,24 16:3,19 17:21 20:9,25 21:5,25 23:10,13 25:2 27:7,14 28:11 30:7 31:5 32:15 34:3 35:13,23 38:8 40:19,25 41:3,20 42:3,7,9,23 43:19 46:

11 47:13 49:14,25 51:3,8 55:16 56:1,19 57:3,10,13,16 58:6 67:24 68:22 69:2 71:23,23 72:2,14 74:9 83:22 84:23
dollars' [1] 9:5
done [23] 8:2,4,5 9:10 12:18 34:15, 25 42:24 45:19 53:2 57:2,17 67: 11 70:17 71:16 80:11 87:2 91:22 93:20,21,22 96:4 98:10
doubt [1] 99:18
doubted [1] 73:16
down [13] 16:17 29:23 37:2 52:17 55:2 56:23 57:9 60:25 74:19 78:6 81:10 82:14 101:4
drawing [1] 47:5
drop [3] 40:23 58:23 83:8
dropped [4] 57:13 75:1,17 82:12
dropping [1] 57:17
drops [1] 48:24
dry [2] 22:25 66:1
due [3] 15:16 50:15 63:1
duly [1] 4:4
during [17] 9:10 21:4,21 28:2 32: 15 38:11 62:5,22 66:14,21,25 77: 9 81:23 92:19 93:14 94:25 95:8
duty [1] 4:17

E

e-mail [8] 19:23,24 26:1 26:4 29: 13 31:6 33:18 74:2
e-mails [1] 39:1
each [5] 6:11 18:23 35:20 59:14 61:23
earlier [14] 11:12 27:2 28:10 31: 13 32:23,23 40:23 44:16 46:12 49: 24 58:21 61:21 85:14 86:18
early [11] 26:5,9 37:9 57:6,25 75:1 89:14 99:17 100:21 101:3,6
earmarked [1] 55:16
easier [1] 45:14
editions [1] 47:3
effect [6] 15:23 21:4 43:19 68:17, 20 97:15
effective [1] 57:21
effectively [3] 24:18 47:13 68:14
efficient [2] 38:18 76:17
effort [1] 98:7
eight [7] 36:2 39:19,20 65:4,5,6 70: 3
eight-and-a-half [1] 72:2
either [8] 36:10,13 71:16 86:22 87: 4 92:14
el [33] 21:4,14,19 22:1,19 23:14 24: 4,9,11 35:15 38:17 47:2,2,20 48:6, 25 49:16 50:15,18,22 59:18 62:15 71:24 72:1 77:9 78:23 80:16,24 81:5,23 84:21,23 85:4
eleven [2] 62:10 69:15
employee [11] 9:21 10:3,18 12:12 52:10 53:1 74:25 78:6 98:22 104: 14,15
employees [18] 9:23 10:13 28:9, 12 31:5 40:24 52:15,21,22 53:3, 11,20,22,25 56:4 60:14 61:1 99: 16
enabler [1] 68:23
enablers [3] 41:15,22 42:21
encompassed [1] 33:18
end [14] 7:9 8:5 14:11 17:1 20:1 21:10 54:16,21 72:17 75:14 76:4 80:3 100:5 102:4
ended [4] 23:12,19 54:17,23
engineering [1] 51:23
enhanced [1] 100:24
enough [2] 51:5,6
enter [1] 94:16
entire [1] 96:1
entitled [5] 7:1,25 61:11 87:18 98: 21
equipment [1] 83:6
error [1] 13:9
especially [2] 76:2 83:8
esq [3] 2:2,5,10
essentially [1] 87:14
estimate [4] 23:4,8,12 83:23
evaluations [2] 6:5 69:21
even [3] 44:3 76:5 84:14
events [1] 97:5
everybody's [1] 43:15
everyone [2] 17:7 25:10
everything [3] 35:16 77:16 86:11
evidently [1] 100:1
exact [1] 98:2
exactly [7] 27:25 37:16 38:6 40: 10 70:9 93:10 100:2
examination [1] 4:7
example [6] 9:15 11:5 12:15 33:8 63:14 97:17
examples [1] 94:14
exceed [1] 73:13
exceeded [1] 73:17
except [1] 61:23
excess [1] 27:23
exchange [2] 64:22 65:2
exchanges [7] 61:13 64:22 69:12 70:1,4,8,25
exclude [10] 92:2,4,4,8 93:2,11,12 94:8 96:12 97:6
excluded [8] 90:11 91:15 93:1,8 94:4,7,11,17
excluding [1] 92:23
exclusions [1] 90:3
exhibit [2] 31:18 67:3
existing [2] 75:17 101:3
expect [4] 10:20 23:22 28:2 60:24
expected [3] 66:11,25 67:22
expecting [1] 55:4
expense [25] 7:10,25 8:8,25 14:25 17:15,16 22:12 32:1,14,21 34:4 37:18 58:17,21 60:4,21,23 67:6 78:10,10 87:18 88:5,6,7
expenses [2] 59:17 86:2
expensive [1] 77:17
expired [1] 18:14
explain [1] 79:2
explaining [1] 67:17
explanation [3] 64:18 82:2 85:1
express [2] 68:8 76:21
extent [1] 82:23
extenuating [1] 92:1
external [3] 38:16 90:10 91:23
extra [4] 22:2,9 42:20 44:4

F

fact [10] 47:7 50:4 53:1 64:25 71:4, 13 73:6 77:9 79:13 80:4
factor [2] 22:2 80:16
factors [6] 17:24 38:16 64:4 90:10 91:23 94:15
faded [1] 62:18
failing [1] 97:19
fair [11] 14:21 15:1 22:11 80:25 81: 20,21,24 82:1,3,5 93:11
fairly [1] 43:18
familiar [9] 61:16 78:17 85:10,11 87:20 91:3 98:23 99:1,3
far [1] 75:24
farrell [5] 12:11 33:15 51:18 61:5 71:19
farrell's [6] 11:25 33:4,8,20 48:2 83:25
fast [2] 91:13 95:21
faster [2] 91:13 95:21
feasible [1] 98:4
february [2] 46:3 53:2
february/march [1] 11:18
fell [1] 60:2
felt [1] 74:5
few [5] 4:11 8:5 23:17 88:6 98:9
fifteen [2] 81:2 82:3
fifty [2] 67:20 80:9
fifty-nine [1] 100:9
figure [14] 16:18 20:24 27:2 28:6, 25,25 29:3,3 32:25 39:14 42:6 49: 3 50:17 71:22
figures [5] 32:3,10,17 39:6 79:23
filed [1] 69:8
fill [2] 52:9 57:7
final [6] 8:4 18:6,11,11 23:9 72:16
finally [1] 8:14
financial [1] 7:9
financially [1] 104:16
find [5] 16:7,8 24:15 69:24 76:16
finding [2] 97:16 98:3
fine [2] 45:22 63:25
finish [1] 5:9
finished [1] 14:6
first [22] 20:23 21:14,17 22:24 26: 19,20 41:22 45:6 46:22 59:18,22 61:9 62:5,10,12 65:17 67:19 75:2 81:21 82:24 83:10 99:14
five [13] 55:6 67:20 70:3,3 73:8,14, 15 80:20 81:1,22 82:3 99:15 100: 9
fixed [2] 42:10,14
flat [2] 53:23,25
flooding [2] 94:15,17
florida [45] 1:1,5,13 2:3,4 5:2,25 6: 3,24 7:1,10 12:9,12 22:25 23:1 27: 16 32:18 33:5,24 36:25 38:22 40: 15,19 43:25 44:4 47:14 55:18 56: 2 57:21 58:4,17 61:11 66:1 73:20 87:19 97:2 99:15,20,25 100:2,6, 11 104:2,6,19
florida's [3] 28:5 44:6 47:12
fltc0007 [1] 2:7
fluctuation [1] 54:1
focus [10] 8:25 16:9 57:20 67:25 72:25 73:1,4 78:8 82:17 83:23
follow [1] 31:10
follow-up [1] 82:25
follows [1] 4:6
force [2] 26:23 28:3
fordham [1] 2:10
forecast [3] 78:20 79:22 82:14
foregoing [3] 104:8,11,16
forgiveness [1] 40:20
format [2] 52:8 95:25
former [1] 15:24
forth [4] 14:14 33:1 34:5 39:2
forty [3] 79:25 80:14,20
forty-four [1] 80:7
forty-three [1] 80:9
forty-two [1] 99:16
found [1] 77:14
four [1] 80:8
four-bate [1] 44:10
franklin [1] 1:12
front [2] 7:4 26:22
frostproof [1] 70:13
full [2] 8:3 26:19
function [4] 12:5,12 14:19 66:22
functions [4] 5:5 9:3 33:13 53:11
funding [1] 39:5
funds [2] 11:19 26:22
further [8] 10:2,2 11:11,21 57:7 82:25 97:13 104:13

G

gap [5] 17:22 30:1 40:3,6 82:12
gaps [2] 9:19 18:8
gather [3] 30:23 93:3 96:9
gauge [1] 25:11
gave [7] 20:23 43:20 44:14,16 50: 17 80:6 97:17
general [5] 37:23 41:25 50:6 62:4 75:22
generally [18] 7:15 14:5 16:23 53: 22 62:4 67:5,9,15 70:22 75:23,25 77:1,19 79:7,13,15 87:7 97:7
generically [1] 10:15
gentleman [1] 90:23
getting [6] 10:2 23:5,14 77:11 83: 5 101:4
give [8] 17:7,24 19:21 27:12 38:13 44:3 70:9 79:6
given [10] 11:20 15:4 29:15 36:16, 18 43:3,4 45:6 52:4 94:13
gives [2] 32:3 61:14
giving [1] 28:1
global [1] 84:4

god [1] 94:17
got [15] 15:6 17:6 18:22 19:15 22:9 34:18 51:13 56:5 65:6 66:3,4 73:12 75:4 77:25 97:13
gotten [1] 33:25
gradually [1] 54:9
granted [2] 15:11 66:7
graph [3] 55:15 56:18 57:7
greater [1] 10:19
gross [1] 41:11
grounding [1] 83:1
group [4] 4:24,25 12:10 84:18
groups [6] 53:17 54:20,25 76:2 79:7 100:17
growth [3] 66:16 68:12 86:15
gte [10] 1:5 15:24 32:18 33:23 58:4 61:11 87:19 95:12 97:9,23
gte's [1] 52:2
guess [17] 22:13,15 28:5 42:20 45:18 47:1 56:5 56:22 57:14 70:10 78:19 83:16 86:17,17 94:7 97:25 98:20
guidelines [1] 31:10

H

half [10] 28:13 62:7,12,12 65:9,9,18,18 71:6,7
hand [3] 6:25 51:12 104:17
handed [5] 45:4,18 61:10 98:17 101:23
handing [1] 45:23
handle [4] 27:15 66:11,20,25
handled [2] 35:16 60:11
handwriting [1] 102:2
handwritten [3] 44:15,16 99:9
happen [1] 12:19
happened [3] 18:14 22:6,8
hard [4] 10:1 21:19 62:16 95:18
hats [1] 17:7
haven [6] 4:15,21,22 5:9,15 65:1
head [9] 9:15 26:15,18 27:13 28:17 30:2,3 33:12 75:24
heading [1] 48:22
headings [2] 49:7,10
headquarter's [1] 44:16
headquarters [48] 5:24 6:1,8,20,22 8:22 9:6 15:6 16:3 17:6,22 20:21 27:5,7 28:25 29:16,20,22 30:14 33:23 36:11,17,18,24,25 37:4 38:2,22 40:14 41:1,8 45:11,19 51:22 52:6,7,8 56:19 58:5 74:10 78:1 79:16 81:17 87:1 88:2 89:2 99:23 100:24
headsquarters [1] 11:6
held [1] 15:6
help [4] 23:6 60:15 66:18 77:3
helped [1] 97:4
hereby [1] 104:7
herein [1] 4:4
high [2] 21:20 71:8
higher [10] 10:4 21:23 44:2 47:7 49:22 54:22 80:5 87:7,11,12
hillsborough [2] 104:3,19
hire [3] 39:23 53:25 66:23
hired [1] 40:7
hiring [2] 75:5,12
historical [1] 22:13
hit [8] 21:14,19 22:9 62:24 63:6 64:1,6,9
hits [1] 75:8
hitting [1] 62:16
hold [1] 57:17
holding [1] 5:1
holds [1] 57:8
honestly [1] 79:17
hoping [3] 55:5 68:15 83:9
hourly [4] 52:14 99:13 100:6 101:1
hours [11] 48:12,16,20 49:2 60:18 61:13 91:24 92:7,7 93:6,10
house [1] 76:25
however [1] 62:3
hpu [1] 48:12
hpus [1] 68:20
huge [3] 66:3,8 86:15
human [1] 100:9
hundred [17] 7:20 39:19,20 57:12,18 67:20 73:9,14 79:25 80:13,20,20 81:2,22 82:3 99:16 100:10
hundreds [1] 70:15

I

idea [3] 55:8 56:22 58:8
identified [9] 11:22 17:23 20:8 30:19 40:12 42:21 58:24 68:4 90:8
identify [2] 23:14 94:10
identifying [1] 94:3
ignore [1] 31:8
ignored [1] 31:9
impact [4] 42:22 43:9 59:22 78:23
implications [1] 33:19
implicitly [1] 22:15
improve [2] 21:1 73:22
improvement [4] 41:17 42:16 74:7,18
improvements [2] 41:24 53:8
inc [1] 5:25
include [4] 37:19 86:4,7 94:9
included [5] 32:17 38:7 53:18 73:1 94:11
includes [5] 24:6 50:13 71:23 86:23 92:11
including [3] 31:22 86:10 92:24
inclusive [1] 73:3
incorporated [1] 1:5
incorrectly [1] 19:15
increase [4] 44:5 66:12,13,15
increased [2] 60:17 66:20
increases [1] 41:7
incurred [1] 32:14
indian [2] 65:2 70:12
indicate [1] 82:9
indicated [5] 4:21 40:23 65:8 72:4 73:16
indicates [1] 26:25
indicating [3] 28:20 30:8 34:12
indication [1] 56:25
indicted,the [1] 27:6
indirectly [1] 78:2
inflation [2] 41:5,6
information [2] 84:1,9
infrastructure [4] 16:11 17:8 51:24 54:19
initial [1] 9:21
initiation [1] 1:4
inland [5] 16:12 17:18 18:2 19:8,8
inr [2] 55:1 76:2
installation [7] 4:22 74:21 75:15 76:18 77:4,19 78:5
installers [1] 75:6
instances [2] 69:24 70:14
instead [1] 72:24
instructions [1] 6:19
insure [1] 4:24
interest [1] 101:3
interested [1] 104:16
interesting [1] 59:15
interpretation [1] 93:16
interpreted [1] 93:15
intracompany [1] 31:21
investigated [1] 91:12
involved [7] 64:4 70:18 89:23 90:6,7 91:20 92:3
isn't [1] 12:10
issue [11] 11:15 13:11,11 14:2 24:20,24 38:17 39:1 47:25 58:23,25
issues [7] 13:22 14:5,9 15:4 47:11 48:23 58:22
item [12] 30:22 34:6 36:23 46:22 53:5 67:19 68:6,11,25 78:19 82:19 84:25
items [23] 9:3 14:1 15:6 16:9 18:23 19:1 20:25 21:3 27:23 33:3 39:9 40:9 46:19,20,20 48:6 55:23 56:14 59:5 67:17 82:15 84:22 85:3
itself [1] 11:7

J

january [4] 12:20 64:9 66:5 67:12
job [9] 4:19 5:9 6:16 57:3,17 58:1 82:24 83:10,14
john [11] 11:24 12:10 31:22 33:4,8,12,15,19 48:1 51:18 55:6
john's [1] 12:6
joins [1] 61:5
july [6] 63:5 64:12 66:5,9 74:20 95:25
july/august [1] 77:21
jump [1] 47:9
june [3] 64:12 97:17 104:18
june/july [2] 5:13 75:4
jurisdiction [1] 12:16

K

kampert [3] 90:5,14 95:24
keep [3] 27:7 64:19 99:5
keeps [1] 94:4
keith [2] 31:22 97:2
keith's [1] 27:5
kept [1] 27:4
key [1] 47:11
kidding [1] 50:2
kimberly [1] 2:5
kind [9] 13:8,22 19:6 37:22 52:8 54:1 62:4 77:14 95:16
kinds [1] 91:20
knowing [3] 10:6 49:19 75:5
known [2] 8:3 56:16

L

labels [2] 25:20,22
labor [1] 53:17
lags [1] 63:7
laid [1] 98:24
lakes [2] 65:2 70:12
language [1] 73:24
large [3] 13:12 54:18 104:6
largely [1] 50:15
larger [4] 53:8 54:15 79:9 100:11
larry [1] 90:15
last [9] 6:23 20:11 21:2 23:17 47:12 68:11 77:2,18 79:4
late [3] 21:15 67:11 89:14
later [2] 10:11 35:19
latter [1] 62:7
leader [1] 57:22
leading [1] 97:5
least [6] 10:14 23:13 46:3 56:4 58:3 60:17
leave [2] 77:15 101:2
leaving [1] 101:5
led [1] 97:23
lee [1] 2:10
left [3] 7:13,24 41:2
legislature [1] 2:3
less [6] 41:19 42:6 50:4 57:19 66:16,17
letter [2] 92:21,23
level [14] 6:21 20:21 22:5,11 26:11 28:6 43:21 47:12,15,18 49:14 72:12,13 81:11
levels [16] 9:21 21:13 30:16,17 48:11 50:14 52:10 53:1,14 54:2,2,5 60:12,21 73:23 75:1,17 78:6
lewis [1] 94:2
lightning [16] 84:5,11 89:21 90:9 91:6,13 92:15,23 93:25 94:23 96:10,14,15 97:6,9,14
likely [1] 67:23
linda [1] 104:4
lindner [7] 5:18 6:4,13 19:24 26:6 37:9 74:2
lindsay [1] 5:7
line [44] 18:23 25:2,6,8,12,14,18 26:20 35:9,22 36:1,5,8 37:10 38:6,10 41:3 42:2,9 43:8,12,15,18 45:13 46:23 47:3,8 67:15 69:14 73:19 74:20 85:12,15,20 86:7,8,13,15 87:10,11,12 89:4,5,10
lines [9] 41:11 72:8 83:7 86:3,5,7,16 87:16 89:5
list [3] 18:22,23 46:20

listed [5] 12:22 42:7 52:11 78:23 82:15
listened [1] 90:7
little [12] 5:3 37:22 40:15 41:12 42:6 45:14 47:9 62:23 66:2 69:11 72:15 79:9
local [1] 75:21
locally [7] 6:23 20:17 36:25 74:6 83:22 88:2 99:24
located [2] 5:20 6:2
long [2] 74:12 95:9
lonnie [2] 94:2,3
look [14] 19:21 39:15,16 44:12 46:2 48:7 57:4 63:14 69:23 71:3 73:11 79:23 96:23 99:21
looked [11] 21:11,12,22 22:8 43:15 44:11 46:7 53:13 71:5 80:4 91:11
looking [13] 13:23 22:7 23:16 27:20 43:24 46:11 51:15 70:25 73:5 79:18 85:19,23 96:16
looks [9] 9:4 19:6,10 45:13 63:20 65:18 78:14 79:16,17
lost [2] 14:19 29:12
lot [31] 16:10,25 17:10 27:13,16,18 45:15 51:23 52:3 54:25 55:3 56:3,6 57:25 59:24 64:3,24 67:8 70:2,23 76:7,8 77:9,10,15 78:11 83:6 100:8,10 101:2,5
low [6] 43:18 64:23 66:25 70:1 71:12 82:8
lower [5] 25:7 30:15,17 43:22 74:19
lowest [1] 69:24
lump [1] 101:4

M

m.i [1] 97:2
made [9] 37:13 43:16 73:17,25 74:6 75:11 79:4 95:2 97:23
main [1] 4:19
maintain [2] 73:22 74:18
maintainance [1] 66:17
maintenance [19] 8:25 11:5 15:20 17:11,20 18:3 27:7,14,17 28:7 41:18 67:24 76:10,14 82:19,22 83:2,14,22
major [1] 51:16
majority [6] 15:18,18 16:16 91:12 93:5,9
male [1] 90:22
management [1] 73:20
manager [4] 4:14,20 5:2,16
managers [1] 26:10
manpower [2] 20:18 79:10
manual [1] 98:6
many [4] 48:16 71:14 81:14 96:15
mapps [9] 78:25 79:3,10,12,13,15,21,24 81:23
march [2] 14:8 18:16
markets [1] 32:8
material [3] 20:18 22:3 77:15
math [2] 15:11 42:24
matter [2] 15:25 94:22
matters [1] 33:17
may/june/july [1] 23:4
mcdonald's [1] 63:19
mean [21] 11:14 20:12 23:21 28:5,24 40:7 43:13 48:3 49:2,9 50:7 64:4 65:13 69:22,23 76:1 78:2 83:18 84:19 85:19 87:9
meaning [1] 27:19
means [5] 30:6 49:4 59:19 60:12 81:12
meantime [1] 31:4
measure [1] 56:13
measuring [1] 39:3
meet [14] 30:18,20,24 31:1 38:3,10,13,23 49:20 50:6,24 60:9 74:18 75:23
meeting [16] 37:23 45:18 49:17 50:11,12,14 51:6 56:10 62:5,11,12 63:21 69:12 73:23 77:3 94:25
member [3] 5:23,24 101:13
members [1] 100:21
memory [1] 97:5
mention [1] 89:19
mentioned [4] 11:5,12 12:18 21:3
message [1] 25:1
messy [1] 45:17
met [1] 69:14
methodology [1] 34:9
mid [1] 77:21
mid-year [1] 78:4
middle [5] 10:25 18:25 26:20 40:8 80:12
might [7] 11:13 25:7,15 48:25 80:5 90:21,23
million [82] 7:20 8:9 9:5,9 10:5,9,14 12:23 14:1,15,23 15:13,15 16:19 20:9,25 21:4 22:3 23:9,13,15,18,19,19,24 24:5,6,7,16 27:2,24 28:25 29:3 30:7 32:15,25 34:3 35:13,23 36:1,3 40:25 41:3 42:3,6,7,9,23 43:6,8,9,20 46:11 47:13,14,15 49:14,22,25 50:17,18,21 51:3 52:23 53:7 57:6,10,13 63:16 64:5 68:12,22 69:2 71:22,23 72:2,6,13,23 74:9 84:23 89:8
mind [5] 8:23 21:14 22:22 24:21 64:19
minimum [2] 73:23 74:18
minus [1] 43:9
minutes [1] 55:7
miscellaneous [1] 17:1
mischaracterization [1] 15:9
miss [5] 64:22 70:2,5,6,15
missed [6] 14:22 15:10,12 64:24 71:5 93:12
misses [1] 70:18
missing [2] 40:20 71:19
mlq [1] 27:4
moment [1] 19:21
money [21] 11:8,9 14:18 15:8 16:6 38:3,13,22 39:21 40:6 41:8,23 43:23 44:4 51:6,6 56:6 58:1,2 77:10,25
month [16] 8:6 13:12,13 20:14,22 53:20 59:14,18 61:23 63:4,12 64:5 65:1 70:6 74:20 98:3
month-by-month [2] 58:15 61:14
monthly [3] 13:1 59:11,13
months [5] 20:12 21:2 22:24 62:6,10
morning [2] 4:9,10
most [5] 13:11 22:23 47:23 51:9 67:23
move [2] 66:17 75:11
moved [1] 76:24
moving [1] 60:23
ms [2] 55:6 98:14
much [16] 12:19 22:9 31:1 34:10 44:1 53:8 57:2 61:22 62:5 63:9 69:13 70:5 84:25 97:14 98:4 101:16
mulhollan [1] 104:4
must [7] 19:14 35:19 59:12 62:19 99:18,22 100:10
myakka [1] 70:12

N

name [2] 90:19 91:2
national [4] 5:21 51:25 99:19 100:12
nationally [1] 15:2
nationwide [4] 32:4,15 33:18 34:4
nature [3] 41:19 56:17 69:6
necessarily [4] 35:8 40:7 51:4 55:4
necessary [2] 38:3 40:1
need [8] 20:17 29:18 30:20 44:2 54:7 73:22 74:17 75:7
needed [4] 10:7 66:18 75:11,18
needs [1] 40:15
negative [4] 20:14,20 41:14 42:23
net [5] 14:17,20 19:17 41:21,23
network [27] 16:11,14 18:2 32:1,4,10,11,14,18,21 33:1,2,4,7,13,14 34:13,16,17 56:23 57:11,11 58:9 83:4,8,12 98:21
never [1] 97:23
new [7] 17:13 61:11 74:21 75:14,19 76:22 83:6
next [8] 17:8 19:2 34:20 42:5 48:1 71:16 73:6 85:20
nine [6] 20:12 21:2 67:20 88:9 99:16 100:10
ninety [1] 39:20
ninety-nine [1] 68:13
nino [33] 21:4,14,19 22:1,19 23:14 24:4,9,11 35:15 38:17 47:2,2,20 48:6,25 49:16 50:16,18,22 59:18 62:15 71:24 72:1 77:9 78:23 80:17,24 81:5,23 84:22,23 85:4
nobody [1] 41:10
none [1] 92:14
nor [1] 104:15
normal [9] 21:23 22:11,14,16 23:14 41:6 65:25 66:25 86:12
normalizations [1] 85:22
normalize [4] 13:13 42:17 48:2,3
normalized [20] 13:22 22:5,11 47:3,12,18,22 48:9,19 49:14 56:12 58:17,20,25 59:1,2,4 88:5,6,15
normally [3] 23:22 60:14 62:21
northeast [1] 99:20
notary [2] 104:5,22
notes [2] 94:5 104:9
nothing [1] 4:5
november [14] 21:15 22:20 26:4 35:1 58:24 59:18,23,24,25 62:14 63:14,22 64:2,6
november/december [4] 7:18 14:13 21:15 22:23
number [37] 6:13 7:1,11 8:11,21 9:23,24 10:8 12:23 14:17,20 18:11 20:14 21:12 28:16 40:24 43:1 46:15,18 47:25 48:15 50:3,11 51:10,11,15 52:13 53:10,19 55:2 66:12 70:6 77:22 80:23 82:15 85:23 100:10
numbered [1] 104:11
numbers [29] 7:15 13:17,18 24:19 25:6 32:12 34:18 37:20 45:2 46:6 48:8 49:4,9,11 50:7 51:16 52:2 53:3 56:10 57:9 69:18 70:7 79:8 85:21 88:14 99:3,15,25 100:12

O

objective [1] 65:4
obviously [1] 87:6
occasionally [3] 13:10 76:13 84:20
occupational [1] 99:12
occur [1] 68:2
october [5] 58:3 62:17,24 64:7 80:12
october/november [2] 35:2 75:9
offered [5] 99:16 100:4,16,25 101:6
offers [1] 99:8
offhand [7] 11:16 31:19 39:12 51:9 54:14 69:4 81:19
office [1] 51:21
officially [2] 5:3 6:1
often [1] 49:24
okay [70] 5:23 7:11 8:7,11 9:12 10:24 12:17 13:4 14:21 16:7,22 17:8 19:20 22:19 28:15,24 29:2,5 31:15,16 32:13 34:2,20 35:3,7 36:5,20 39:9,18 40:17 42:22 45:22 46:14,18 49:13 52:4,10,25 53:10 58:20 61:15,20 64:11 65:23,24 69:20 71:2,5,18 72:9,10 78:18 80:10 81:1 82:10 83:1 86:12 88:9 91:4 92:22 93:23 94:12 95:11 97:1,12,17 98:11,17 101:9,22
old [1] 56:5

on-going [2] 37:15,18
one [67] 7:20 8:23 13:2,12 14:6,22 15:20 16:15 19:1,10,11 21:3 23:4, 9 24:22 25:9,10 26:10 36:18 39:6 40:8 41:10 44:11 45:16,21 47:12, 23,25 57:12,18 60:12 61:3,4,9,21 62:20 64:4,19,25 67:7 68:12,12 70:5 71:3 73:24 78:14 79:8 82:17 83:5 84:17 85:20 86:19,19 91:14, 14 92:15 93:19 94:3 95:14 97:15 98:12,13,24 101:10,18,20,20
one-time [2] 38:17 58:22
ones [12] 15:20,21 68:2 70:10,13 71:1,14 91:13 93:4,12 95:22 98: 13
only [7] 32:22 33:1 38:5 45:1 52: 20 72:25 73:14
operate [1] 84:11
operating [1] 63:10
operation [1] 20:17
operations [13] 4:14,21 5:22 7:2 12:9 32:5,11 33:14 79:14 90:6,15, 19 98:21
opposed [3] 37:7 74:16 81:17
order [6] 62:18 66:24 68:7,10 71: 14 83:4
orders [3] 48:12 65:5 71:15
organization [7] 4:12 11:25 47: 24 48:2 51:22,23 52:2
organization's [1] 6:8
organized [1] 52:1
original [14] 7:13,16 8:8 9:7,8,12, 14 10:14 11:11 13:17 14:12,24 15: 7 20:5
other [42] 6:11 9:2 14:7 19:11 20: 25 25:17 33:13 35:10 37:21 43:3, 18,25 44:2,5 47:22 48:9,16 49:19 54:8 57:2 61:3,4 62:23 64:4 68:3 70:14 73:2 79:7 82:7 84:9,19,22 85:3,21,22 86:4,6 93:19 95:15,21 97:15 98:12
others [4] 48:23 68:17 69:25 91: 14
ourselves [2] 20:23 95:18
out [74] 9:23 10:8,13 11:19 13:8,13 14:19 15:8,11,25 16:6,18 19:10 20:24,24 21:23 27:10 28:6 34:14 40:7,24 42:11,17 45:4,11,18 47:3 48:5,9,25 49:21 50:18 51:24 52:9, 22 57:7 58:25 59:12,16 60:15 62: 10 63:18 65:1,4,6,10 66:18,23 68: 9 69:15,15 71:9 72:1,24,24 74:8 75:2 77:13,14 81:5,8,10,11,15,15 83:10,24 90:2 91:5,14 96:17 97: 19 98:4,24
out-of-period [1] 59:5
out-of-service [3] 61:12 62:19, 20
outlook [3] 58:17,20 59:19
outside [7] 55:14,17 56:6,20 57: 11 58:6,9
over [23] 12:17 14:6 18:5 23:12,20 42:6,20 46:6 49:25 56:13 60:13, 20 65:10 66:18 70:2 71:9 72:6 76: 15 85:1 86:16 87:16 92:7 98:1
overall [7] 4:23 6:21 43:16 54:16 55:2 69:20,22
overlaid [1] 11:6
overlay [7] 17:6,25 27:11 34:6 39: 6,14 77:25
overlays [9] 8:21,24 14:14 15:4, 16 16:9 28:11 37:14 40:5
overran [2] 51:3,5
overrun [5] 23:15 24:6 46:23 50: 21 62:25
overtime [8] 20:18 21:13 22:3 54: 2 60:5,12 66:15 76:4
own [1] 91:23

P

p.m [1] 102:7
p.o [1] 2:7
package [4] 100:3,15,23,25
packages [3] 59:13 99:7 100:16
page [23] 3:2 18:25 19:19 25:24 28:14 34:1 47:10 48:11 49:15 58: 13 69:10 71:18,20 72:7 73:18,19 78:18 85:7 87:18 89:15 96:21 98: 21 101:24
pages [3] 31:12,12 104:11
paid [1] 13:12
paragraph [4] 26:20 28:16 34:1 73:6
part [18] 6:1,7 8:4 11:1,13 12:6 21: 14,17 22:23 33:7,8 35:3 36:20 39: 2 75:2 76:20 78:19 100:23
parties [2] 103:3 104:14
passing [1] 97:20
past [1] 86:16
patterns [1] 66:1
pause [10] 25:25 31:14 44:13 46:1 55:9,13 61:6 89:16 96:22 101:17
peak [1] 66:19
pension [1] 101:4
people [21] 6:13 10:21 11:23 25: 16 26:6 27:18 30:20 31:22 39:23 40:7 57:24 60:20 66:16,18,22,22 75:5 78:11 86:21 91:23 101:5
per [29] 11:25 17:6 25:2,5,7,11,14, 18 43:12,15,17 48:13,20 49:2 57: 12,18 63:10 66:22 85:12,15,20 86: 6,8,13 87:10,11,12 89:4,10
percent [16] 39:4,14 42:18 44:22 61:13 63:21 65:3,4,10,13 71:8,9, 15 88:10,23 96:10
perform [1] 48:16
performance [3] 6:5 36:9 48:17
period [13] 12:17 21:19 38:12 53: 16 65:10 67:9 77:18 91:8 92:24 93:14 94:1,13 96:11
periods [1] 66:6
person [6] 5:4 6:4 90:6,6,15,18
personnel [3] 66:10,13 95:12
persons [1] 6:10
perspective [1] 63:7
pete [2] 55:22 95:6
peter [1] 97:1
phoenetic [3] 26:5 33:12 90:20
pick [1] 69:19
piece [2] 9:25 43:4
place [3] 1:12 4:12 104:8
placed [1] 20:11
plan [11] 7:17 11:11 15:8 67:7 73: 21 75:21,21 88:1,18,20 101:4
planned [3] 30:24,25 47:14
planning [1] 79:11
plans [4] 30:15,19 68:1 73:2
plant [7] 55:15,17 56:6,15,20 58:6, 9
please [1] 39:16
plot [1] 55:23
plus [3] 13:17 68:19 87:8
pmir [3] 67:25 83:19,21
point [14] 5:10 7:22 14:10 20:4 24: 18 31:20 35:5 36:4,14 56:9 59:16 63:18 84:17 99:6
portion [6] 11:3 15:14,15 32:22 33:25 70:18
position [7] 5:2,8,12,14,16,24 44: 1
positions [1] 6:10
positive [1] 14:20
possible [5] 31:1 70:13,16 76:3 84:3
possibly [2] 11:4 67:25
pot [1] 16:3
potentially [5] 14:9 17:24 38:5 41: 13 64:7
poucher's [1] 72:18
predominently [1] 9:16
preliminary [1] 35:25
prepare [1] 87:22
prepared [10] 55:20,21 58:4 61: 17 67:10 75:13 80:3 89:12 99:22, 23
preparing [1] 87:24
present [2] 2:9 103:2
presentation [2] 79:19 87:25
president [6] 16:19 17:2 45:7 55: 22 58:4 97:2
presidents [1] 45:4
pretty [15] 12:19 22:25 23:15,16 43:25 53:23,24 54:18,24 61:22 62: 5 63:9 71:17 76:17 94:4
preventative [2] 82:22 83:21
preventing [2] 82:24 83:17
preventive [16] 8:25 11:5 15:19 17:11,20 18:3 27:6,14 41:18 66: 17 67:24 76:9,14 82:18 83:2,13
previous [4] 20:6 61:21 63:15 98: 13
priced [1] 21:23
primarily [1] 79:8
primary [3] 51:20 61:11 71:15
prior [7] 12:14 15:5 25:12 41:17 51:23 56:4 94:7
private [1] 86:7
privy [1] 97:22
probably [33] 4:23 5:10 7:18 8:5, 6 13:10 15:20 16:10,14 17:10 22: 7 25:22 31:20 34:25 37:17 40:16 51:20 54:17,23 60:13 63:1,6 68: 14 70:3,3,12,12 85:18 86:9 93:21 94:3 95:6 96:15
problems [3] 62:7,21 64:11
proceedings [4] 55:9 61:5,6 96: 19
process [6] 15:3 16:2 34:7 35:21 37:19 75:10
procured [1] 84:1
produced [1] 52:5
productive [1] 38:18
productivity [9] 4:24 41:24 42:15 48:11,15 49:8 68:18 74:7 79:10
professional [1] 104:4
program [6] 16:23 53:23 57:21 76:10,21 101:9
programs [6] 9:2 11:12,17 15:23 41:17 78:9
projected [1] 54:7
projection [3] 73:6 79:24,25
propensity [1] 56:12
proud [1] 71:17
provide [5] 18:22 60:9 84:5,8,10
provided [3] 32:4 38:22 84:1
providing [1] 26:21
provisioning [4] 16:11 17:9 51: 24 54:19
psc [15] 4:25 37:23 38:9,23 40:3 49:17 50:6,12 60:9 69:12 73:23 74:18 77:4 78:7 93:17
public [3] 1:1 104:5,22
pull [1] 98:4
purpose [9] 11:1 26:21 39:22 41: 9 55:24 56:18 59:8 77:7 87:24
purposes [2] 27:13 86:20
pursuant [1] 30:7
put [18] 5:14 10:17 16:3 19:11 20: 14,20,22 21:2 27:9 30:22 40:14 43:15 52:8 73:21 79:18 85:9 98: 12 100:8
putting [1] 49:16

Q

qualitative [1] 4:25
quality [3] 37:24 40:1 77:11
quarter [2] 20:23 96:1
quarterly [2] 94:9,19
question [7] 44:23 50:10 62:9 65: 24 94:8 101:18,20
questions [8] 4:12 7:12 79:20 98: 9 101:21 102:5
quickly [1] 8:24
quite [5] 75:1 77:8 79:17 88:6 98: 6

R

rain [2] 59:24 60:3
rainfall [5] 22:16 84:13,14,16,19
rains [2] 62:15 66:11

ran [1] 40:7
range [5] 10:10 39:20 65:14 71:9 89:8
ranks [1] 100:6
rates [1] 101:3
rather [2] 12:6 35:11
raw [1] 51:10
re [1] 1:4
read [4] 26:1 34:25 45:14 89:17
reading [3] 12:14 26:19 103:3
ready [1] 55:11
really [6] 13:7 18:4 21:17 59:23 62:15 83:13
reason [3] 54:8 66:3 91:23
reasons [2] 64:4 92:16
rebuttal [1] 64:21
recall [40] 14:2 16:21 23:2 34:23 36:4,14 37:16 38:6 39:11,13,21 46:25 51:9 54:18 61:24 67:21 68:3 69:3,6 70:7,9,20,24 72:18 74:8 77:22 81:19 83:19 84:4 90:12,13,16,19 91:18 95:10,11,14 96:8 97:21 98:24
recap [1] 67:6
received [7] 28:19,21,24 29:20 31:7 81:17 89:2
receives [1] 32:18
reclassification [1] 19:7
reclassified [1] 19:17
recognize [7] 7:6 31:17 34:21 67:3 85:8 101:25 102:2
recommend [1] 95:24
recommended [2] 43:5 93:2
record [4] 45:9 50:3 68:10 104:12
red [2] 27:4 31:22
redacted [2] 37:1 99:20
redo [1] 23:8
reduce [8] 21:1 32:14 39:24 40:6,12 44:6 54:9 67:18
reduced [3] 47:13 51:18 104:10
reduction [17] 42:18,20 44:7,22 46:18,19,22 52:20 53:8 67:14 68:1,21 72:11,12 73:2 88:11,24
reductions [9] 33:22 52:24 54:18 67:19 68:7 73:1,22 74:3,6
reference [1] 26:17
referenced [1] 71:4
referred [3] 71:6 72:25 78:14
referring [10] 28:22 29:9,11 34:7,8 45:7 73:7 74:1,4,13
reflect [5] 7:25 28:18 30:4 36:8 38:2
reflected [3] 33:23 50:3 55:15
reflects [2] 36:21 48:15
refresh [1] 97:4
regarding [2] 6:19 26:15
regardless [1] 64:16
region [15] 5:2 6:3 7:10 16:5 17:2,3 27:20 28:8 40:1 44:1,2,15 58:17 87:19 100:17
region's [2] 44:5 47:14
regional [5] 7:2 12:9 45:4 97:2 98:21
regions [11] 6:11 15:2 16:1 27:15 37:2,21 42:13,17 43:3,18,25
registered [1] 104:4
regulatory [2] 90:6,18
rejected [5] 100:5,13,18 101:11,12
related [8] 9:1 32:20 39:5 52:22 61:1 62:15 83:24 91:6
relationship [2] 17:22 58:9
relative [2] 104:13,15
reliability [3] 16:11,14 18:2
relief [1] 38:25
remainder [1] 12:1
remember [6] 12:14 21:11 85:9,14 95:2 98:2
remembering [1] 10:1
remotely [1] 6:2
reorganization [1] 51:16
repair [12] 4:23 33:6 48:24 49:12 60:21 73:9 74:21 75:15 76:14 77:4,19 78:5
repairs [2] 22:12 76:12
repeat [4] 41:18 67:25 71:18 73:1
repeating [1] 83:11
repeats [1] 82:21
replacing [1] 55:17
report [12] 5:17 6:16 7:12 8:2 45:10 53:2 82:6,7 93:25 94:20 99:21,23
reported [4] 33:12 51:22 96:1 104:7
reporter [3] 1:18 104:1,5
reporting [5] 13:14 33:15 89:20 95:25 97:9
reports [10] 6:5 8:3,4 41:18 45:16 51:25 60:16 79:14 83:12 86:22
represent [1] 7:16
request [2] 55:21 83:22
requested [1] 30:14
requirements [3] 38:24 50:7,12
requisition [1] 74:22
requisitions [1] 75:19
residence [1] 83:11
resources [1] 100:9
responsibility [3] 4:23 12:11 51:17
responsible [1] 4:22
rest [1] 73:5
restoral [1] 61:12
result [6] 22:1,1 35:4 40:18 67:22 91:4
results [10] 7:10 8:1 35:10 40:1,2 51:2 64:8,9 66:2 94:9
retail [3] 32:8 34:10,15
retail/wholesale [1] 34:19
retention [3] 99:7 100:3,15
retirement [4] 99:17 100:22 101:3,6
retirements [1] 75:2
return [2] 5:8,11
revenue [2] 31:25 32:12
review [5] 19:23 44:18 59:13 79:14 97:4
revised [1] 95:24
ricky [1] 5:7
rid [2] 10:21 11:2
right-hand [1] 13:5
roughly [1] 42:9
routinely [1] 59:9
row [2] 16:8 17:8
rows [1] 16:17
rule [4] 63:18 65:6 93:14,15
rules [4] 37:23 49:17 69:12 77:4
run [3] 20:17 42:10 49:24
running [2] 68:19 75:8
russell [2] 1:9 4:3

S

safety [1] 94:14
same [24] 5:1 17:19 23:4 25:15,20,22 26:11 45:3 46:6,10 48:20 49:3 53:11 56:9 57:18 59:20 65:21 67:8 68:8 79:5,6 86:1 90:3 96:1
sat [1] 90:7
satisfactory [1] 38:7
saying [8] 22:8 30:12 31:1 34:17 40:17 53:6 81:16 96:3
says [15] 7:13 20:11 26:20 31:6 32:13 34:3,9 35:1,18 40:15 46:19 47:12 73:19 86:10 95:24
schedules [1] 61:13
scope [1] 51:12
se [4] 11:25 17:6 63:10 66:22
seal [1] 104:17
season [2] 22:25 75:8
sec [1] 86:10
second [9] 34:1 44:12 47:10 48:10 49:15 62:12 65:18 68:6 83:17
section [1] 49:15
see [20] 9:4 22:5 26:24 47:16 48:8,24 59:16 60:24 64:12,13 68:16 79:5 82:7 85:21 89:19 93:3 95:17,19 99:9,25
seemed [1] 21:20
seems [1] 56:12
seen [5] 25:6 32:23 38:21 61:18 87:1
sense [2] 14:22 96:12
sent [5] 7:18 33:23 73:11 74:2 90:5
separate [4] 24:22 34:15 58:25 100:23
separation [1] 100:16
separations [1] 98:22
series [1] 101:21
service [34] 1:1 22:1 30:18 33:7 37:24 38:23 48:12 50:6,14 51:2,6 60:10 61:11 62:5,13,18 63:17,20,21 64:11 65:5 68:6,10 71:9,14,15,15 73:22 75:6 84:18 91:6,25 94:2 97:19
services [13] 32:1,14,19,21 33:4,13,15 34:13,16,17 65:10 90:2 98:21
set [2] 66:24 72:13
seven [5] 39:20 42:25 65:4,6 80:9
seventy [1] 73:14
seventy-eight [2] 80:20 81:22
seventy-five [1] 73:9
seventy-one [1] 64:9
several [4] 15:3 47:19 60:11 86:16
shape [1] 24:16
sheet [3] 24:1 73:6,7
shirts [1] 17:7
short [3] 42:10 91:8 96:19
shorthand [2] 104:7,9
show [9] 1:4 18:19,23 24:19 56:7,23 59:9 79:15 82:6
showed [1] 61:22
showing [3] 58:14 59:10,14
shown [1] 88:23
shows [6] 8:7 57:17 62:3,4 63:15 88:9
side [8] 17:16 27:17,18 34:19 37:3 78:10,11,12
sidekicks [1] 83:7
signing [1] 103:3
signs [1] 6:4
similar [4] 6:10,16 67:7 83:23
similarly [1] 51:1
simply [3] 49:2 75:19 94:22
since [4] 9:7 30:15 39:10 53:2
sitting [1] 5:4
situation [3] 11:4 38:20 94:17
situation-by-situation [1] 91:17
situations [1] 94:6
six [12] 24:18,18 62:6 66:5 70:3,4 79:25 80:7,9,13,20 84:11
sixty-five [1] 100:1
sixty-two [4] 25:2 79:1 80:17,19
size [3] 26:22 27:13 28:3
skyrocketed [1] 59:17
sliced [1] 70:23
slightly [1] 54:22
small [3] 45:16 70:4,25
smaller [4] 52:3 54:15,17 70:13
snowbird [1] 75:8
solid [1] 62:18
somebody [2] 76:24 99:22
someone [2] 24:15 91:7
sometime [1] 21:10
sometimes [3] 26:16 79:16,17
somewhat [1] 72:19
somewhere [2] 15:24 66:14
sorry [4] 29:12 32:13 49:9 72:12
sorts [1] 33:22
sounds [1] 91:2
south [7] 89:20 90:1,8,16,25 96:8,12
southeast [1] 2:6
special [8] 25:17 86:7,15,23 87:8,9,13 101:9
specific [3] 55:18 68:4 70:24
specifically [17] 23:14 27:8 38:23

39:21 46:25 47:6 49:18 53:24 57:23 70:20 72:8 73:5 86:23 91:21 92:3 97:21 99:4
specifics [1] 91:18
speculating [1] 81:9
spend [6] 11:8,9 40:16 51:6 56:5 58:2
spending [10] 47:12,15,18 49:14 50:11 56:23 57:18 65:21 72:11,13
spent [12] 11:19 21:13,24,24 41:20 51:9 57:5,6,10,12,25 63:5
spike [3] 21:20 66:3,9
spikes [2] 64:12 66:5
split [1] 18:1
spread [1] 53:20
spring [1] 66:1
staff [9] 5:4,24 6:2 28:18 30:4 31:7 33:14 65:19 93:17
staffing [2] 30:6 75:18
stage [1] 100:7
stamp [14] 7:1,4 25:24 29:6,10 31:12 41:2 44:10 52:5 61:9 62:1 78:18 85:7 98:20
stamped [13] 19:19 34:20 44:10 45:23 55:12 58:13 67:2 73:8 87:17 89:15 96:21,24 101:23
standard [4] 25:9 49:20 59:13 65:3
standards [12] 1:6 4:25 30:18 38:10 40:3 51:7 60:9 62:5,13 73:23 74:18 78:7
start [5] 4:11 7:13 9:8 10:6 23:16
started [7] 35:22 59:23,24 62:16 75:10 92:23 93:3
starting [6] 16:18 23:23 35:5 36:13 50:1 64:12
starts [3] 21:17 45:13 46:14
state [6] 16:5 95:8 104:2,5,19,22
stated [1] 39:25
statement [10] 10:23 13:24 14:16 18:7 29:21 32:21 40:16 58:19 61:2 97:11
states [3] 28:17 30:3 70:8
station [3] 83:4,8,12
statistic [3] 25:13,21,23
statistics [2] 25:8,20
stay [1] 76:2
stayed [3] 64:13,15 65:21
sticking [1] 17:1
still [14] 10:7 18:24 23:5 30:20 34:14,18 45:10 50:24 51:3 64:23 70:15 74:8,12 96:9
stipulation [1] 103:1
storms [1] 63:3
straight [1] 33:17
street [2] 1:12 75:6
stress [1] 83:7
stretch [26] 9:18,25 10:16,17,20 11:2,7 20:8,11 29:8,25 30:23,24,24 39:25 40:12 42:15 43:2,16 44:6,6 68:13,14,23 81:13 82:12
stretches [1] 9:20
strike [1] 94:23
strikes [5] 89:21 91:6 92:23 93:25 96:10
strokes [2] 84:7,11
strong [2] 65:16 74:6
stuff [3] 10:1 70:23 95:18
subdivision [1] 76:22
subject [2] 96:13 99:1
submissions [1] 94:9
submitted [2] 29:7 73:20
subsequent [3] 44:11 92:20,22
substantial [2] 52:23 59:22
substantially [3] 51:18 60:7 62:6
subtract [1] 80:19
sufficient [1] 66:10
sum [3] 12:8,25 13:17
summer [7] 21:10,21 62:22 63:2 66:11,21,25
sums [1] 101:4
supervision [1] 104:10
support [3] 28:12 90:7,15
supporting [1] 6:2
surprised [1] 95:16
switch [7] 25:2,16,18 86:15 87:5,8,15
switched [15] 25:7,11,16 85:15 86:4,6,10,19,23,24 87:9,13,13 89:5,8
switching [2] 51:22 54:19
sworn [1] 4:4
system [4] 30:9,12 79:10,11

T

tac [10] 8:24 16:9 57:20 67:25 72:25 73:1,3 78:8 82:17 83:23
talked [11] 9:19 12:13 15:5 28:10 54:2 56:11 57:20 64:20 67:7 72:21 90:1
tall [1] 62:18
tallahassee [1] 2:4
taller [1] 62:20
tampa [4] 1:13 6:2 84:19 104:18
target [22] 29:7,15,20 30:7 33:23 35:18 36:16 37:5 38:2 40:15,20 43:5,19 46:10,15 61:22 64:15 68:25 74:16 81:17 88:2 89:1
targeted [4] 20:21 50:25 57:19 81:11
targeting [3] 57:3,23 58:1
targets [10] 6:22 28:19,21 30:5 31:7 32:1,18,21 38:3 65:22
tas [5] 78:25 79:3,7,16,18
technician [2] 96:14,16
technicians [5] 4:23 51:21 74:22 75:15 94:16
temporarily [1] 34:4
temporary [1] 4:17
ten [1] 100:1
ten-and-a-half [1] 24:20
term [2] 13:6 22:11
terms [5] 20:17 60:5 72:22 74:7 75:22
test [1] 83:6
testified [1] 4:6
testimonies [2] 39:2 61:18
testimony [15] 12:15 41:16 63:19 64:21,21 69:7 71:19 72:8 73:12,16,19 74:20 80:9 83:25 97:8
tests [1] 83:7
thanksgiving [1] 21:18
themselves [2] 50:8 52:2
there's [27] 8:11,15 12:21 32:7 35:25 41:14 42:5,18 46:18,20 47:11 49:4 52:13 53:23 63:7 65:15 66:5 67:13 69:1 88:10,18 89:4,19 91:17,25 95:11 99:9
thereafter [2] 95:25 104:9
therefore [5] 44:1,2 49:20 83:11 101:12
therein [1] 104:8
thereof [1] 33:25
thereupon [2] 4:2 102:7
they've [1] 15:6
thinking [6] 21:9 47:1 71:7,8 80:5,7
third [1] 96:1
thirty [1] 25:3
thirty-four [1] 69:15
thirty-nine [1] 7:20
thirty-six [1] 69:15
thirty-two [2] 72:11,12
thousand [23] 39:20 67:20 68:7,12,13 72:11,13 73:9,14,15 78:24 79:1,25 80:8,14,17,19,21 81:2,22 82:3 99:16 100:9
three [10] 10:25 18:25 22:24 54:25 61:12 63:12 65:2 71:16 94:16 100:1
throughout [13] 9:1 12:25 13:1,20 14:4 15:4,8 16:4 18:15,20 21:9 27:11 55:3
timeframe [14] 5:13 7:18 11:18 14:13 23:3,5 33:9 57:15 66:14 67:12 75:4,9 77:21 98:2
timing [11] 13:8,11,22 14:2,5,9 60:19 62:24 63:3,7,11
title [1] 58:16
today [2] 77:2 91:9
together [4] 52:8 55:24 73:21 100:8
tom [1] 63:19
ton [1] 21:25
tone [2] 68:9 76:21
took [2] 14:18 81:11
top [2] 34:1 48:10
tops [2] 29:23 52:17
total [11] 13:2 49:9 58:17 68:21 86:9,10,22 87:6,8 89:5,7
totaled [1] 68:22
totally [3] 9:16,17 24:21
toward [1] 80:3
track [5] 13:1 79:15 84:14,16,18
traditionally [3] 27:16 68:1 71:14
trained [1] 75:7
training [2] 54:2 66:16
transfer [1] 16:6
transferred [2] 11:24 14:19
transferring [2] 15:8,25
transfers [5] 9:2 11:13,23 16:24 69:5
treated [1] 92:5
trend [3] 50:1 88:5,10
tribune [1] 84:20
tried [1] 96:9
tries [1] 13:8
trip [1] 83:17
trouble [12] 21:23 57:11,11 58:10 60:7,16 67:19 69:12 70:2 73:2 79:9 83:12
troubles [4] 21:12 56:23 57:18 78:24
true [36] 8:15,15,16,17 10:23 13:4,6,6,7,14,16,18,19,21,24 14:11,16 18:7 24:22 29:21 32:21 40:16 43:10 46:13 50:5,23 57:8 58:11,19 61:1 64:17 67:15 70:16 72:3 97:11 104:11
truth [3] 4:5,5,5
try [12] 13:13 20:24 29:25 42:17 56:18 60:9 67:18 68:9 75:25 76:2 79:6 98:7
trying [25] 5:3 10:8 13:7 21:25 22:2 23:11 25:11,19 27:12 33:8 39:11 40:4,5 42:13 55:25 56:7 57:15,15 68:9,18 72:22 74:10 87:25 95:19 98:7
ts [1] 65:2
tuboe [1] 90:20
turn [2] 72:7 73:18
turned [1] 91:14
twelve [1] 69:15
twenty [6] 15:10 52:14 53:20 54:4,10,13
twenty-four [10] 61:13 71:10 90:2 91:24 92:7,7,11 93:6,10 97:19
twenty-nine [6] 52:14 53:19 54:4,9,10,13
twenty-three [1] 68:7
two [15] 22:24 28:16 31:11 44:19 51:20 54:25 55:23 66:4 70:5,7,13 79:3 94:16 98:3,15
two-and-a-half [1] 89:9
type [7] 18:1,3 25:8 29:23 34:6 67:8 68:8
types [3] 16:22 17:19 25:5
typewriting [1] 104:10
typically [2] 75:22 77:6

U

ultimately [3] 94:24 95:4,20
uncommon [1] 18:9
under [19] 12:10,16 16:7,8,13 28:11,16 33:10,14 52:2,10,14 63:15,17 68:25 78:25 82:15 101:2 104:10
understand [4] 25:19 40:18 81:12 99:14
understood [1] 72:23

unfortunately [1] 23:23
unidentified [5] 9:19 10:7,22 39:25 53:7
uniform [1] 17:5
union [8] 41:7 100:5,14,19,21 101:10,12,13
unit [4] 48:13,16,20 49:3
units [3] 49:5 81:8,14
unless [4] 51:12 53:23 54:8 81:7
until [4] 18:5,7,11 65:22
unusual [3] 17:24 22:23 48:6
up [39] 11:15 14:1 17:1 18:2 20:16,19,19 22:4 23:3,12,19 26:22 29:2,17,19,23 36:17,22 37:7 42:2 43:20 49:21 52:17,19 53:6 54:17,22,23 56:23 58:15 74:13 75:7,18 76:4 81:18 88:1,20 89:7 100:5
ups [1] 68:10
uses [1] 25:10
using [3] 35:4,8 76:4

V

valid [1] 19:15
valuation [1] 61:14
variable [2] 42:6,14
variance [7] 8:7,15 13:7,15 24:22 51:10,14
variances [2] 13:9 18:12
various [2] 27:19 31:22
vast [1] 15:18
verify [2] 85:21 86:1
verizon [6] 2:6 4:13 5:25 51:17 69:14 91:5
version [7] 44:15,17 45:2,3,5,12,17
versus [14] 18:14 19:5,12 39:4,14 42:14 47:4 57:5 58:17 59:1 61:21 70:25 72:25 79:10
view [2] 22:10 72:18
volumes [1] 21:23
voluntary [2] 98:22 100:15
vsep [2] 99:8 100:4

W

wage [1] 41:6
waived [1] 103:4
way [22] 13:23 14:6 15:11 23:23 51:20 56:13 57:2,5 63:18 66:4 72:23 85:10 90:3 91:5 93:15,19,25 95:14,17 96:2 97:9,15
wayne [2] 90:20 91:1
ways [5] 51:19 70:24 74:12 87:1,2
weather [3] 50:16 65:25 83:25
week [2] 8:6 77:14
weeks [2] 63:12 66:5
whatever [1] 40:21
whereas [1] 53:13
whether [19] 48:8 49:11 85:19 91:18 92:2,4,5,6,8,10 93:8,13,17,20,24 95:11,12 96:3 97:5
whole [3] 4:5 17:2 100:4
wholesale [3] 32:8 34:11,15
whom [1] 5:17
will [18] 6:22 13:10,21 15:3 16:3 31:12 40:16 41:8 42:10 43:20 44:8 45:16 66:15 76:14 79:6 84:20 86:22 98:9
winter [6] 4:15,21,21 5:9,15 65:1
wire [2] 83:8,12
wise [1] 51:2
withheld [1] 34:5
within [15] 8:5,6 12:12 15:24 48:1 61:11,12 65:2 71:15 92:7 93:5,9 96:11 98:3 100:17
without [2] 24:11 96:11
witness [1] 104:17
witnesses [1] 65:19
wondering [2] 25:8 48:21
words [2] 48:16 86:6
work [15] 26:13,22 28:3 30:25 31:4 34:14 60:14 66:14 68:9 76:1,23 77:11 79:7,13 100:16
worked [1] 34:14
workers [1] 101:1
working [1] 34:19
works [5] 15:11 26:10 30:9,13 35:21
worksheet [1] 46:14
worksheets [1] 53:21
worrying [1] 51:10
worse [2] 11:11,21
worth [2] 9:5 98:7
wrote [1] 57:9

X

xscribe [1] 1:25

Y

year [51] 7:9,19 8:1 9:1,10 10:6,9 12:1,19,25 13:2,20 14:4,6,11 15:4,8 16:4 18:5,13,16,21 20:12,23 21:2,17 25:12 27:11 28:2 31:13 37:14,25 41:22 47:25 51:2 53:25 54:5,21,23 62:6,7,12 65:18,19 72:17 77:21 85:20 87:18 88:3,4,18
year-end [4] 18:11 54:6 73:8 79:14
year-ending [1] 54:5
year-to-date [5] 7:2 14:8 18:16,17,17
year-to-year [1] 87:5
years [10] 15:3 23:17 50:4,6 56:13 57:4 70:2 76:15 77:2 86:16
yost [1] 90:15
yourself [2] 26:7 90:14

Z

zero [1] 12:8
zeroes [1] 19:17

EXHIBIT NO. DBM-1

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1996 involving service orders and trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-1

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 5
COMPANY/ WITNESS: FPSC Staff
DATE: 6-21-01

GTE Florida Incorporated
MAY 13 THRU JUNE 28, 1996

RULE 25-24.066
25-24.077

EXHIBIT - 14

Service Order Review - New Primary Service

Total Reviewed	Total Applicable	Delayed by Subscriber	3-Day Completion Total Required	3-Day Completion Completed Total	3-Day Completion Completed %	Appointments Total Made	Appointments Total Kept	Appointments % Kept
Exchange...CLEARWATER								
186	186	76	104	90	86.5	6	5	83.3
Exchange...HUDSON-MOON LAKE								
59	59	15	40	38	95.0	4	4	100.0
Exchange...N. P. RICHEY-7 SPGS								
60	60	32	24	24	100.0	4	4	100.0
Exchange...TARPON SPRINGS								
60	60	27	31	31	100.0	2	1	50.0
Totals								
365	365	150	199	183	92.0	16	14	87.5

3-Day Completion Total Required=Total Applicable less Delayed by Subscriber less Appointments

RULE 25-4.022
25-4.070
25-4.077
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: CLEARWATER
DATE 05/13/96 To 06/28/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
157	27	14	113	3	103	100	7	7	10	10	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	103	48	100	3	0	N/A	N/A
Service Affecting	25	12	N/A	N/A	N/A	25	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 64.9
(3) OOS - 24 Hour... 97.1
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	SA Appointments Total Kept	SA Appointments %
2	2	100.0

Note (1) 29 reports that were 00S Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: HUDSON/MOON LAKE
DATE 05/13/96 To 06/28/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
60	14	4	31	11	30	28	2	2	1	1	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	30	17	28	2	0	N/A	N/A
Service Affecting	14	8	N/A	N/A	N/A	14	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 73.9
(3) OOS - 24 Hour... 93.3
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	SA Appointments Total Kept	SA Appointments %
0	0	***.*

Note (1) 7 reports that were 00S Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

RULE 25-4.022
25-4.070
25-4.077
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: NEW PORT RICHEY/SEVEN SPRINGS
DATE 05/13/96 To 06/18/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
50	17	2	31	0	29	29	1	1	2	2	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	29	17	29	0	0	N/A	N/A
Service Affecting	14	4	N/A	N/A	N/A	14	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 85.0
(3) OOS - 24 Hour... 100.0
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	SA Appointments Total Kept	SA Appointments %
3	3	100.0

Note (1) 9 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: TARPON SPRINGS
DATE 05/13/96 To 06/28/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
60	11	3	37	9	36	35	1	1	1	1	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	36	22	35	1	0	N/A	N/A
Service Affecting	8	6	N/A	N/A	N/A	8	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 75.9
(3) OOS - 24 Hour... 97.2
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	SA Appointments Total Kept	SA Appointments %
3	3	100.0

Note (1) 7 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

EXHIBIT NO. DBM-2

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for 1996 showing the percentage of exchanges that missed the standards for installation of new primary service and out of service restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-2

GTE Florida

1996 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards) ***Schedules 2 & 11***

	Jan-1996	Feb-1996	Mar-1996	Apr-1996	May-1996	Jun-1996	Jul-1996	Aug-1996	Sep-1996	Oct-1996	Nov-1996	Dec-1996
New Primary Service	0 0%	0.0%	0.0%	0.0%	4.2%	0.0%	4.2%	16.7%	12.5%	25.0%	37.5%	8.3%
Out of Service w 24	100.0%	50 0%	58 3%	50.0%	79.2%	79.2%	87.5%	62.5%	41.7%	54.2%	58.3%	25 0%

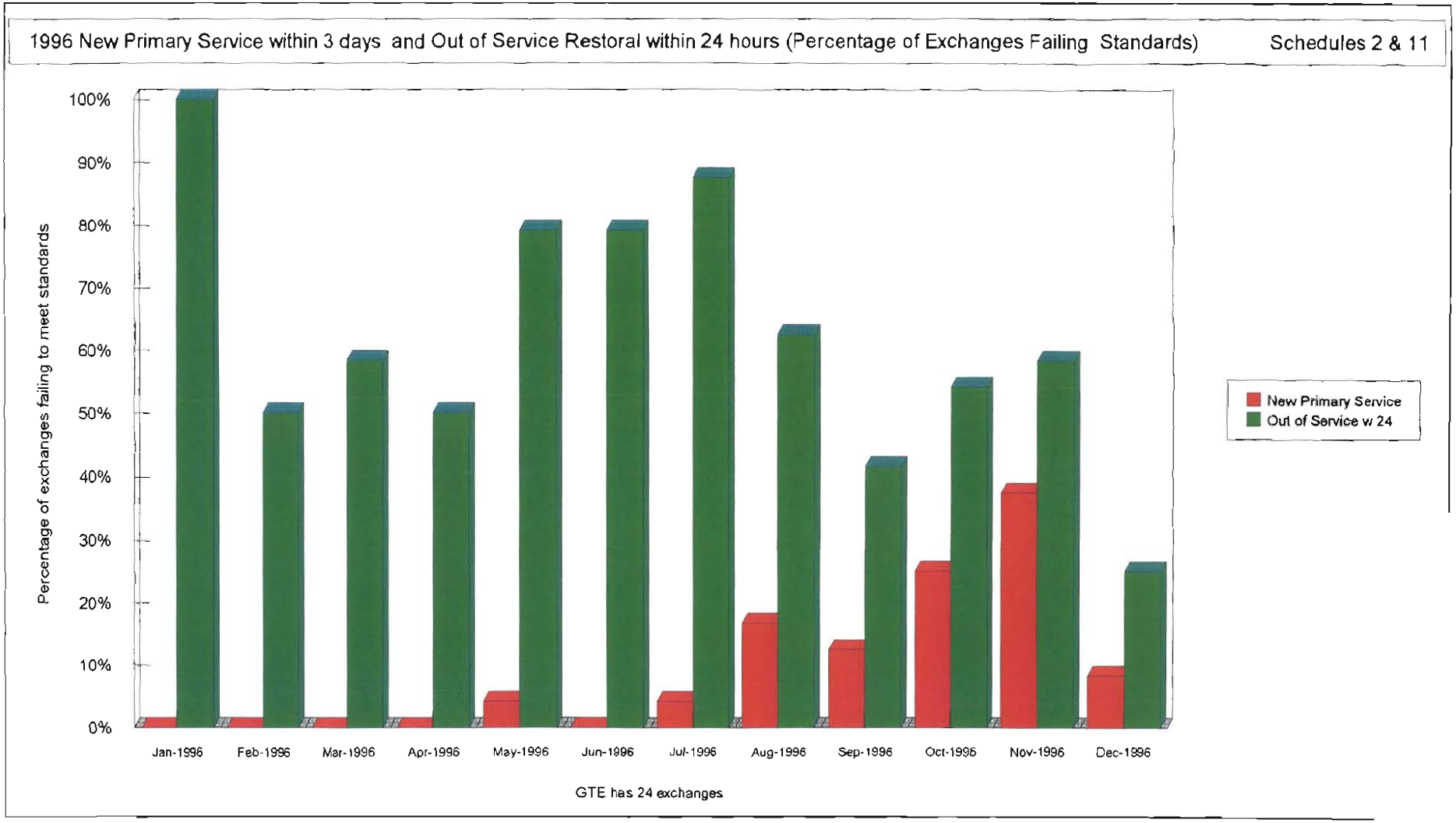


Exhibit DBM-2 (Page 1 of 1)

EXHIBIT NO. DBM-3

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1997 involving service orders and trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-3

GTE Florida Incorporated
JUNE 16 THRU JULY 25, 1997

RULE 25-4.066
25-4.0770

EXHIBIT - 14

Service Order Review - New Primary Service

Total Reviewed	Total Applicable	Delayed by Subscriber	3-Day Completion Total Required	3-Day Completion Completed Total	3-Day Completion Completed %	Appointments Total Made	Appointments Total Kept	Appointments % Kept
Exchange...LAKELAND								
114	114	12	95	73	76.8	9	9	100.0
Exchange...BARTOW								
108	108	8	91	71	78.0	9	8	88.9
Exchange...LAKE WALES								
106	106	19	85	62	72.9	2	2	100.0
Totals								
328	328	39	271	206	76.0	20	19	95.0

3-Day Completion Total Required=Total Applicable less Delayed by Subscriber less Appointments

GTE Florida Incorporated
JUNE 16 THRU JULY 25, 1997

RULE 25-4.022
25-4.070
25-4.0770
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: LAKELAND
DATE 06/16/1997 To 07/25/1997

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
160	46	0	104	10	101	100	1	1	3	3	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	101	55	100	1	0	N/A	N/A
Service Affecting	43	43	N/A	N/A	N/A	43	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 87.3
(3) OOS - 24 Hour... 99.0
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	Total Kept	%
3	3	100.0

Note (1) 38 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: BARTOW
DATE 06/16/1997 To 07/25/1997

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
174	32	0	82	60	78	76	3	1	4	3	75.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	78	42	76	2	0	N/A	N/A
Service Affecting	32	32	N/A	N/A	N/A	32	0

Company Percentages:

(1) Appointments.... 75.0
(2) OOS Same Day.... 80.8
(3) OOS - 24 Hour... 97.4
(4) Rebates..... 33.3
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	Total Kept	%
0	0	***.*

Note (1) 26 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

GTE Florida Incorporated
JUNE 16 THRU JULY 25, 1997

RULE 25-4.022
25-4.070
25-4.0770
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: LAKE WALES
DATE 06/16/1997 To 07/25/1997

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
165	42	0	93	30	93	93	0	0	0	0	***.*

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	93	49	93	0	0	N/A	N/A
Service Affecting	41	41	N/A	N/A	N/A	41	0

Company Percentages:

(1) Appointments.... ***.*
(2) OOS Same Day.... 89.1
(3) OOS - 24 Hour... 100.0
(4) Rebates..... ***.*
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	SA Appointments Total Kept	SA Appointments %
1	1	100.0

Note (1) 38 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

EXHIBIT NO. DBM-4

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for 1997 showing the percentage of exchanges that missed the standards for installation of new primary service and out of service restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-4

GTE Florida

1997 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards) *Schedules 2 & 11*

	Jan-1997	Feb-1997	Mar-1997	Apr-1997	May-1997	Jun-1997	Jul-1997	Aug-1997	Sep-1997	Oct-1997	Nov-1997	Dec-1997
New Primary Service	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	4.2%	4.2%	0.0%	0.0%	25.0%	16.7%
Out of Service w 24	0.0%	0.0%	0.0%	16.7%	0.0%	58.3%	62.5%	41.7%	45.8%	91.7%	100.0%	100.0%

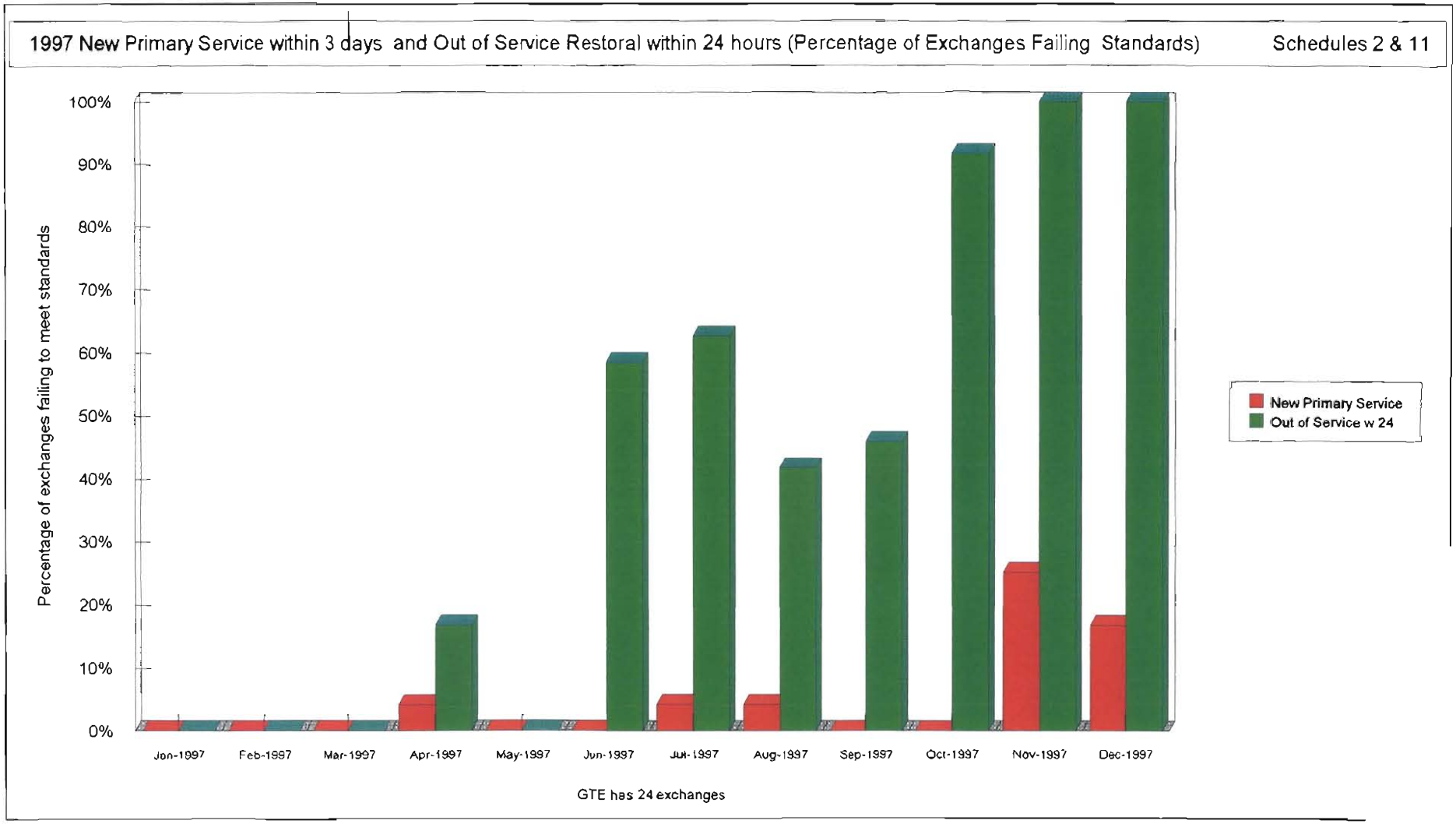


Exhibit DBM-4 (Page 1 of 1)

EXHIBIT NO. DBM-5

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Correspondence between GTE Florida and FPSC Staff involving the 1997 service quality evaluation.

PROFFERING PARTY: STAFF

I.D.# DBM-5

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JOE GARCIA
E. LEON JACOBS, JR.

DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

July 20, 1998

Ms. Beverly Y. Menard
GTE Florida Incorporated
c/o Ms. Margo B. Hammar
106 College Avenue, Suite 810
Tallahassee, Florida 32301-7704

Dear Ms. Menard:

Thank you for your responses to our 1997 Service Evaluation Report of your company's operations in the Lakeland, Bartow, and Lakes Wales exchanges.

We are pleased that you will begin reporting both TAS and AWAS repair appointments in August 1998.

The service order completion information provided in your July 9, 1998 response fails to satisfactorily explain the differences between our service evaluation results and your Schedule 2 reports. You returned additional research for only five of the 65 service order misses and only one of the five fully explained the delay. Your table of adjusted service order completions incorrectly assumed that we reported misses for all 28 service orders. In fact, we added in their "actual" three-day rule performance, 20 of the 28 were subject to the rule and eight of the 20 were completed in three days. We will pay special attention to this issue during the 1998 Service Evaluation.

We still require responses for the following service categories: (1) Toll Timing- confirmation of the system fix to correct the formatting problem; (2) Rebates Due; and (3) Repair Appointments- confirmation of AWAS appointments reporting.

If you have questions, please call Phil Trubelhorn on 850/413-6592.

Sincerely,

J. Alan Taylor, Chief
Bureau of Service Evaluation

File: GTEFL/1997 Serv. Eval.

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

July 9, 1998

Mr. J. Alan Taylor, Chief
Bureau of Service Evaluation
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: GTE Response to 1997 Service Evaluation Report

Dear Mr. Taylor:

The attached information is provided in response to your letter dated June 16, 1998 concerning our responses to the 1997 service evaluation results.

We trust this provides the information you require. If you have any questions or need additional information, please contact Debby Kampert of my staff at 813-483-2531.

Sincerely,

Debby Kampert
for Beverly Y. Menard

BYM:DBK:wjh
Enclosures

RECEIVED
JUL 13 1998
CMU

GTE FLORIDA'S SUPPLEMENTAL RESPONSES TO THE FPSC AUDIT REPORT DATED FEBRUARY 20, 1998 CONCERNING THE SERVICE EVALUATION PERFORMED FOR THE PERIOD OF JUNE 16 THROUGH JULY 25, 1997

▸ With respect to the toll timing, please information us when GTEFL implements the system fix to correct the "formatting" problem.

Response:

The above mentioned system fix is scheduled to be included in the V55 release, with a projected implementation date of November 17, 1998.

• Rebates made for out of service troubles: The company scored 50 percent on rebates made for out of service troubles that were not cleared within 24 hours. It did not make two of the four required rebates as GTE "excluded" both reports. The company needs to explain why it excluded the report and why it did not provide rebates in accordance with Rule 25-4.070(b), Florida Administrative Code.

Response:

Additional time is needed for an internal review of the rebate process. A response should follow by July 20, 1998.

▸ We need additional information regarding the difference between the service order completion rates found during the evaluation's service order review and the higher completion rates reported in Schedule 2.

Response:

Staff found 28 service orders that, while closed out, were not fully completed; that resulted in out of service trouble reports by the customers. Staff added these orders to the service order totals in Exhibit and reflected them as not completed in 3 days. GTE's Schedule 2 would have reflected these orders as completed since they were signed off by the technician.

	Total Orders	Complete in 3 days	% complete in 3 days
Reflected on FPSC Schedule 14	271	206	76.0 %
Add back 28 Orders signed off that turned into trouble reports	271	206 + 28 = 234	86.3%
Add back orders with additional research	271	234 + 5 = 239	88.1%

Attached are five orders. Each has a separate note to indicate how GTEFL may have measured the order as meeting the 3 day requirement.

Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

June 3, 1998

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Mr. D'Haeseleer:

The following is provided in response to your letter dated February 20, 1998 concerning the service evaluation performed by your staff during the period of June 16 through July 25, 1997.

We appreciate the cooperation and professional approach displayed by all members of the FPSC staff.

Enclosed is GTE Florida's (GTEFL) response to the items where the standards were not satisfied or where staff has requested information.

We trust this provides the information you require. If you have any questions or need additional information, please contact Debby Kampert of my staff at 813-483-2531.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

GTE FLORIDA'S RESPONSES TO THE FPSC AUDIT REPORT DATED FEBRUARY 20, 1998 CONCERNING THE SERVICE EVALUATION PERFORMED FOR THE PERIOD OF JUNE 16 THROUGH JULY 25, 1997.

▸ Trunk Congestion: During the audit, staff performed a series of dialing tests to verify claims by local exchange companies of Internet Congestion. On June 17th, staff identified a problem between Lakeland and the 813 area code when several calls were blocked around 8:00 p.m. Staff learned that a trunk group in the Tampa East central office had several trunks out of service at the time. Since GTE was unable to provide data about the problem, staff reached no conclusion about Internet congestion.

Response:

GTE provided a detailed response including the investigation and resolution in a letter dated September 24, 1997 from Bill Elwood to Mr. Alan Taylor. Duplicate copy is attached for the convenience of the commission staff.

▸ Proper Grounding Equipment: Transmission results were 99 percent, but staff found that installation personnel were not using the proper test equipment to test for grounding. For safety reasons, proper equipment should be used as soon as possible.

Response:

Additional time is needed to respond to this issue. A response will be provided by June 19, 1998.

▸ Periodic Report Schedule 2: The company rating for primary service orders completed in three days fell from 92 percent in 1996 to 76 percent in 1997. GTE needs to explain why its periodic reports from July 1, 1996 to June 30 1997 do not agree with this evaluations findings and the Consumer Affairs data.

Response:

The commission staff reviewed service orders processed during the period of January 1997 and May 1997.

We have reviewed our computation and reporting process. In some instances, where more than 3 working days elapsed between application date and completion date we were able to determine the orders were not missed and should have been noted as "CR" customer request or delayed ordered "DOR" due to lack of facilities. In these instances there was not enough information readily available on the order to draw such conclusion without research. As part of our monthly review and

reporting, we would perform this additional research.

To ensure complete information on the orders as well as accurate reporting the following actions have been taken:
1) Use of the "CR" suffix for customer requested due dates has been re-emphasized with all Customer Contact Centers. Due to a high turnover in staff, continued and on-going training and coaching of this issue is required.

2) The need for complete and detailed orders has been emphasized with all areas in the service provisioning process, e.g.,facilities assignment and engineering.

• Rebates made for out of service troubles: The company scored 50 percent on rebates made for out of service troubles that were not cleared within 24 hours. It did not make two of the four required rebates as GTE "excluded" both reports. The company needs to explain why it excluded the report and why it did not provide rebates in accordance with Rule 25-4.070(b), Florida Administrative Code.

Response:

The rebate procedure, along with the two specific examples sited above, is being reviewed to ensure compliance with rule 25-4.070(b).

• Customer Appointments: Staff found that the company makes two types of appointments, TAS and AWAS appointments. It makes TAS appointments only when the appointment period extends beyond the commitment time. It makes AWAS appointments for access information and customer convenience. The company reports only TAS appointments to the Commission. All "Valid" appointments per Rule 25-4.0770(1) Florida Administrative Code, must be reported in accordance with Rule 25-4.0770(4)(b), F.A.C. The company needs to explain why valid AWAS appointments are not reported quarterly to the commission and, absent an adequate explanation, begin the required Schedule 17 reporting as soon as possible.

Response:

The Automated Work Allocation System (AWAS) "Access" field is used to limit the

time a technician is dispatched to a customer's premises to that window the customer has indicated will be available. This reduces the number of nonproductive trips made to the customer's premises. This is basically used when it cannot be determined if inside access is required. If we are certain that inside access will be required (such as for repair of an inside jack), a TAS appointment could be used.

This access window is only used when a commitment time has already been quoted. Both the commitment and appointment times are being reported today. We believe that reporting the AWAS "Access" time would be redundant and our current reporting of appointment/commitment meets the FPSC rules.

▸ Periodic Reports - Service Orders Completed with 3 days: The company's 76 percent rating for service orders completed within three days differs significantly from the results reported in Schedule 2 during the first two quarters of 1997. The rating reported for the Bartow, Lake Wales, and Lakeland exchanges ranged from a low of 94.5 percent to 99.7 percent. To verify that it is correctly reporting Schedule 2 data, the company needs to fully explain the differences.

Response:

The commission staff reviewed service orders processed during the period of January 1997 and May 1997.

We have reviewed our computation and reporting process. In some instances, where more than 3 working days elapsed between application date and completion date we were able to determine the orders were not missed and should have been noted as "CR" customer request or delayed ordered "DOR" due to lack of facilities. In these instances there was not enough information readily available on the order to draw such conclusion without research. As part of our monthly review and reporting, we would perform this additional research.

To ensure complete information on the orders as well as accurate reporting the following actions have been taken:
1) Use of the "CR" suffix for customer requested due dates has been re-emphasized with all Customer Contact Centers. Due to a high turnover in staff, continued and on-going training and coaching of this issue is required.

2) The need for complete and detailed orders has been emphasized with all areas in the service provisioning process, e.g.,facilities assignment and engineering.

• Periodic Reports - Orders requiring construction: When reviewing Schedule 2, staff found that nearly 30 percent of all service requests require construction. The company needs to explain the specific criteria used to classify a request as requiring construction. It needs to explain the very large number of construction orders.

Response:

GTE has reviewed the information provided on Schedule 2, Column 2 labeled Construction Required. We have been inadvertently including Customer Requested due dates in with the Construction orders; therefore the number were overstated. A restatement of the month ending December 1997 shows 2.8% of orders requiring construction versus the 33.3% originally reported for December. Revised Schedule 2 for December 1997 is enclosed.

Going forward, Schedule 2 will reflect the correct number for construction required orders.

• Toll Timing Accuracy: Test calls resulted in a 83.3 percent timing accuracy (nine calls were overtimed), a 100 percent billing accuracy and a 83.3 percent rating accuracy (the same nine calls were underrated). The company needs to investigate this unusual problem, correct it , and report the corrective action taken.

Response:

GTE Systems and Control group has investigated these billing issues and determined the additional minute on the Customer Copy of the bill (calls overtimed) is due to a format issue. The Business Office Copy of the bill used to support customer contacts efforts and the call records reviewed reported the correct number of minutes for the call noted. An Incident Report has been issued to program and implement a system fix.

EXHIBIT NO. DBM-6

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1998 involving service orders and trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-6

EXHIBIT - 14

Service Order Review - New Primary Service

Total Reviewed	Total Applicable	Delayed by Subscriber	3-Day Completion Total Required	3-Day Completion Completed Total	3-Day Completion Completed %	Appointments Total Made	Appointments Total Kept	Appointments % Kept
Exchange...SARASOTA								
175	175	73	92	89	96.7	10	10	100.0
Exchange...BRADENTON								
175	175	72	97	88	90.7	6	6	100.0
Exchange...VENICE								
178	178	64	114	111	97.4	0	0	***.*
Exchange...ENGLEWOOD								
160	160	53	96	90	93.8	11	11	100.0
Totals								
688	688	262	399	378	94.7	27	27	100.0

. 3-Day Completion Total Required=Total Applicable less Delayed by Subscriber less Appointments

GTE Florida Incorporated
OCTOBER 19 THRU DECEMBER 4, 1998

RULE 25-4.022
25-4.070
25-4.0770
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: BRADENTON
DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
135	14	19	102	0	98	95	4	4	4	4	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	98	50	95	3	0	N/A	N/A
Service Affecting	12	7	N/A	N/A	N/A	12	0

Company Percentages:

(1) Appointments....	100.0
(2) OOS Same Day....	87.7
(3) OOS - 24 Hour...	96.9
(4) Rebates.....	100.0
(5) S.A. 72 Hours...	100.0

SA Appointments

Total Made	Total Kept	%
2	2	100.0

Note (1) 41 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: SARASOTA
DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
220	12	50	157	1	147	134	16	12	10	10	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	147	62	134	8	5	N/A	N/A
Service Affecting	10	3	N/A	N/A	N/A	10	0

Company Percentages:

(1) Appointments....	100.0
(2) OOS Same Day....	71.3
(3) OOS - 24 Hour...	91.2
(4) Rebates.....	75.0
(5) S.A. 72 Hours...	100.0

SA Appointments

Total Made	Total Kept	%
2	1	50.0

Note (1) 60 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

GTE Florida Incorporated
OCTOBER 19 THRU DECEMBER 4, 1998

RULE 25-4.022
25-4.070
25-4.0770
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: VENICE
DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
165	34	1	124	6	112	109	3	3	12	12	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	112	58	109	3	0	N/A	N/A
Service Affecting	29	12	N/A	N/A	N/A	29	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 84.1
(3) OOS - 24 Hour... 97.3
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	Total Kept	%
5	4	80.0

Note (1) 43 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: ENGLEWOOD
DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair Due	24-hrs Repair Done	Rebates Due	Rebates Made	OOS Appointments Total Made	OOS Appointments Total Kept	OOS Appointments %
175	30	0	144	1	135	129	6	6	9	9	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	135	67	129	6	0	N/A	N/A
Service Affecting	28	15	N/A	N/A	N/A	28	0

Company Percentages:

(1) Appointments.... 100.0
(2) OOS Same Day.... 78.8
(3) OOS - 24 Hour... 95.6
(4) Rebates..... 100.0
(5) S.A. 72 Hours... 100.0

SA Appointments Total Made	Total Kept	%
2	2	100.0

Note (1) 50 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

EXHIBIT NO. DBM-7

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for 1998 showing the percentage of exchanges that missed the standards for installation of new primary service and out of service restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-7

GTE Florida

1998 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards) ***Schedules 2 & 11***

	Jan-1998	Feb-1998	Mar-1998	Apr-1998	May-1998	Jun-1998	Jul-1998	Aug-1998	Sep-1998	Oct-1998	Nov-1998	Dec-1998
New Primary Service	8.3%	4.2%	4.2%	8.3%	4.2%	4.2%	0.0%	4.2%	25.0%	0.0%	0.0%	12.5%
Out of Service w 24	100.0%	91.7%	83.3%	4.2%	8.3%	37.5%	62.5%	41.7%	58.3%	79.2%	66.7%	50.0%

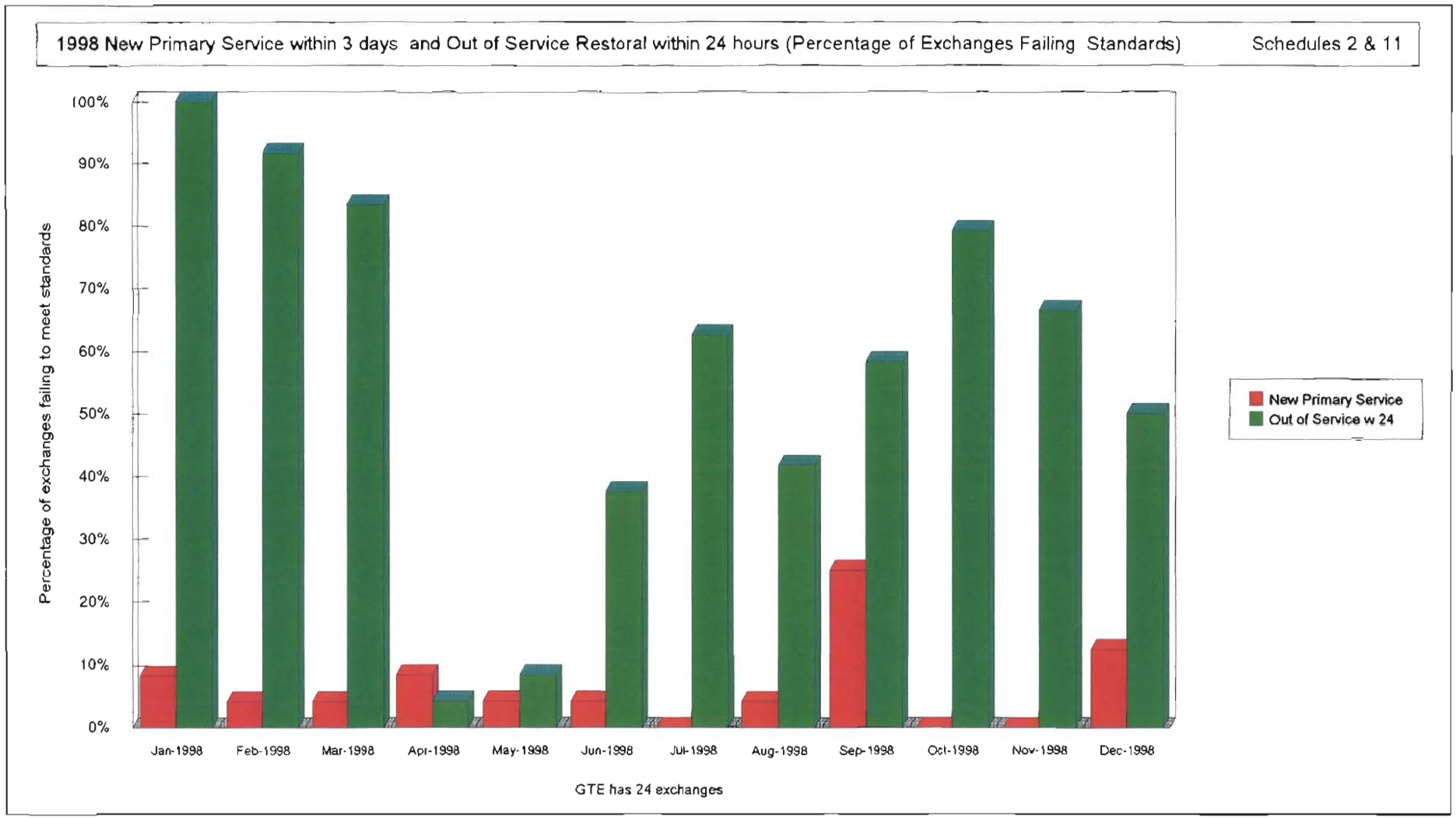


Exhibit DBM-7 (Page 1 of 1)

EXHIBIT NO. DBM-8

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of the service quality evaluation of GTE Florida Incorporated conducted by staff in 1999 involving trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-8

EXHIBIT - 15A

Trouble Report Summary

Rule 25-4.022
25-4.070
25-4.0770
25-4.110

Exchange: **SARASOTA**
Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs-> Due	Done	Rebates Due	Made
180	43	116	21	116	105	6	6

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	116	40	105	4	0	N/A	N/A
Service Affecting	32	13	N/A	N/A	N/A	31	1

Exchange Summary* **

(1) OOS Appointments..	100.0%
(2) OOS Same Day.....	58.0%
(3) OOS - 24 Hours.....	90.5%
(4) Rebates.....	100.0%
(5) S. A. - 72 Hours.....	96.9%

OOS Appointments Made	Kept	Percentage	Service Affecting Appointments Made	Kept	Percentage
7	7	100.0%	11	11	100.0%

* 47 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.
** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

Exchange: **VENICE**
Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs-> Due	Done	Rebates Due	Made
179	38	117	24	111	104	6	6

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	111	50	104	3	0	N/A	N/A
Service Affecting	25	6	N/A	N/A	N/A	24	1

Exchange Summary* **

(1) OOS Appointments..	100.0%
(2) OOS Same Day.....	67.6%
(3) OOS - 24 Hours.....	93.7%
(4) Rebates.....	100.0%
(5) S. A. - 72 Hours.....	96.0%

OOS Appointments Made	Kept	Percentage	Service Affecting Appointments Made	Kept	Percentage
10	10	100.0%	13	11	84.6%

* 37 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.
** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

EXHIBIT - 15A

Trouble Report Summary

Rule 25-4.022
25-4.070
25-4.0770
25-4.110

Exchange: **BRADENTON**
Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs-> Due	Done	Rebates Due	Made
176	24	117	35	110	99	7	7

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	110	34	99	9	2	N/A	N/A
Service Affecting	23	6	N/A	N/A	N/A	21	2

Exchange Summary* **

(1) OOS Appointments..	100.0%
(2) OOS Same Day.....	69.4%
(3) OOS - 24 Hours.....	90.0%
(4) Rebates.....	100.0%
(5) S. A. - 72 Hours.....	91.3%

OOS Appointments Made	Kept	Percentage	Service Affecting Appointments Made	Kept	Percentage
7	7	100.0%	1	0	0.0%

* 61 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.
** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

Exchange: **ENGLEWOOD**
Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs-> Due	Done	Rebates Due	Made
180	38	126	16	119	105	10	10

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	119	43	105	7	4	N/A	N/A
Service Affecting	34	15	N/A	N/A	N/A	30	4

Exchange Summary* **

(1) OOS Appointments..	100.0%
(2) OOS Same Day.....	67.2%
(3) OOS - 24 Hours.....	88.2%
(4) Rebates.....	100.0%
(5) S. A. - 72 Hours.....	88.2%

OOS Appointments Made	Kept	Percentage	Service Affecting Appointments Made	Kept	Percentage
7	7	100.0%	4	4	100.0%

* 55 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.
** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

EXHIBIT NO. DBM-9

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for 1999 showing the percentage of exchanges that missed the standards for installation of new primary service and out of service restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-9

GTE Florida

1999 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards) *Schedules 2 & 11*

	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
New Primary Service	12.5%	100.0%	100.0%	4.2%	4.2%	25.0%	54.2%	100.0%	100.0%	100.0%	12.5%	0.0%
Out of Service w 24	54.2%	0.0%	4.2%	12.5%	25.0%	75.0%	70.8%	79.2%	66.7%	37.5%	0.0%	0.0%

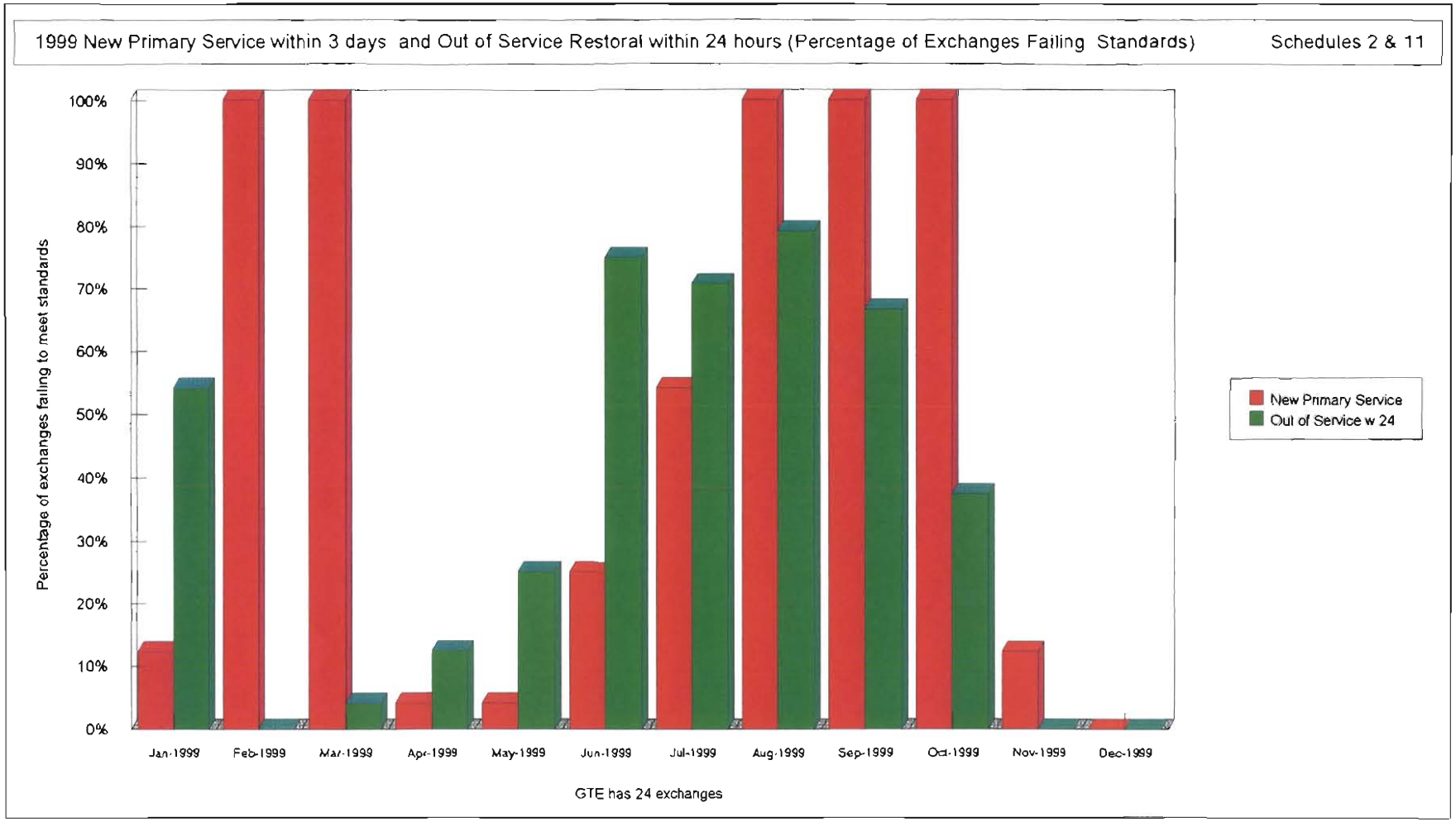


EXHIBIT NO. DBM-10

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for the years of 1996 through 1999 showing the number of exchanges that missed the standards for installation of new primary service and out of service restoral.

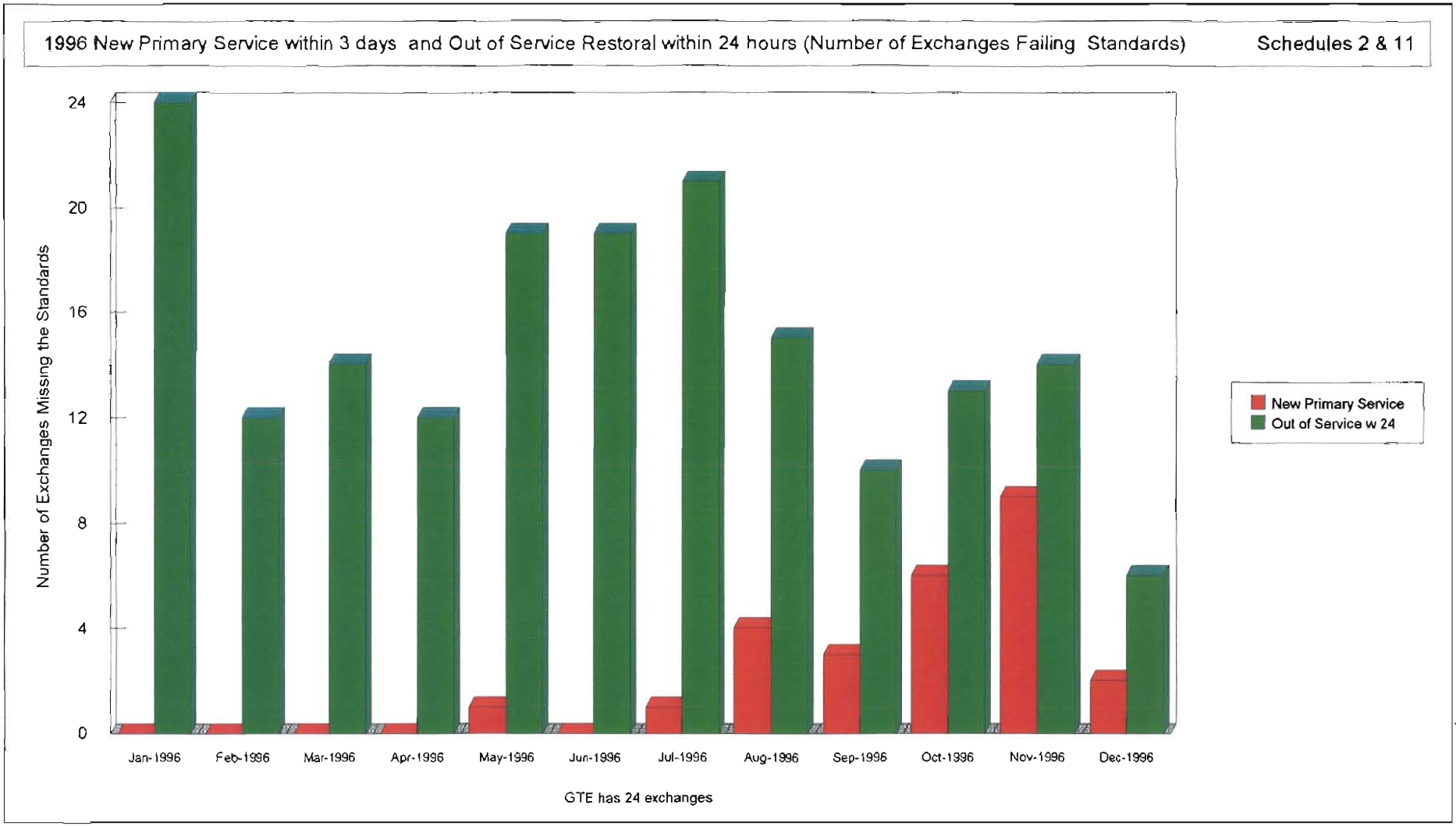
PROFFERING PARTY: STAFF

I.D.# DBM-10

GTE Florida

1996 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards) ***Schedules 2 & 11***

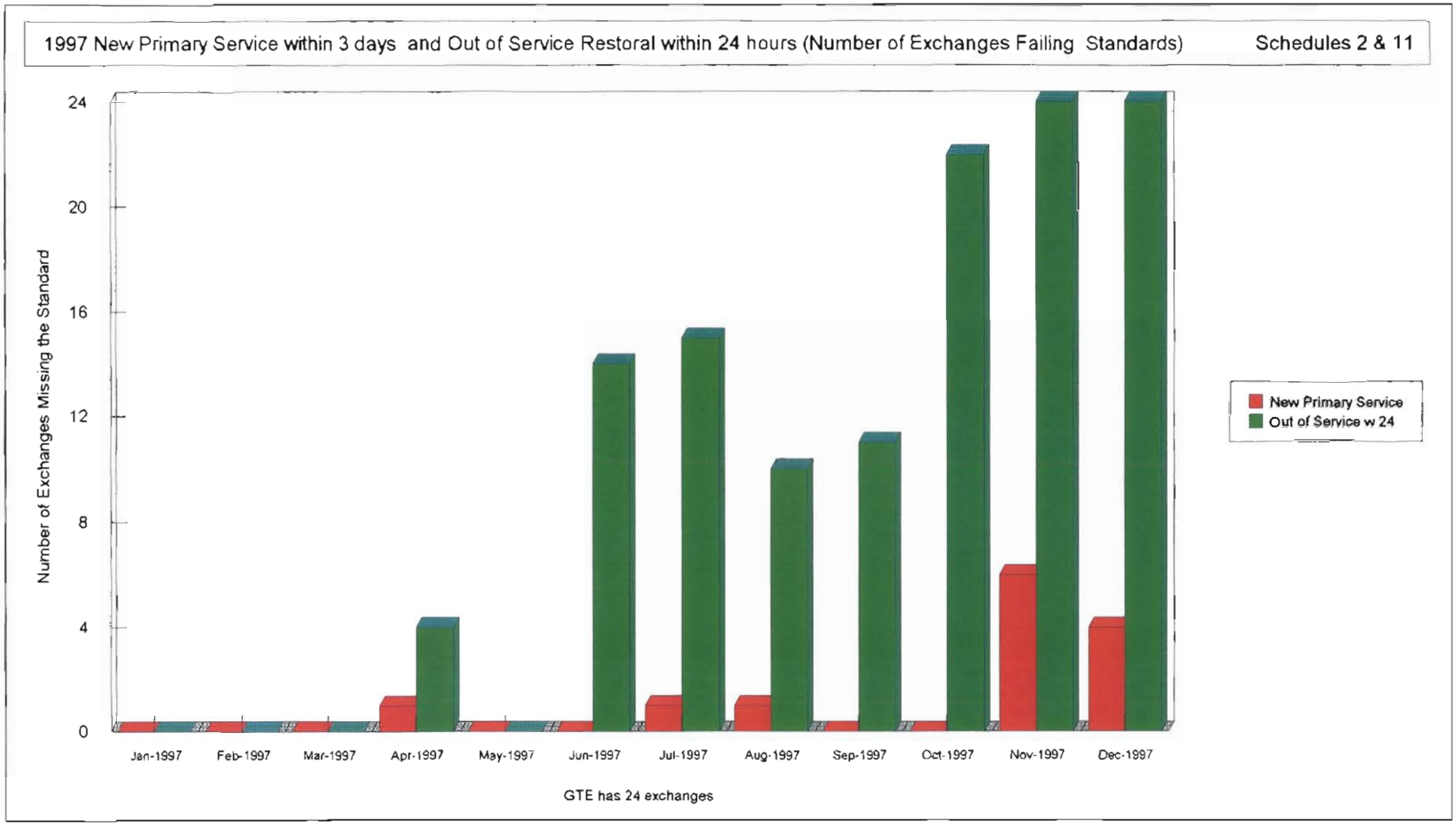
	Jan-1996	Feb-1996	Mar-1996	Apr-1996	May-1996	Jun-1996	Jul-1996	Aug-1996	Sep-1996	Oct-1996	Nov-1996	Dec-1996	Totals
New Primary Service	0	0	0	0	1	0	1	4	3	6	9	2	26
Out of Service w 24	24	12	14	12	19	19	21	15	10	13	14	6	179



GTE Florida

1997 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards) ***Schedules 2 & 11***

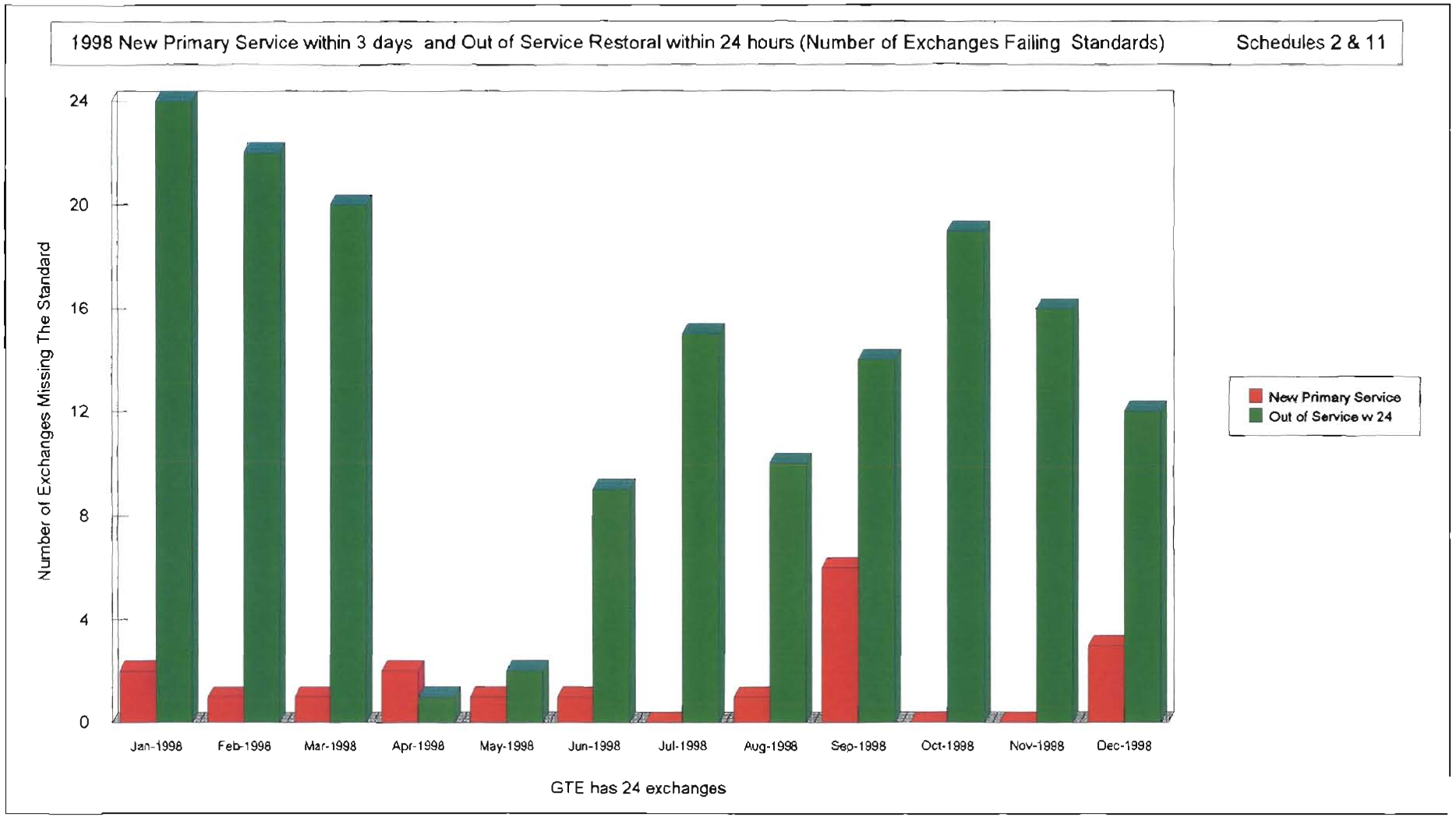
	Jan-1997	Feb-1997	Mar-1997	Apr-1997	May-1997	Jun-1997	Jul-1997	Aug-1997	Sep-1997	Oct-1997	Nov-1997	Dec-1997	Totals
New Primary Service	0	0	0	1	0	0	1	1	0	0	6	4	13
Out of Service w 24	0	0	0	4	0	14	15	10	11	22	24	24	124



GTE Florida

1998 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards) ***Schedules 2 & 11***

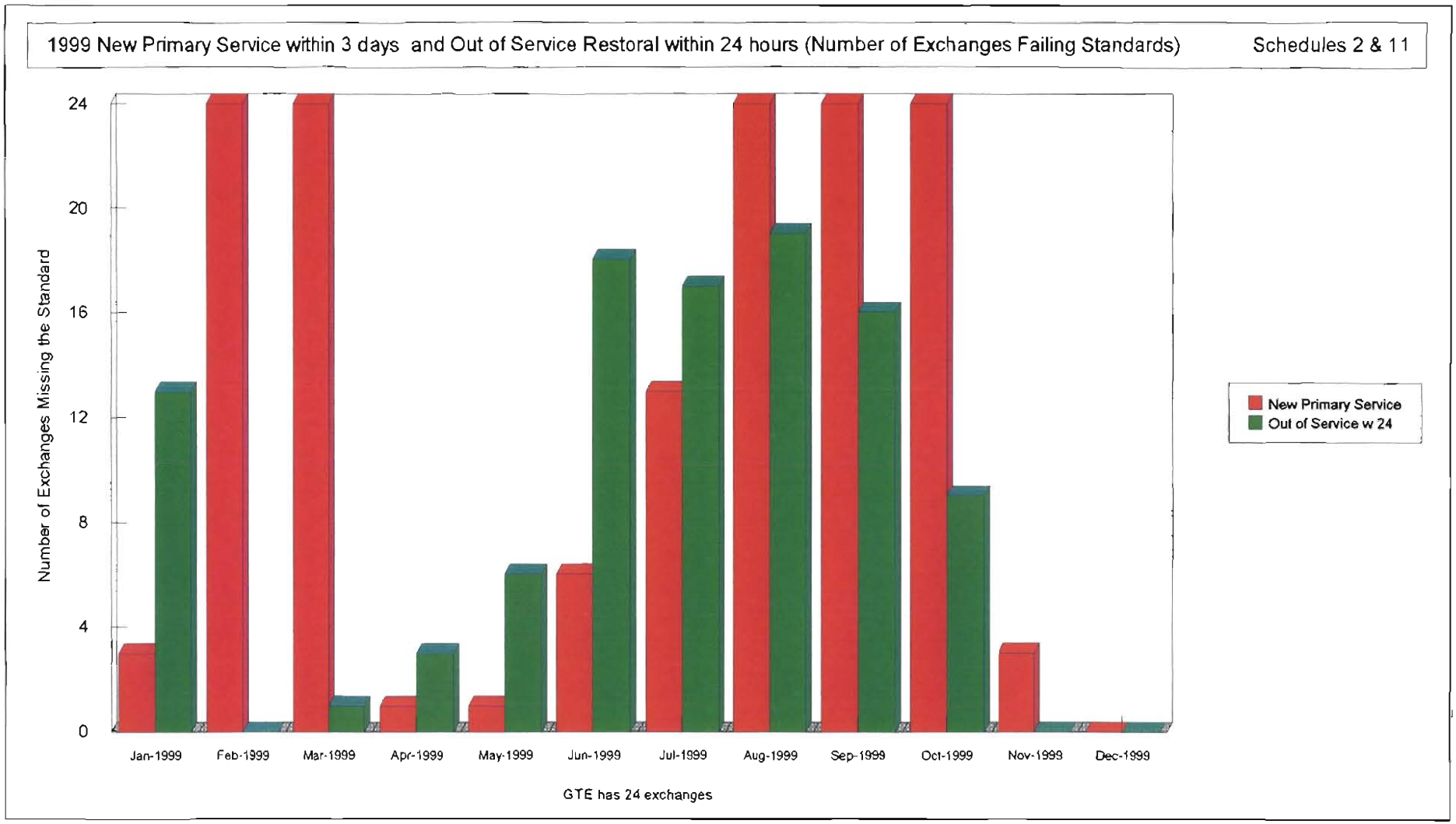
	Jan-1998	Feb-1998	Mar-1998	Apr-1998	May-1998	Jun-1998	Jul-1998	Aug-1998	Sep-1998	Oct-1998	Nov-1998	Dec-1998	Totals
New Primary Service	2	1	1	2	1	1	0	1	6	0	0	3	18
Out of Service w 24	24	22	20	1	2	9	15	10	14	19	16	12	164



GTE Florida

1999 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards) ***Schedules 2 & 11***

	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999	Totals
New Primary Service	3	24	24	1	1	6	13	24	24	24	3	0	147
Out of Service w 24	13	0	1	3	6	18	17	19	16	9	0	0	102



GTE FLORIDA, INC.

DOCKET NO. 991376-TL

EXHIBITS OF R. EARL POUCHER FOR OFFICE OF PUBLIC COUNSEL

Description	Exhibit
Network Troubles per 100	1
Balancing Cost and Quality	2
Only Real Answer...Change Regulation	3
Corporate Strategy to Lower Standards	4
Find the Dollars to Fix Outside Plant	5
Defective OSP Expenditures	6
Weather vs. Trouble Load	7
Inadequately Grounded Crossboxes	8
Deterioration of OSP Never Stops	9
Unsatisfactory Plant Conditions	10
TAC Focus Spending	11
Actual vs. Projected Productivity	12
1997 Results vs. Budget	13
Budget Reduction - 1998	14
Budget Reduction - 1999	15
Negative Impact - Budget Reductions	16
Headcount Reductions - 1999	17
Headcount - 1998	18
Caital Spending Reductions - 1999	19
Florida Appeals Budget Cuts	20
Competitive Strategy	21

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 6
COMPANY/ WITNESS: Poucher
DATE: 6-21-01

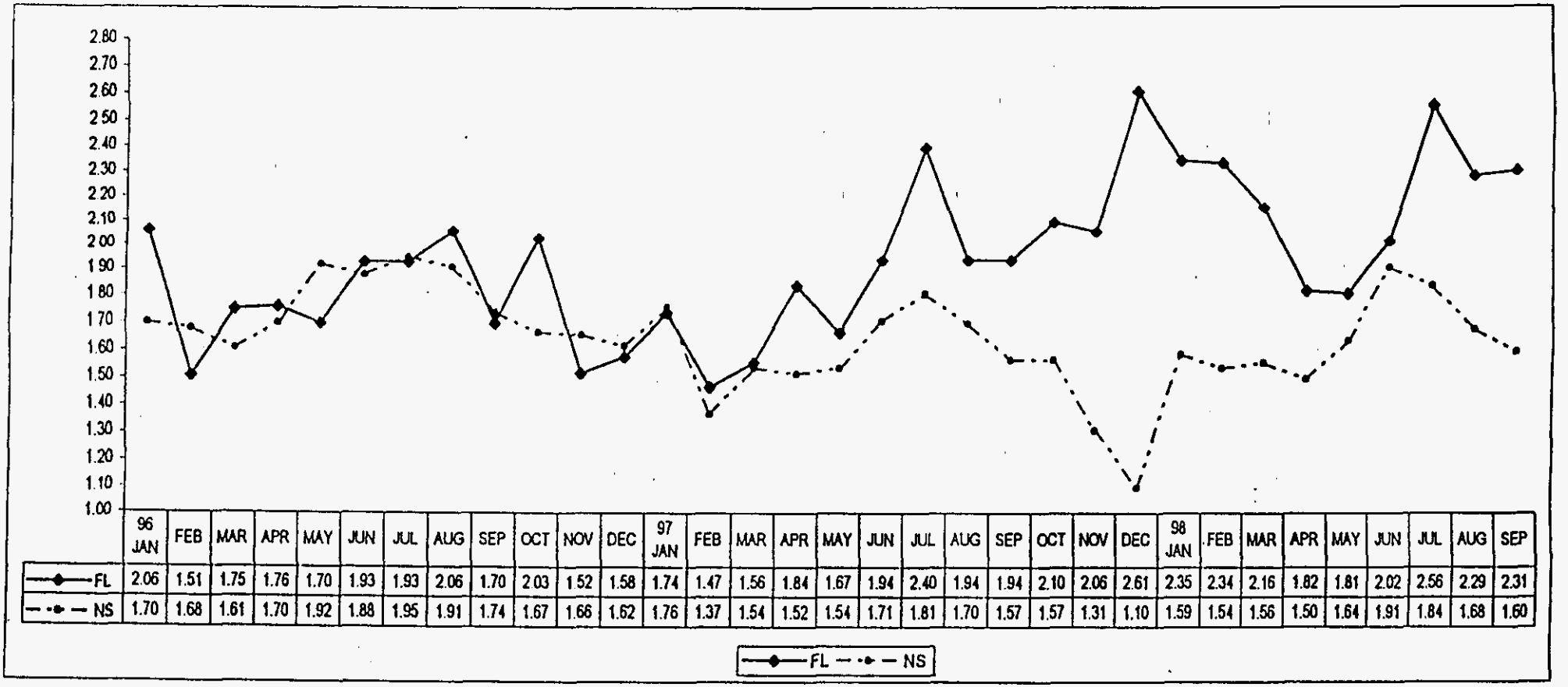
REP EXHIBIT NO. 1

DOCKET NO. 991376-TL

NETWORK TROUBLES PER 100

001576

FLORIDA REGION
Network Troubles per 100
January 1996 - September 1998



	96 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	97 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	98 JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
FL	2.06	1.51	1.75	1.76	1.70	1.93	1.93	2.06	1.70	2.03	1.52	1.58	1.74	1.47	1.56	1.84	1.67	1.94	2.40	1.94	1.94	2.10	2.06	2.61	2.35	2.34	2.16	1.82	1.81	2.02	2.56	2.29	2.31
NS	1.70	1.68	1.61	1.70	1.92	1.88	1.95	1.91	1.74	1.67	1.66	1.62	1.76	1.37	1.54	1.52	1.54	1.71	1.81	1.70	1.57	1.57	1.31	1.10	1.59	1.54	1.56	1.50	1.64	1.91	1.84	1.68	1.60

REP EXHIBIT NO. 2

DOCKET NO. 991376-TL

BALANCING COST AND QUALITY

INTRACOMPANY CORRESPONDENCE

GTE Network Services

May 1, 1998

Reply To
FLTC0100 - Tampa, FL

To: John Ferrell - HQE04B57 - Irving, TX

Subject: **FLORIDA PUC MEASUREMENTS**

Per your request, following is an update on the two PUC measurements that Florida has been below objective on for several months. The region failed to meet the % OOS repaired within 24 hours objective (95%) nine of the last ten months and the repair appointments met objective (95%) four out of the last five months.

The good news is that we have seen steady improvements in the numbers in the last two months. In March, the % OOS cleared in 24 hours was 92.5 which was an improvement over our three month average of 89.7%. The goal of 95% will be exceeded in April with a 97.1% met. The repair appointments objective of 95% was met in April at 96.43%. In those months where the objective was missed, we sampled a number of the tickets and the majority (79%) where non out of service which are given a lower priority during high volume times.

The action plans we have had in place to address repair volumes and service results are as follows:

- We began an aggressive preventive maintenance program in February which has, to date, shown a 96% success rate in those areas where action has been taken.
- We established a trouble reduction team that has significant reduction objectives in 1998. We are closely monitoring the actions and results of this team to ensure those objectives are being achieved.
- The region team and CARE are working to reduce the number of tickets coded incorrectly (OOS/NOS). This will improve our % OOS cleared within 24 hours.

- We are aggressively taking the appropriate steps to staff the Florida Region adequately.

- Results and objectives are being reviewed with appropriate action being taken in our weekly ORR.

We have had a difficult time in late 1997 and 1998 meeting the objectives in these two areas. The focus from the region staff has been consistent. Our challenge has been strictly trouble volumes due to the extraordinary rainfall during the last seven months. There has also been a need to balance cost and quality, which again has forced this region to make decisions on prioritizing work activities. We feel confident that we are taking the actions needed to meet these objectives going forward and sustain the results.

Should you have additional questions or concerns please call me.

Peter A. Daks
Regional President-Florida

PAD:jh

c: Susan Onken - HQE04B62 - Irving, TX

REP EXHIBIT NO. 3

DOCKET NO. 991376-TL

ONLY REAL ANSWER....CHANGE REGULATION

CONFIDENTIAL

4-25-98

REDACTED

To: Rid Keith

Subject: PUC/PSC Measures

Rid:

We have made continuing progress in meeting our PUC/PSC objectives in most of our states. I appreciate the effort that has yielded this result and hope you will reinforce the positives with the Regional Presidents in the areas where we are meeting our goals.

I remain concerned about our performance in Florida, where we have missed the % OOS Repaired Within 24 Hours objective 9 out of the last 10 months and Repair Appointments Met 4 out of the last 5 months. We are at great risk and I expect extraordinary action to achieve sustained performance to objective. I trust you will take the action required.

Also, in [redacted] we have missed Primary Service Orders Completed in Five Working Days for [redacted] consecutive months. This too is avoidable and unacceptable from the customers perspective, Again, aggressive action is called for.

Finally, in the [redacted], we have missed % 005 Trouble Cleared in 24 Hours = out of the last = months in [redacted], and % 005 Troubles Cleared in 24 Hours for = months in [redacted]. These measures reflect poor service to end users as well as below objective performance.

Please take strong action to get these measures to objective ASAP. I will expect sustained improvement as well, and the Regional Presidents in the under performing areas must make a positive difference quickly.

I will expect regular updates from you concerning our performance and would like to receive the first one on 5-8-98.

Thanks,

John Appel

REDACTED

CONFIDENTIAL

GTE Brad M. Krall 5/22/98

John.

The only Real answer to this issue is to change the Regulation in Florida Sody has been working with Regulatory affairs and the Call Center Council.

It was obvious that Regulatory affairs was reesistant to pick up the Ball on the

Brad

5-27-98
Letter:
Please schedule a meeting with Brad, Doug & Kevin Payne to discuss our plans for meeting the FPSC standards. Will need 30 minutes. Please advise. Thx

REP EXHIBIT NO. 4

DOCKET NO. 991376-TL

CORPORATE STRATEGY TO LOWER STANDARDS

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

May 13, 1996

Reply To
FLTC0100
Tampa, FL

To: John C. Appel - HQE04H14 - Irving, Texas

Subject: PUC/PSC MEASURES • FLORIDA REGION

Florida Region is exceeding the majority of PSC service performance standards, however, as of March, we are unfavorable to the following:

- **% Out of Service Cleared in 24 Hours**

  We are working with BellSouth and other major LECs to advocate to the Florida Commission revisions to current service standard rules (reference open Docket 950778-TL). Movement to fewer objectives and less rigid standards is being advocated with emphasis on the marketplace and customer satisfaction being the drivers for service standard objectives. The standard for % OOS Cleared in 24 Hours is being recommended to be lowered from 95% to 90%.

  At the Region level, we have exceeded 92% in all months except January when we had the service emergency. At an Exchange level, which is how the Commission monitors our results, we are falling short of the standard primarily in our less competitive exchanges as we exercise cost controls directing our focus on the extremely competitive markets. After setting new standards, we expect the Commission will take a stronger advocacy role for the less competitive exchanges as the LECs and CAPs battle for the more desirable markets. We believe that, given the expected revisions to the standard, we will be able to meet or exceed the standard in all exchanges.

- **Business Office Answer Time**

  High activity levels, caused by payment arrangement requests after the holidays (January), questions about the AT&T billing takeback, and an internal problem where payments were not posted to customer accounts all contributed to our missing this standard in three of the last six months. The internal problem was corrected and we should be back on track for April results.

As to the issue of inaccurate reporting, we have been unable to comply with Commission requirements for answer times in offices with IVRUs, specifically our Business Offices and CARE Center. It is our understanding, working with Headquarters staff, that software changes required to capture the information have been delayed. This matter has recently been put on hold pending a decision from the Commission on its re-evaluation of all service standards.

Overall, we have been closely working with the PSC and they are not actively pursuing the areas where we are below the standard.

Peter A. Daks
Regional President-Florida

PAD:jh

c: Dave Bowman

CONFIDENTIAL

003838

END

REP EXHIBIT NO. 5

DOCKET NO. 991376-TL

FIND THE DOLLARS TO FIX OUTSIDE PLANT

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Reply To

FLTC0100
Tampa, FL

January 7, 1998

To: M. L. Keith - HQE04B51 - Irving, TX

Subject: **FLORIDA SERVICE EMERGENCIES UPDATE**

Red, as I mentioned yesterday, this note is to give you an update of what we experienced in the form of weather, trouble and service order activity through the holidays. I have already provided you with information on a daily basis from December 12 through December 20, 1997, during our last service emergency. The following is an update of what transpired in the latter part of December.

Rainfall continued to be unusually high and we declared another service emergency on December 26, 1997, in St. Petersburg and region-wide on December 27, that lasted through January 1, 1998, for the region and continued through January 2 in St. Petersburg. On Saturday, December 27, we started the day with scattered rain and 7200 cases of trouble. Trouble counts remained high for several days. To put things in perspective, December is normally our driest month averaging 2.15 inches of rain. During 1997, December was the wettest month of the year (even surpassing our summer months). December 1997 set a record with a total rainfall of 15.57 inches. This rainfall was measured at Tampa International Airport. Higher rainfall was experienced in other parts of our service area, along with serious flooding throughout the operating area. Tuesday, January 6, 1997, President Clinton declared Hillsborough and three other Central Florida counties federal disaster areas in the wake of storms that tore through the region during the Christmas season (see attached newspaper articles). To say the least, the holidays for both our hourly and management teams were long and demanding on everyone.

The total rainfall for 1997 was 67.71 inches compared to 49.41 inches of rain in 1996 (average yearly rainfall is 43.92). This was the third wettest year on record, going back to 1884 (see Attachment #1 for detailed weather statistics). Water is standing in places that we have not seen water in a number of years because the ground is extremely saturated. According to the Southwest Florida Water Management District, the aquifer is at the highest level ever recorded. Trouble counts are high and service order activity remains high with the start of a new year and the first of the month. Rain is expected with a 20 percent chance today and a 40 percent chance tomorrow. It does not appear that we are going to get a break.

Subject: **FLORIDA SERVICE EMERGENCIES UPDATE**

The Florida Region was in a service emergency 15 days out of the 31 days in December. Attached are trouble counts and service order activity for the days that we had declared the latest service emergency (Attachment #2).

During 1997, we declared seven service emergencies related to weather and all seven were declared in the last ninety days of 1997. Without question, those areas that were hardest hit were St. Petersburg and Clearwater.

I know my continued position on this subject may not be popular, but the TAC Focus program presently in place, by itself, does not have sufficient in-depth analysis to provide the maintenance program that we need to fix areas like St. Petersburg and Clearwater. We have got to identify those outside plant issues and find the dollars to fix outside plant and prevent the amount of trouble that we have experienced this year in the future. This is affecting our ability to deliver quality and cost objectives. As we discussed, we have already started working with headquarters and remote operations staff to identify and build business cases to correct these problems.

I have also attached a plan that local remote operations support put together that addresses staffing requirements for the effect of El Nino that up until recently was not accepted as a weather phenomenon (Attachment #3). It is now! These additional contractors will position us to reasonably handle the trouble reports associated with the projected abnormal rainfall. In the event the additional contractors are not required, we will get our capital program completed a little sooner. I don't believe we can lose with this approach.

I'll keep you posted.

Peter A. Daks
Regional President-Florida

PAD:bam
Attachment

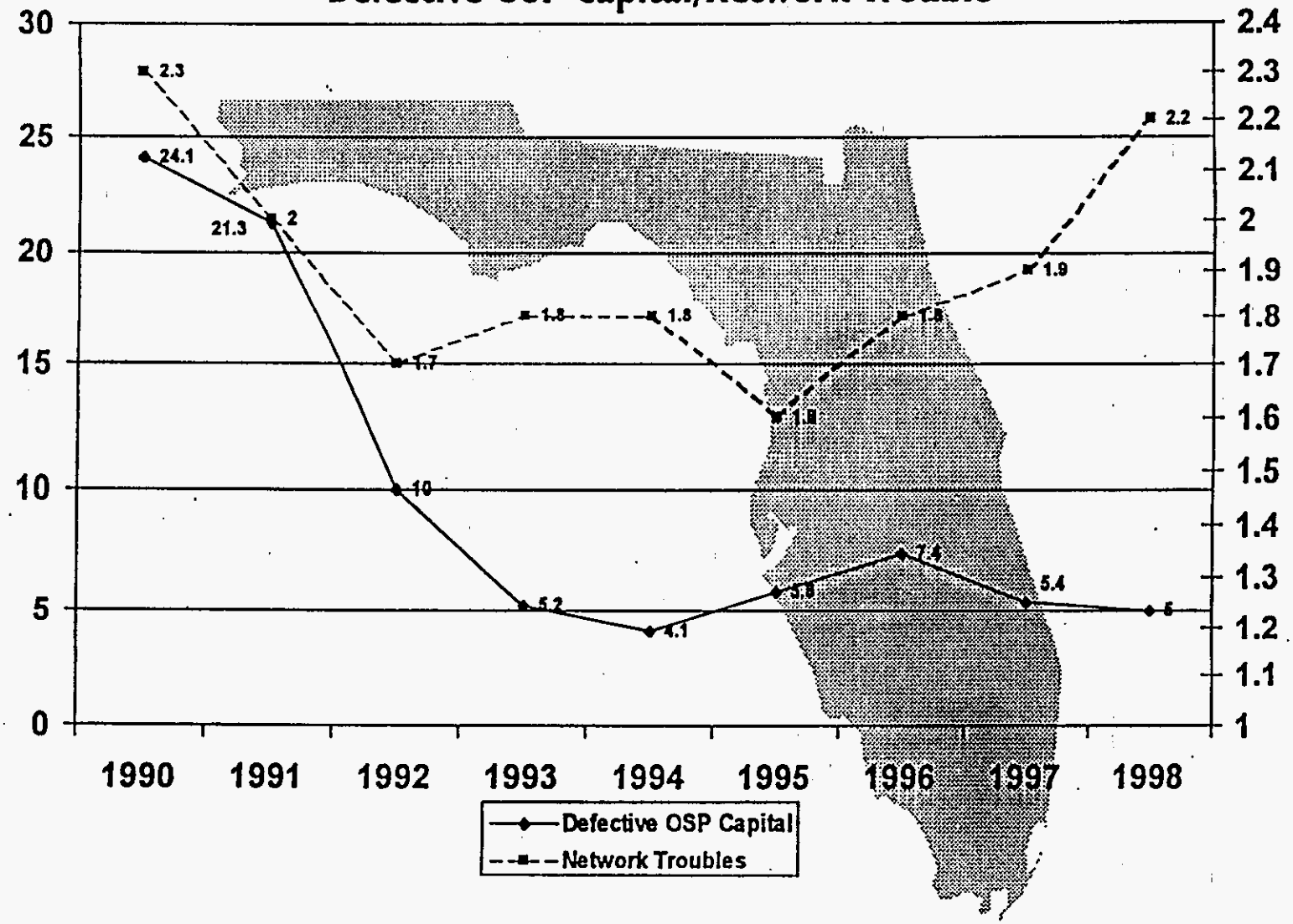
REP EXHIBIT NO. 6

DOCKET NO. 991376-TL

DEFECTIVE OSP EXPENDITURES

FLORIDA TARGETED OPERATIONS REVIEW

Defective OSP Capital/Network Trouble



001577

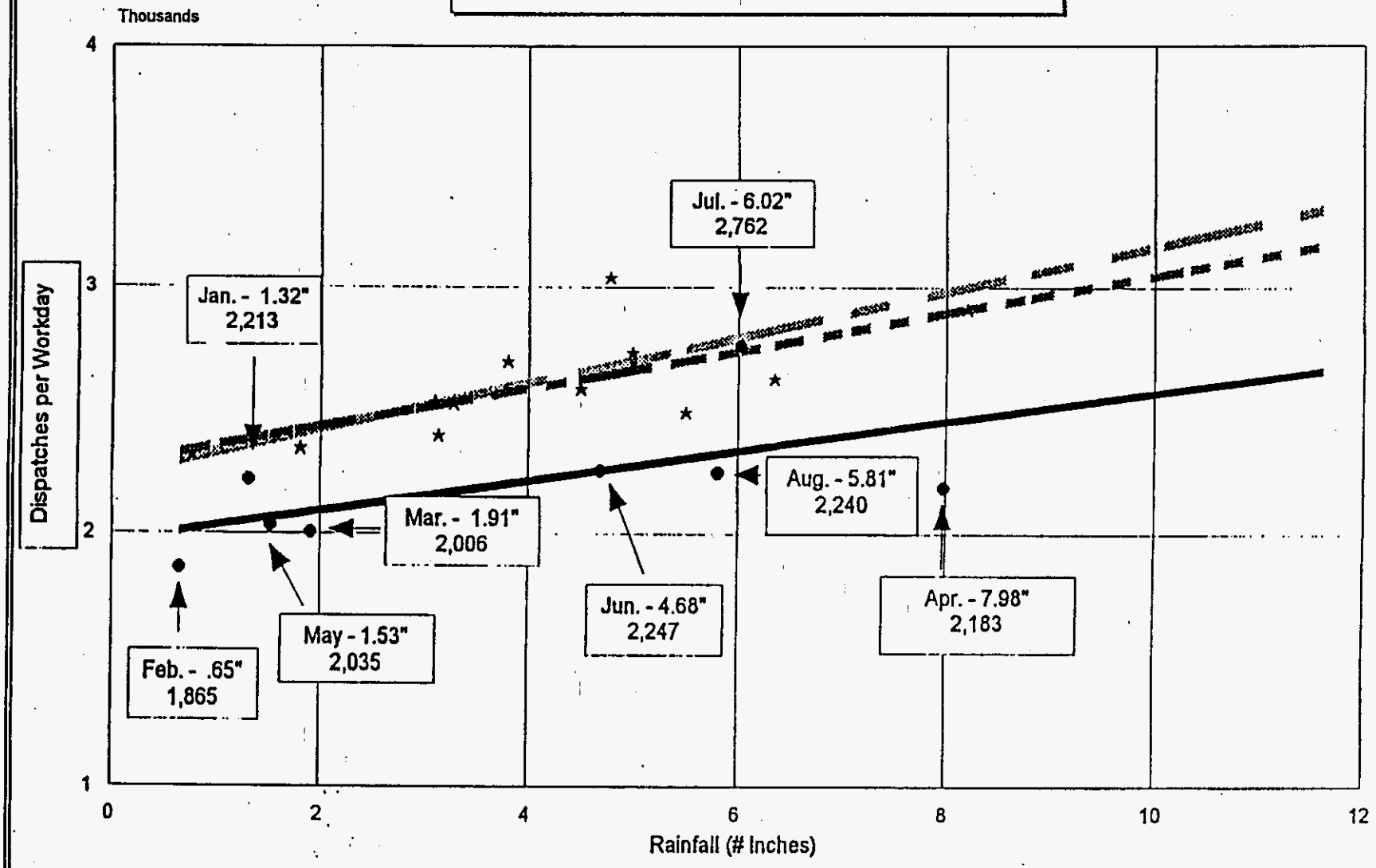
REP EXHIBIT NO. 7

DOCKET NO. 991376-TL

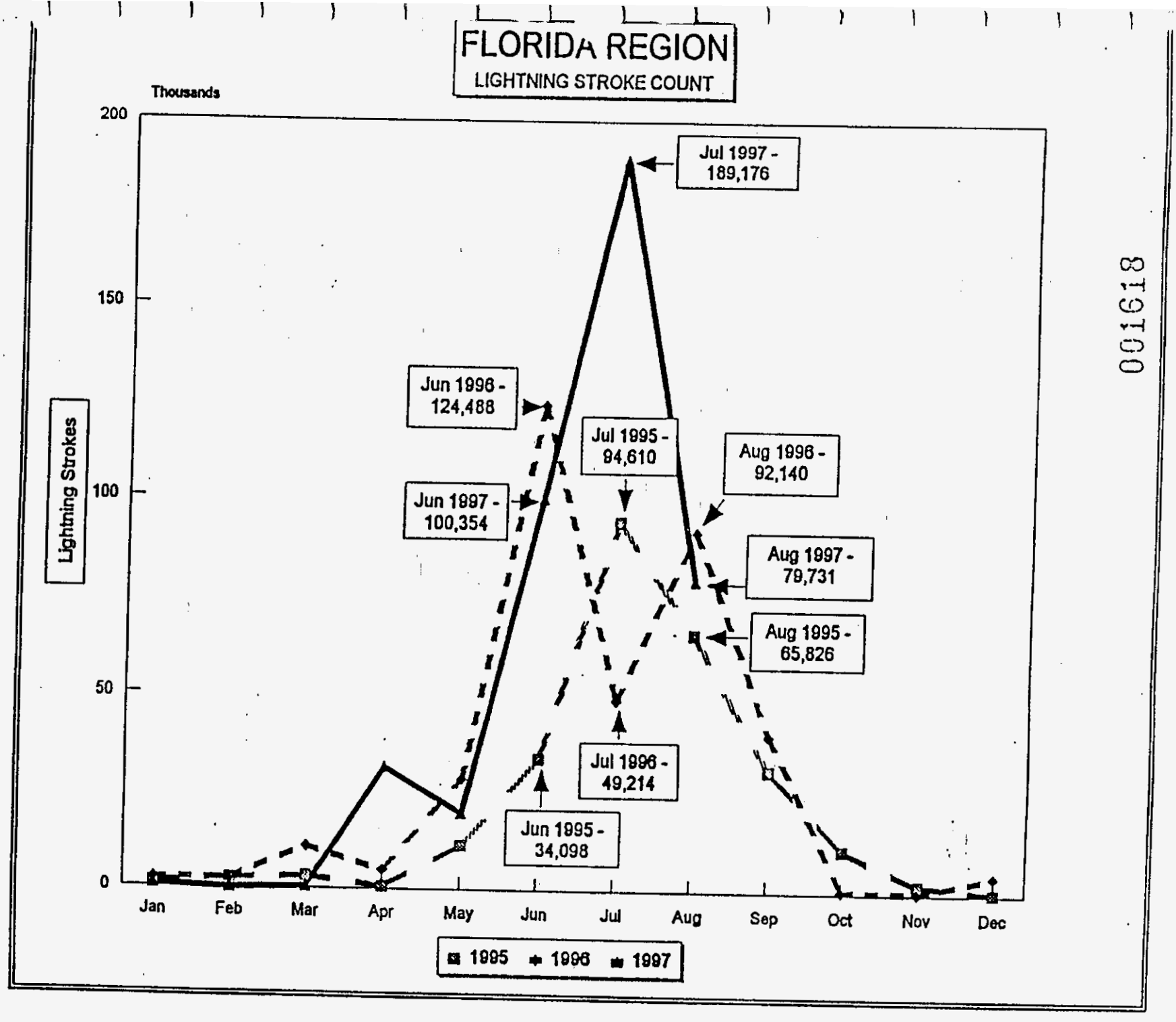
WEATHER - VS TROUBLE LOAD

Florida Region

Analysis of Trouble Dispatches to Rainfall



001617


FLORIDA REGION
LIGHTNING STROKE COUNT
Thousands
200
150
100
50
0
Lightning Strokes
Jul 1997 - 189,176
Jun 1996 - 124,488
Jul 1995 - 94,610
Aug 1996 - 92,140
Jun 1997 - 100,354
Aug 1997 - 79,731
Aug 1995 - 65,826
Jul 1996 - 49,214
Jun 1995 - 34,098
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
1995
1996
1997

001618

REP EXHIBIT NO. 8

DOCKET NO. 991376-TL

INADEQUATELY GROUNDED CROSSBOXES

Lightning Analysis Report

Statistically based study derived from all OSP lightning disposition sub codes in the Florida Region for 1997 and the first three months of 1998

Lightning Analysis Report Statistics

Xbox's Identified by LAR

Inland		Coastal	
Tampa East	44	Bradenton	16
Tampa Central	20	Sarasota	9
Tampa North	72	St.Pete	22
Lakeland	27	Clearwater	9
Winterhaven	80	Tarpon	28
Total Xbox's	243	Total Xbox's	84
Total Trbl	2076	Total Trbl	766

Xbox's Complete as of 6/11/98	Inland = 45	Coastal = 12
Associated Trouble in box	Inland = 700	Coastal = 180
% Xbox's with inadequate ground	Inland = 62%	Coastal = 58%
	Total = 61%	

Note: Status as of 6/11/98

001782

REP EXHIBIT NO. 9

DOCKET NO. 991376-TL

DETERIORATION OF OSP NEVER STOPS

TAC FACTS

28,029 OSP trouble reports analyzed
(200% of 1998 goal)

18,408 trouble reports funded

PMI has addressed less than 1% of the terminated complements

9,623 pending funding

3,600 25-pair complements are being addressed

2,286,865 working lines in Florida

453,791 terminated complements

Deterioration of OSP never stops

001784

REP EXHIBIT NO. 10

DOCKET NO. 991376-TL

UNSATISFACTORY PLANT CONDITIONS

Employee Generated UPC's or FIF's

Designed to respond to employee concerns

Promotes employee involvement

Proactive resolution

Creates a dedicated, positive employee/workforce

UPC's YTD	1306
Completed	238
In Engineering	333
Funding Requested	468
Funding Approved	215
Returned to District For Local Action	52

001778

REP EXHIBIT NO. 11

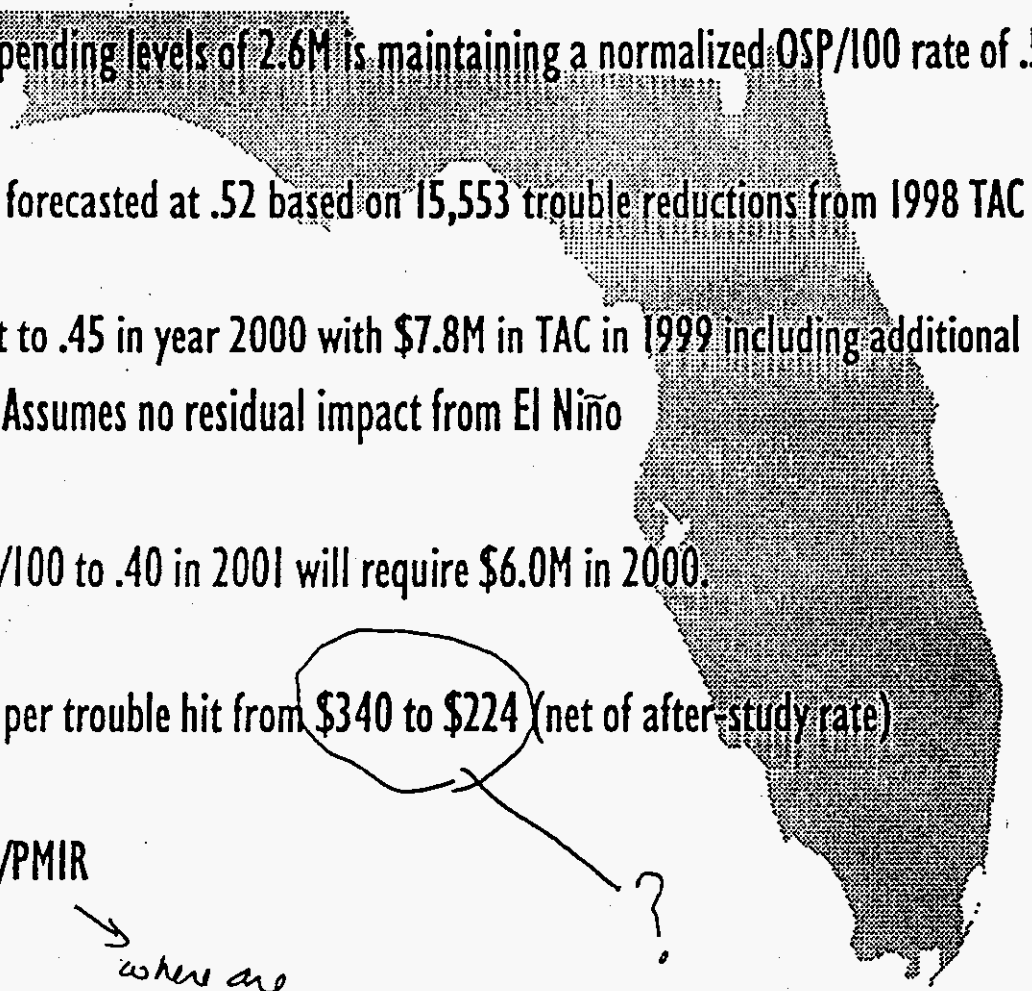
DOCKET NO. 991376-TL

TAC FOCUS SPENDING

TAC FOCUS Trouble Reduction

1999 Reduction: 18,000

- Recent years spending levels of 2.6M is maintaining a normalized OSP/100 rate of .55 (.63 ytd actual)
- 1999 OSP/100 forecasted at .52 based on 15,553 trouble reductions from 1998 TAC activity
- Florida can get to .45 in year 2000 with $7.8M in TAC in 1999 including additional isolators.
  Note: Assumes no residual impact from El Niño
- To reduce OSP/100 to .40 in 2001 will require $6.0M in 2000.
- Improved cost per trouble hit from $340 to $224 (net of after-study rate)
- Business Cases/PMIR



where are these?

001579

REP EXHIBIT NO. 12

DOCKET NO. 991376-TL

ACTUAL VS. PROJECTED PRODUCTIVITY

1997 MAPPS - TOTAL FLORIDA REGION
OUTLOOK vs. ACTUAL - S.O. & REPAIR

00124

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	ANNUAL
OUTLOOK UNITS														
SO UNITS	34,185	29,820	30,912	26,920	25,310	25,784	25,329	28,339	25,175	23,770	23,071	24,973	323,588	323,588
REPAIR UNITS	55,431	43,148	49,149	44,639	42,765	47,577	44,728	47,748	39,458	49,348	34,210	36,590	534,791	534,791
ACTUAL UNITS														
SO UNITS	35,127	30,005	30,216	29,520	29,148	28,865	28,200	30,750	30,546	29,545	28,976	27,700	358,598	
REPAIR UNITS	47,677	37,302	40,126	48,215	42,726	47,239	60,767	47,393	45,238	49,238	52,513	65,025	583,459	
VARIANCE - FAV/(UNF)														
SO UNITS	(942)	(185)	696	(2,600)	(3,838)	(3,081)	(2,871)	(2,411)	(5,371)	(5,775)	(5,905)	(2,727)	(35,010)	
REPAIR UNITS	7,754	5,846	9,023	(3,576)	39	338	(16,039)	355	(5,780)	110	(18,303)	(28,435)	(48,668)	
OUTLOOK HOURS														
SO HOURS	72,295	64,956	67,425	58,693	54,931	56,030	54,986	61,553	54,614	52,178	50,564	54,791	703,016	703,016
REPAIR HOURS	91,658	71,330	81,148	75,755	72,550	80,684	75,900	81,065	66,950	83,789	58,100	62,157	901,086	901,086
ACTUAL HOURS														
SO HOURS	77,376	67,988	68,347	66,890	64,636	64,141	64,116	72,581	72,032	68,287	65,609	64,941	816,944	
REPAIR HOURS	82,810	65,088	69,842	85,729	75,532	83,014	110,876	91,614	89,644	96,895	101,109	136,603	1,088,756	
VARIANCE - FAV/(UNF)														
SO HOURS	(5,081)	(3,032)	(922)	(8,197)	(9,705)	(8,111)	(9,130)	(11,028)	(17,418)	(16,109)	(15,045)	(10,150)	(113,928)	
REPAIR HOURS	8,848	6,242	11,306	(9,974)	(2,982)	(2,330)	(34,976)	(10,549)	(22,694)	(13,106)	(43,009)	(74,446)	(187,670)	
OUTLOOK HPU														
SO HPU	2.115	2.178	2.181	2.180	2.170	2.173	2.171	2.172	2.169	2.195	2.192	2.194	2.173	2.173
REPAIR HPU	1.654	1.653	1.651	1.697	1.696	1.696	1.697	1.698	1.697	1.698	1.698	1.699	1.685	1.685
ACTUAL HPU														
SO HPU	2.203	2.266	2.262	2.266	2.218	2.222	2.274	2.360	2.358	2.311	2.264	2.344	2.278	
REPAIR HPU	1.737	1.745	1.741	1.778	1.768	1.757	1.825	1.933	1.982	1.968	1.925	2.101	1.866	
VARIANCE - FAV/(UNF)														
SO HPU	(0.088)	(0.088)	(0.081)	(0.086)	(0.048)	(0.049)	(0.103)	(0.188)	(0.189)	(0.116)	(0.072)	(0.150)	(0.105)	
REPAIR HPU	(0.083)	(0.092)	(0.090)	(0.081)	(0.072)	(0.061)	(0.128)	(0.235)	(0.285)	(0.270)	(0.227)	(0.402)	(0.181)	

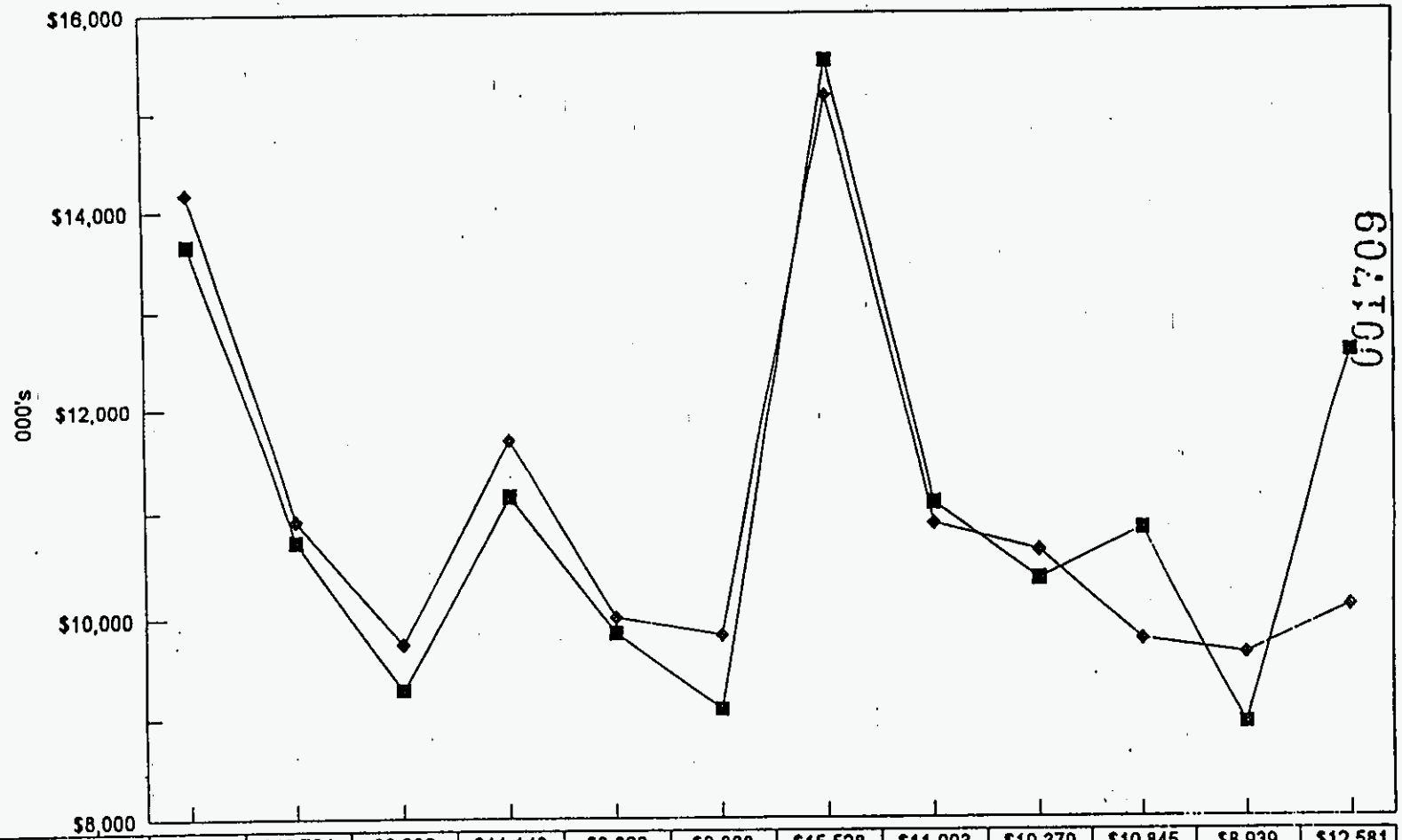
X:\PABLO_M\97ORR\MAPACT97.WK4
19-Jan-98 p.r.major

REP EXHIBIT NO. 13

DOCKET NO. 991376-TL

1997 RESULTS VS. BUDGET

1997 ACTUAL vs. OUTLOOK NORMALIZED EXPENSE *
Total Florida Region



■ Actual	$13,664	$10,724	$9,296	$11,149	$9,863	$9,088	$15,528	$11,093	$10,370	$10,845	$8,939	$12,581
◆ Outlook	$14,169	$10,920	$9,754	$11,672	$10,009	$9,835	$15,177	$10,894	$10,640	$9,786	$9,646	$10,109

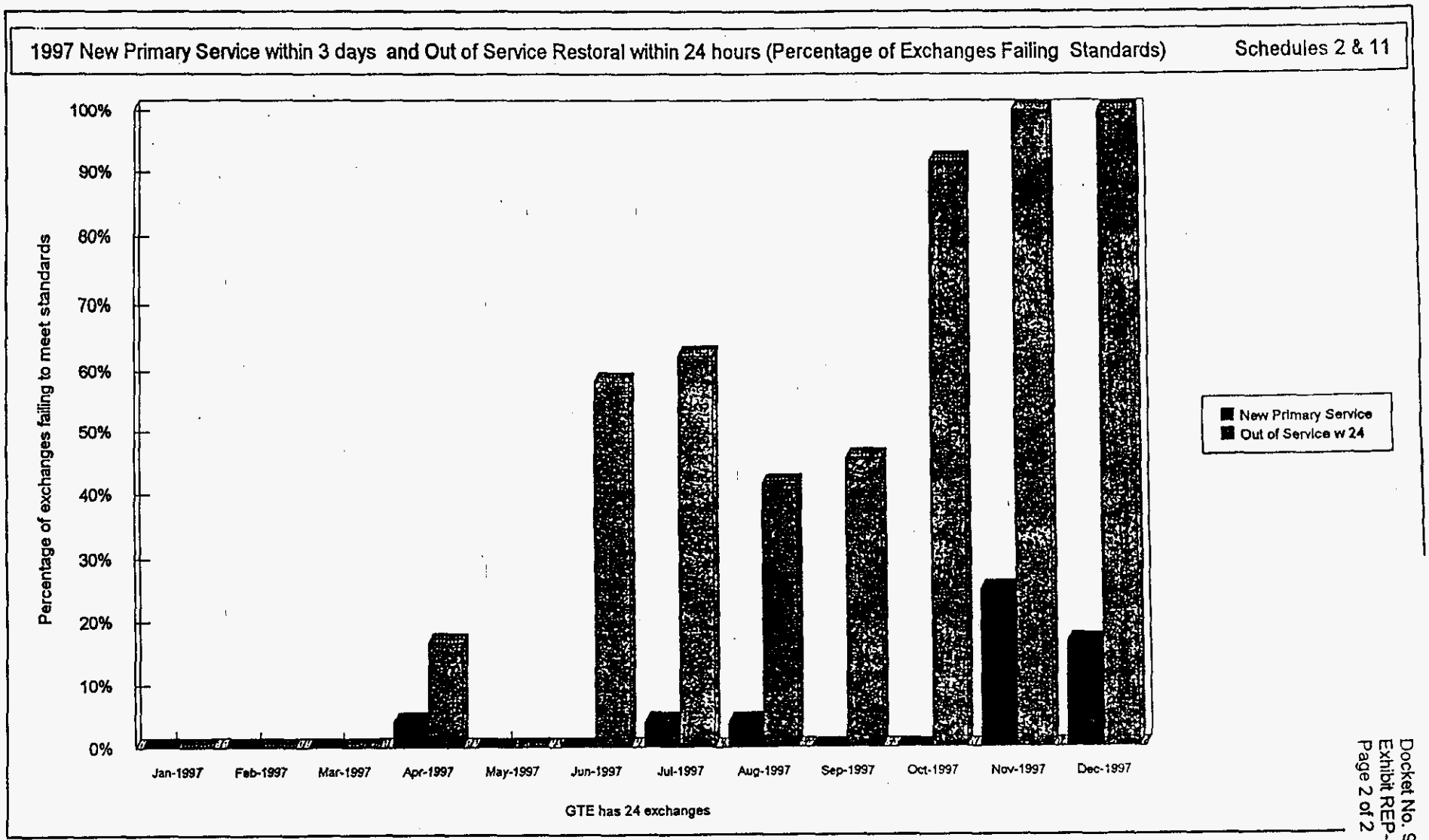
December YTD Variance: ($528) Unfavorable
Annual Outlook: $132,612

*Adjusted for YTD Drop Capitalization Reclass.

GTE Florida

1997 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards) ***Schedules 2 & 11***

	Jan-1997	Feb-1997	Mar-1997	Apr-1997	May-1997	Jun-1997	Jul-1997	Aug-1997	Sep-1997	Oct-1997	Nov-1997	Dec-1997
New Primary Service	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	4.2%	4.2%	0.0%	0.0%	25.0%	16.7%
Out of Service w 24	0.0%	0.0%	0.0%	16.7%	0.0%	58.3%	62.5%	41.7%	45.8%	91.7%	100.0%	100.0%



REP EXHIBIT NO. 14

DOCKET NO. 991376-TL

BUDGET REDUCTION - 1998

CONFIDENTIAL

GTE Florida
1998 Incurred Expense Budget
Recap

1998 Target Development

- 1997 Baseline	$145,475
- Inflation	3,811
- Growth	8,012
- Adjustments	(3,636)
- Enablers/Stretch	(7,963)
- 1998 Target	145,699
- % Reduction	5.5%

Reduction Actions ***($7,963)***

- Trouble Reductions (59,500)	$2,563
- S. O. Reductions (23,000)	1,589
- Overtime Reductions	1,696
- New Hire Training/Tools	(722)
- S.O. via 301 LG	578
- Preventive Hours - Inland	645
- Other Facility/Training/Meetings - Inland	529
- Pending Order Inquiry	333
- Employee Expense/Material/Other	150
- Hourly Training (8 hours)	(585)
- Sunday Coverage	(377)
- Test Equipment	(357)
- Capital Reduction - M/C Ratio	822
- Absorb Growth - Productivity	1,099

Employee Levels

Hrly:	Budget	3,028	Mgmt:	Budget	541
	Oct. 1997	2,689		Oct. 1997	477
	Under/(Over)	339		Under/(Over)	64

Overtime Levels

Average Annual Overtime by Selected Labor Group:

LG 112	Construction - Splicers	10.0%
LG 201	Installer/Maintainers	10.4%
LG 301	Service Installers	10.3%
LG 211	Switching Technicians	3.1%
LG 241	Assignment Techs	8.8%
LG 221	Business Zone Tech I	10.4%
LG 341	Business Zone Tech II	10.3%

Productivity Levels

REP EXHIBIT NO. 15

DOCKET NO. 991376-TL

BUDGET REDUCTIONS - 1999

To: Chuck Lindner@BA.NTWKOPS
From: Russ Diamond@BA.NTWKOPS
Cc: John Ferrell@TCC.EXEC,Larry Yost@NOS.REGOPSFL,Ricki Lindsay@BUSNSALES.TMPA
Bcc:
Subject: 1999 Florida Expense Budget
Attachment:
Date: 12/22/98 11:27 AM

Chuck,

We have submitted the 1999 Florida Region expense budget into SAP. Please be advised that it was submitted on the target amount of $139.4M, however does include an unidentified stretch of $14.1M. This stretch was placed in the last nine months of the budget year.

Florida has put together a plan that balances very aggressive cost reductions with the need to maintain or improve service levels and meet minimum PSC standards. The planned expense level of $153.5M is $12.0M below the 1998 spending level, or effectively 16.0M below 1998 which negates the effect of El Nino at $12.0M and the impact of inflation at another $4.0M. This level, which is behind schedule due to delays in staffing, also reduces the cost per switched access line to $62.30 or $1.30 below the 1997 actual.

Florida will continue to look for ways to reduce costs and balance service levels. Should any enablers become available, Florida is very willing to use them to reduce costs.

Chuck, I want you to know where Florida is at this time. We will be making every effort to achieve the planned level with a continual eye on potential further cost reductions as we get into the new year.

Thanks,

RBD

REP EXHIBIT NO. 16

DOCKET NO. 991376-TL

NEGATIVE IMPACT - BUDGET REDUCTIONS

From: Alice Collins@REGOPS.NETREL
Cc: Alice Collins@REGOPS.NETREL,Richard Pelham@REGOPS.NETREL
Bcc:
Subject: BUDGET REDUCTION
Attachment:
Date: 6/21/99 3:57 PM

Docket No. 991376-TL
Exhibit REP-16
Page 1 of 1

ıss:

›rida Region has reduced 41 labor group 211 equipment technicians for 1998
› 1999 in budget reduction efforts. The results are listed below.

ems at Risk

ITR -- Reduced CO coverage requires callout after hours, increasing MTTR.
luced manpower in Carrier Maintenance does not provide enough resources
peak trouble periods, increasing MTTR.

rtines -- CO/CMG only performing priority routines at 90% and non-priority
itines when possible.

DTS Repair & Installation -- Reduced CO coverage increases repair time and
ised due dates.

ıe only action that can be taken to aid in making the new budget stretch is
remove 14 contractors and not replace them. This action exacerbates
›se items listed already. It would be impossible to provide proper CO
›verage in the Coastal division, even with overtime.

make my new budget target for Network Reliability, I will hold headcount
eplacements with minimum impact.

ards,

ichard H. Pelham
eral Manager-
work Reliability

$14 \times 6no \times 160 hours \times \$22.00 = \$295,000$

P:mac

000136

REP EXHIBIT NO. 17

DOCKET NO. 991376-TL

HEADCOUNT REDUCTIONS - 1999

Key Performance Indicators cont'd

Employee Count

Employee levels decreased by 37 in February to 3,462, which are 144 below February budget, current projected YE budget is 3,419.

Docekt No. 991376-TL
Exhibit REP-17
Page 1 of 1

T6U6UU
0U9U91

REP EXHIBIT NO. 18

DOCKET NO. 991376-TL

HEADCOUNT - 1998

Incurred Expense

- December current month incurred expense results were unfavorable $156K, and YTD results were unfavorable by $20,556K. The YTD variance is due to increased repair dispatches resulting from continued heavy rainfall and flooding early in year. December YTD TAS repair dispatches are 49% higher than budget. Productivity is unfavorable to budget primarily due to the utilization of contractors and the loaning of IP employees to Customer Operations to meet the demand activity.

Net Constructed Additions

- December YTD Net Constructed Additions were $12.9K unfavorable to budget primarily due to SAP labor rate loading and distribution issues, Hi-Cap activity exceeding forecast (1.7K), defective COE (1.4K), TAC/Focus overruns (2.4K), demand-based Programs (4.4K total), Support Asset booking errors (1.0K).

Employee Count

- Employee levels increased by 1 in December to 3,510, which is 5 below the year-end-target and 59 below budget. The favorability to budget is primarily in Infrastructure Provisioning and Coastal Division and is currently offset with contractors where appropriate.

000081

Docket No. 991376-TL
Exhibit REP-1B
Page 1 of 1

REP EXHIBIT NO. 19

DOCKET NO. 991376-TL

CAPITAL SPENDING REDUCTIONS - 1999

NETWORK SERVICES - 1998 vs. 1999 COMPARISON

Domestic Telcos

Growth - Net Constructed Additions by Region ($ in Millions)

REGION:	1998 Approved View	1999 Approved View	Annual Reduction	% Annual Reduction
California				
Florida	256,451.0	138,183.0	(118,268.0)	-46.1
Hawaii				
Midwest				
North				
Northeast				
Northwest				
South				
Texas/New Mexico				
Virginia				
Total Network Operations				
Total Network Operations without Florida				

REDACTED

CONFIDENTIAL

002523

Docket No. 991376-TL
Exhibit REP-19
Page 1 of 1

REP EXHIBIT NO. 20

DOCKET NO. 991376-TL

FLORIDA APPEALS BUDGET CUTS

NETWORK SERVICES - MARCH 1999 RESULTS

Domestic Telcos

Growth - Net Constructed Additions by Region ($ in Millions)

REGION:	YTD ACTUAL	YTD APPROVED VIEW	YTD FAV/(UNFAV) VARIANCE	ANNUAL APPROVED VIEW	ANNUAL PROJECTION	YTD % OF ANNUAL VIEW
California						
Florida	66,098.9	65,907.0	(191.9)	138,183.0	138,410.4	47.8
Hawaii						
Midwest						
North						
Northeast						
Northwest						
South						
Texas/New Mexico						
Virginia						
Total Network Operations						

REDACTED

CONFIDENTIAL

Chuck,

I am very concerned about the Florida spending levels ~~---~~ March (47.8%). The contractors have been released and detailed work order reviews have been underway for the past couple months.

Upon review, I am also concerned over the 1998 to 1999 reduction Florida is trying to achieve as compared to the other regions (46.1% vs 20.9%). Given the growth and inward activity in Florida, this does not seem in-line. Even with the $33.1M risk amount communicated earlier, the Florida reduction would still be the highest at 33%. Let's Work, ~~with~~ to resolve these issues.

4/20/99 cc: John F.

002522

Docket No. 991376-T
Exhibit REP-20
Page 1 of 1

REP EXHIBIT NO. 21

DOCKET NO. 991376-TL

COMPETITIVE STRATEGY

Flo. a Region
Summary of Other Key Performance Indicators
December, 1997

SERVICE ASSURANCE - REPAIR AND RELIABILITY	Month Actual	3 Mo Avg Actual	YTD Actual	1997 Obj	1996 Actual
Repair Clearing Intervals - Business Composite	11.4	10.9	9.6	7.6	7.5
» Extremely Competitive	11.1	10.7	9.5	7.6	7.3
» Highly Competitive	14.0	13.2	10.4	8.7	8.5
» Moderately Competitive	15.2	13.2	11.0	9.5	9.4
Repair Clearing Intervals - Residence Composite	35.8	26.3	17.7	12.0	18.4
» Extremely Competitive	36.2	26.5	17.8	12.0	17.4
» Highly Competitive	33.4	25.0	17.6	12.5	27.3
» Moderately Competitive	30.5	23.7	17.2	12.8	24.1
Mean Time to Restore (Fnd Trbl Only) - Carrier					
Composite:	3.2	2.8	3.0	3.4	4.0
» Extremely Competitive	2.7	2.7	2.9	3.3	3.9
» Highly Competitive	11.8	6.5	4.4	3.5	4.2
» Moderately Competitive	3.8	2.5	3.6	5.0	6.9
Mean Time to Restore (Fnd Trbl Only) - Business					
Composite:	3.7	3.4	4.2	4.4	8.8
Extremely Competitive	3.7	3.4	4.2	4.0	8.9
Highly Competitive	1.4	4.5	4.6	4.5	6.0
Moderately Competitive	5.8	6.7	5.4	5.5	12.9
Sw Access Netwk Reliab (Blocked Calls/Mo):					
» Extremely Competitive	0	1885	1819	2300	1147
» Highly Competitive	0	0	0	30	-
» Moderately Competitive	0	769	192	30	-
Special Access Failure Freq - Carrier					
Composite	2.08	2.28	2.07	1.55	1.93
» Extremely Competitive	2.03	2.30	2.09	1.58	1.95
» Highly Competitive	3.46	3.16	3.11	2.29	3.08
» Moderately Competitive	2.56	0.92	0.74	0.96	0.82
Repeat Failure Rate w/i 30 Days - Business					
» Composite	7.2	6.6	6.1	4.0	5.6

OTHER SUPPORT	Month Actual	3 Mo Avg Actual	YTD Actual	1997 Obj	1996 Actual
Customer Survey - Due Dates Met:					
» Small Business	75.2	71.4	73.6	72.4	71.6
» Consumer	81.6	82.1	84.4	82.8	83.9
Service Reliability - % Excellent:					
» Large	100.0	69.2	54.1	67.0	61.0
» Medium	50.0	61.8	55.0	74.0	69.4
» Small	27.4	25.8	28.5	31.0	29.1
» B1	32.8	29.4	30.4	33.0	32.8
Service Quality - % Excellent:					
» Large	100.0	76.9	84.2	95.0	95.1
» Medium	100.0	94.1	90.2	98.0	98.4
» Small	76.5	77.8	78.0	84.0	81.5
» B1	80.8	81.0	82.4	84.0	83.0
Telcel	81.4	79.7	83.6	85.0	85.4
Dependable - % Excellent					
Tel Cel	30.3	31.1	29.0	32.0	31.4
Employee Communication Survey					
Support Business Direction *	70.0	60.0	53.0	49.0	48.0
Products & Services Knowledge *	42.0	39.0	35.0	35.0	33.0

* Results are one month in arrears

» *These measures have also been ranked and trended. See accompanying pages*

Objective Not Met

C:\EXCEL\[1297ORRA.XLS]Service Assurance Repair&Reliab

00681

GTI strict ORR

Florida Region
Summary of Other Key Performance Indicators
December, 1997

SERVICE FULFILLMENT	Month Actual	3 Mo Avg Actual	YTD Actual	1997 Obj	1996 Actual
Cust Des'd Due Date % Met - Composite:					
Composite	95.7	94.8	93.9	92.0	91.2
» Extremely Competitive	95.7	94.8	94.0	92.0	91.2
» Highly Competitive	77.8	93.2	94.0	92.7	92.3
» Moderately Competitive	175.0	100.0	90.9	84.8	84.5
Cust Desired Due Date % Met - DDS:					
Composite	93.5	81.1	90.9	93.0	91.0
» Extremely Competitive	93.2	80.3	90.7	93.0	86.3
» Highly Competitive	100.0	100.0	95.2	90.0	83.9
» Moderately Competitive	100.0	100.0	94.1	89.0	85.0
Cust Desired Due Date % Met - HiCap:					
Composite	97.8	96.4	96.1	93.0	91.5
» Extremely Competitive	97.6	96.5	96.1	93.0	91.2
» Highly Competitive	100.0	92.3	94.4	90.0	100.0
» Moderately Competitive	100.0	100.0	97.0	89.0	95.2
Committed Due Date - Carrier - Composite:					
Composite:	97.2	96.0	95.2	-	93.8
» Extremely Competitive	97.1	96.0	95.2	93.6	93.9
» Highly Competitive	100.0	95.5	94.4	93.3	92.7
» Moderately Competitive	100.0	100.0	90.9	91.3	89.7
Committed Due Date - Business - Composite:					
Composite:	91.8	89.9	93.4	90.0	79.3
Extremely Competitive	91.7	92.1	94.2	90.0	79.8
Highly Competitive	100.0	58.6	84.7	88.0	73.7
Moderately Competitive	91.7	85.5	87.6	84.0	63.5

SERVICE FULFILLMENT	Month Actual	3 Mo Avg Actual	YTD Actual	1997 Obj	1996 Actual
New Circuit Failure Rate w/i 30 Days - Carrier					
Composite	4.60	3.96	3.70	-	-
» Extremely Competitive	4.57	3.91	3.70	3.16	3.73
» Highly Competitive	6.67	4.88	2.65	3.83	4.41
» Moderately Competitive	0.00	10.00	6.78	9.52	9.46
New Circuit Failure Rate w/i 30 Days - Business					
Composite	1.16	1.68	1.38	-	-
» Extremely Competitive	1.08	1.84	1.37	0.53	0.53
» Highly Competitive	0.00	1.23	1.08	0.40	0.40
» Moderately Competitive	3.60	2.65	2.19	1.92	1.92
Avg Days to Install - Business:					
» Extremely Competitive	4.2	4.1	4.0	4.2	3.9
» Highly Competitive	5.3	5.6	4.0	4.5	3.7
» Moderately Competitive	3.8	4.2	3.8	5.3	3.7
Avg Days to Install - Residence:					
» Extremely Competitive	4.0	4.6	2.8	2.3	2.4
» Highly Competitive	4.8	5.3	2.9	2.7	2.3
» Moderately Competitive	5.7	5.9	3.2	2.8	2.5

* *Results are one month in arrears*

» *These measures have also been ranked and trended. See accompanying pages*

1/19/98 s.shepherd

COMPENSABLE MEASUREMENTS ARE IN BOLD LETTERING

Objective Not Met

001630

Florida Region
Key Performance Indicators
Ranking by Region
December YTD 1997

Issue Date: 19-Jan-98

Repair Clearing Interval (# Hours) - Business

Extremely Competitive		
Northeast	8.4	•
Virginia	8.6	
Northwest	9.2	
Florida	**9.5**	
North	9.6	•
Domestic	***9.9***	
Midwest	10.1	
California	10.1	
South	10.5	
Texas/NM	10.5	
Hawaii	12.2	•

Highly Competitive		
Virginia	7.6	•
Midwest	8.0	•
North	8.4	•
Northwest	8.8	•
Northeast	9.5	
Domestic	***9.6***	•
South	9.8	•
Hawaii	9.9	•
Florida	**10.4**	
Texas/NM	10.9	•
California	11.7	

Moderately Competitive		
Virginia	6.8	•
Midwest	8.0	•
North	8.9	•
Northeast	9.8	
Domestic	***10.0***	•
Florida	**11.0**	
Northwest	11.0	
South	11.1	•
Texas/NM	11.2	•
Hawaii	12.1	•
California	13.9	

Repair Clearing Interval (# Hours) - Residence

Extremely Competitive		
Virginia	11.2	
Texas/NM	11.8	
Hawaii	11.8	•
Northwest	12.9	•
South	13.9	•
Midwest	14.5	
Northeast	14.8	
California	15.0	•
Domestic	***15.7***	
Florida	**17.8**	
North	23.9	

Highly Competitive		
Hawaii	8.8	•
Virginia	11.8	•
Northwest	12.7	•
Midwest	12.9	•
South	13.2	•
California	14.4	
Domestic	***14.5***	•
Texas/NM	14.5	•
North	15.6	•
Northeast	15.7	
Florida	**17.6**	

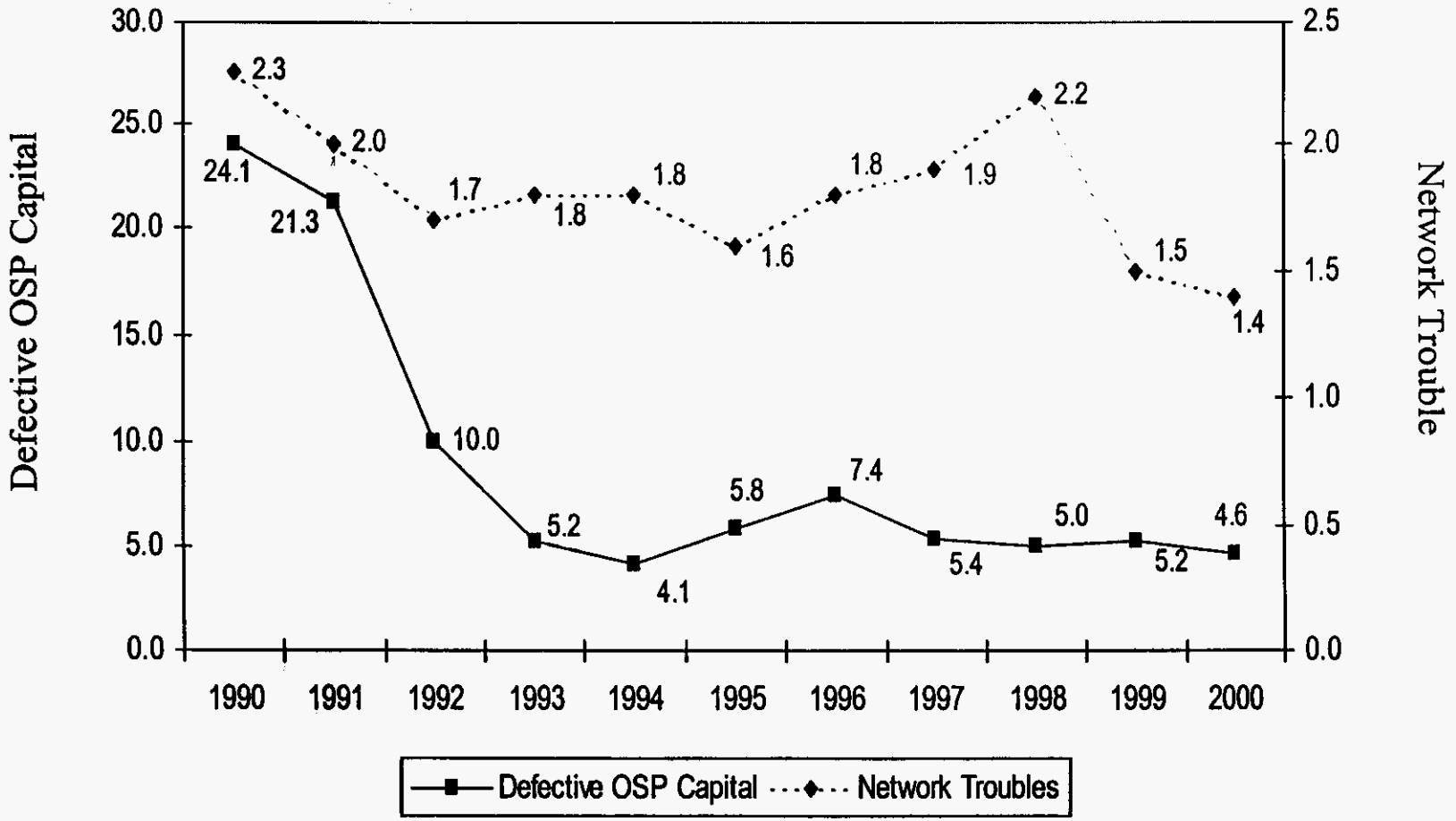
Moderately Competitive		
Virginia	10.5	•
Hawaii	12.5	•
Midwest	13.3	•
South	14.1	•
North	14.2	•
Northwest	14.5	•
Domestic	***14.7***	•
Texas/NM	15.1	•
Northeast	16.1	
Florida	**17.2**	
California	17.6	

001694

NOTES: • *indicates objective achieved*

EXH. 7

VERIZON FLORIDA
DEFECTIVE OSP CAPITAL/NETWORK TROUBLE



FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 7
COMPANY/ WITNESS: Verizon
DATE: 6-21-01

HEADCOUNT SHORTAGES 97-99
INCLUDES ORR* REPORTS FROM 1/97 THROUGH 12/99

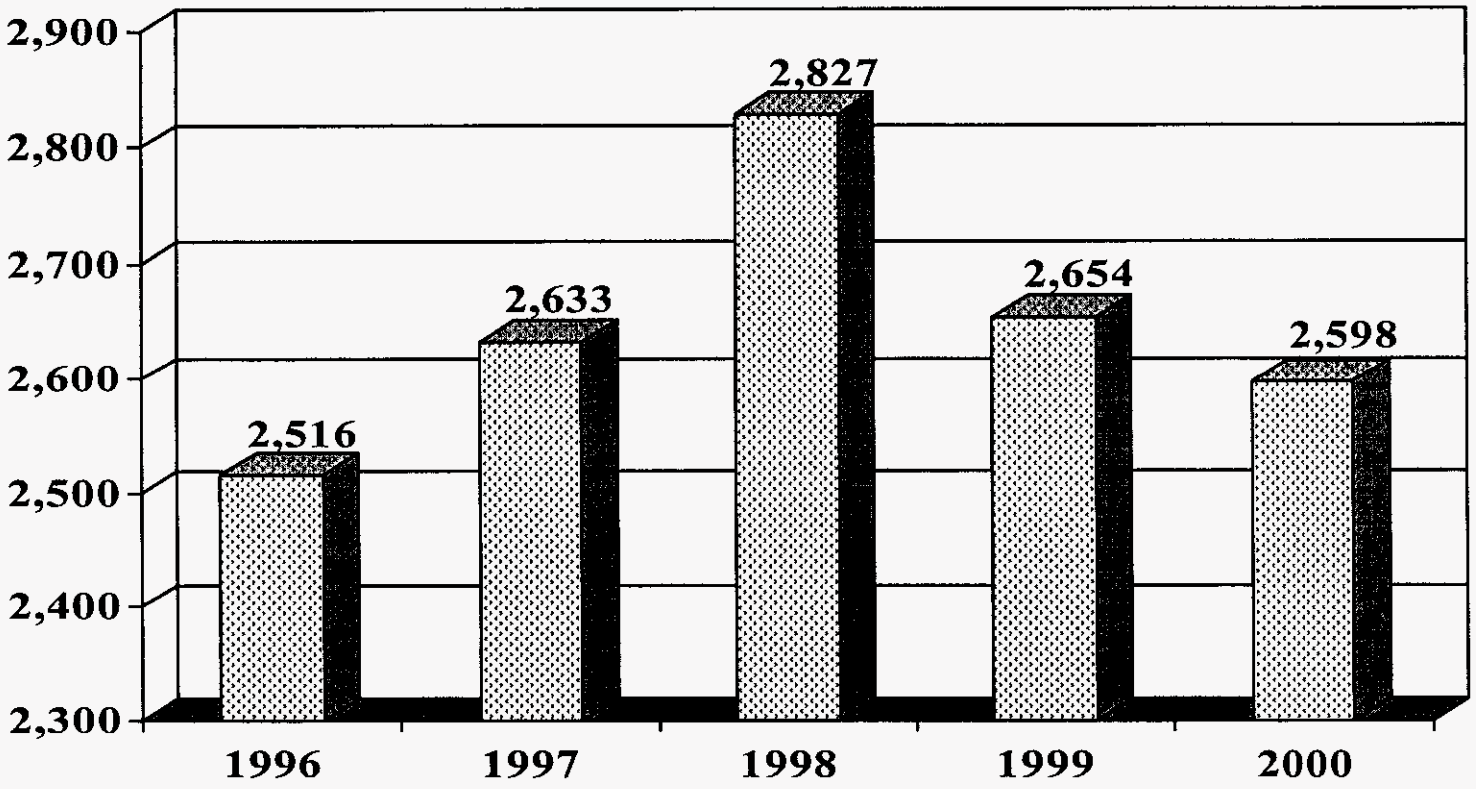
BATES STAMP	DATE OF ORR*	EMPLOYEES BELOW BUDGET
2000	1/97	282
2006	3/97	273
2010	4/97	287
2014	5/97	295
2018	6/97	291
2022	7/97	279
2026	8/97	280
2030	9/97	261
2034	10/97	228
2038	11/97	224
2042	12/97	214
2047	2/98	296
2050	3/98	245
2059	6/98	117
2062	7/98	120
2065	8/98	111
2069	9/98	93
2073	10/98	65
2077	11/98	60
2081	12/98	59
2086	1/99	107
2091	2/99	144
2096	3/99	228
2100	4/99	96
2106	5/99	100
2111	6/99	138
2116	7/99	171
2121	8/99	172
2126	9/99	183
2131	10/99	173
5109	12/99	159

AVERAGE NUMBER OF EMPLOYEES BELOW BUDGET = 186

***ORR = Operational Review Report**

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 8
COMPANY/ WITNESS: Office of Public Counsel
DATE: 6-21-01

VERIZON - FLORIDA REGION
Labor Hours - LG 201/301
Company, Overtime, Contractor
(000's)



FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 9
COMPANY/ WITNESS: Verizon
DATE: 6-21-01

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 991376-TL EXHIBIT NO. 10
COMPANY/
WITNESS: Finnell
DATE: 6-21-01

FLORIDA PSC STANDARDS
Comparison of October 1999 - December 2000
of GTE, Bell South and SPRINT

Month	Company	I & T's in 3 Days Obj: 90.0	OOS in 24 Hrs Obj: 95.0
Oct-99	GTE	82.9	95.1
	BELL SOUTH	78.2	51.8
	SPRINT	90.2	88.4
Nov-99	GTE	94.7	98.1
	BELL SOUTH	78.6	59.6
	SPRINT	83.1	79.0
Dec-99	GTE	97.5	97.1
	BELL SOUTH	79.0	72.9
	SPRINT	76.1	92.9
Jan-00	GTE	97.2	97.9
	BELL SOUTH	83.5	83.9
	SPRINT	84.6	96.4
Feb-00	GTE	98.2	97.6
	BELL SOUTH	89.6	88.2
	SPRINT	89.4	98.2
Mar-00	GTE	99.2	97.7
	BELL SOUTH	94.1	89.2
	SPRINT	92.1	98.2
Apr-00	GTE	99.1	98.1
	BELL SOUTH	95.9	88.9
	SPRINT	92.6	97.8
May-00	GTE	99.3	98.7
	BELL SOUTH	96.6	91.3
	SPRINT	93.8	98.4
Jun-00	GTE	99.1	96.7
	BELL SOUTH	96.6	87.3
	SPRINT	92.6	96.3
Jul-00	GTE	98.9	96.3
	BELL SOUTH	98.2	85.6
	SPRINT	91.8	96.3
Aug-00	GTE	98.5	96.7
	BELL SOUTH	98.2	86.0
	SPRINT	91.6	95.6
Sep-00	GTE	98.8	96.5
	BELL SOUTH	98.2	81.1
	SPRINT	91.1	96.4
Oct-00	GTE	98.2	97.4
	BELL SOUTH	92.2	74.8
	SPRINT	92.0	97.8
Nov-00	GTE	97.4	96.7
	BELL SOUTH	93.5	87.6
	SPRINT	91.7	97.9
Dec-00	GTE	97.6	96.7
	BELL SOUTH	93.0	85.7
	SPRINT	94.3	98.1

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-1
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 1

Debby B. Kampert
Regional Administrator-Regulatory Affairs (FL)

GTE Telephone Operation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110

April 2, 1998

Mr. Clayton Lewis
Bureau of Service Evaluation
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

Re: 1997 New Service Installations and Out of Service Repair

Dear Mr. Lewis:

The following information is provided in response to your request for information regarding service results in 1997.

Explanations/ Narratives
Along with the service standard results for each quarter in 1997, GTEFL provided the commission with an explanation where service standards were missed. Copies of those narratives are attached for your convenience. The primary reason for the decline in results for new installations and out of service repair was the severe weather conditions we experienced due to El Nino.

1998 Plans
In addition to the anticipation of more normal weather conditions, GTEFL does have certain plans in place to increase headcount and improve productivity in 1998. These plans include but are not limited to the following:

- Region Operations is staffing 94 service installer and 24 facility maintainer positions in 1998. Infrastructure Provisioning is staffing 50 Outside Plant Construction and 25 COE Installation positions. As positions are filled each week the new hires are being sent to training.
- Effective February 23, 1998, a team has been dedicated to both corrective and preventive plant maintenance.
- Reorganization of the dispatch and resource management group will provide dedicated resources who will closely monitor commitment times and due dates and then move manpower where needed to meet these commitments.

I trust this provides this information your require. Should you have any questions or require additional information, please feel free to call me.

Sincerely,

Debby B. Kampert

000064

Debby B. Kampert

Enclosures

EXPLANATION OF MISSED SERVICE STANDARDS
SECOND QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: APRIL 1997

The Bradenton exchange had 1,146 out of service trouble reports with 1,076 reports cleared within 24 hours. The 70 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Myakka exchange had 52 out of service trouble reports with 47 reports cleared within 24 hours. The 5 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The Palmetto exchange had 348 out of service trouble reports with 310 reports cleared within 24 hours. The 38 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

The St. Petersburg exchange had 3,323 out of service trouble reports with 3,113 reports cleared within 24 hours. The 210 reports not cleared within 24 hours were due to the severe inclement weather, along with the increased demand activity, we experienced the last week of the month.

Action Plan: *Not Applicable*

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 2 - SUMMARY OF COMPLETED SERVICE ORDERS (PRIMARY)

DATA MONTH: JULY 1997

The Myakka Exchange had 28 total service order requests with 25 requests completed within three days. The 3 requests not completed within three days were due to reallocating manpower to address the increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

000069

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: JULY 1997

The St. Petersburg exchange had 4,501 out of service reports with 4,080 reports cleared within 24 hours. The 421 reports not cleared within 24 hours were due to increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

The Clearwater exchange had 3,195 out of service reports with 2,977 reports cleared within 24 hours. The 218 reports not cleared within 24 hours were due to increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

The Hudson exchange had 477 out of service reports with 442 reports cleared within 24 hours. The 35 reports not cleared within 24 hours were due to increased volume in our out of service commitments due to the severe weather experienced the first and second week of the month. A service emergency was declared from July 14 through July 16.

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS
THIRD QUARTER 1997

SCHEDULE: 11 - OOS CLEARED WITHIN 24 HOURS

DATA MONTH: SEPTEMBER 1997

The St. Petersburg exchange had 3,783 out of service reports with 3,228 reports cleared within 24 hours. The 555 reports not cleared within 24 hours were due to severe flooding from rain in excess of 14 inches in a two day period.

The Clearwater exchange had 3,028 out of service reports with 2,844 reports cleared within 24 hours. The 184 reports not cleared within 24 hours were due to severe flooding from rain in excess of 10 inches in a two day period.

The Palmetto exchange had 343 out of service reports with 321 reports cleared within 24 hours. The 22 reports not cleared within 24 hours were due to rain in excess of 6 inches in a two day period.

Action Plan: Not Applicable

EXPLANATION OF MISSED SERVICE STANDARDS

FOURTH QUARTER 1997

DATA MONTH: DECEMBER 1997

SCHEDULE 2 - FROSTPROOF, HAINES CITY, INDIAN LAKES, AND MULBERRY MISSED THE OBJECTIVE FOR COMPLETED SERVICE ORDERS IN THREE DAYS. SEE EXPLANATION BELOW.

SCHEDULE 11 - ALL EXCHANGES MISSED THE OBJECTIVE FOR OUT OF SERVICE CLEARED WITHIN 24 HOURS. SEE EXPLANATION BELOW.

SCHEDULE 17 - ALL SERVICE CENTERS EXCEPT FOR BARTOW, LAKE WALES, PLANT CITY AND WINTER HAVEN MISSED THE OBJECTIVE FOR REPAIR APPOINTMENTS. SEE EXPLANATION BELOW.

SCHEDULE 18 - ALL SERVICE CENTERS EXCEPT FOR CLEARWATER AND LAKELAND MISSED THE OBJECTIVE FOR SERVICE ORDER APPOINTMENTS. SEE EXPLANATION BELOW.

THE FLORIDA REGION HAD RAIN IN EXCESS OF 15 INCHES, WHICH IS THE HIGHEST AMOUNT OF RAINFALL IN ONE MONTH SINCE THE WEATHER SERVICE BEGAN TRACKING RAINFALL. THIS IS COMPARED TO AN AVERAGE RAINFALL FOR DECEMBER OF 2.15 INCHES.

WHILE THE EXCESSIVE RAINFALL CAUSED UNUSUALLY HIGH SERVICE PROBLEMS, IT ALSO KEPT OUR WORK FORCE FROM PERFORMING THEIR JOB; ADDING TO THE VOLUME OF TROUBLE REPORTS AND SERVICE ORDERS.

ACTION PLAN: THE FLORIDA REGION, IN ITS EFFORTS TO MEET OUR OBJECTIVES, HAS HAD NUMEROUS SERVICE EMERGENCIES DUE TO THIS YEAR'S SEVERE WEATHER. WE USE ALL EMPLOYEES CAPABLE OF REPAIRING TROUBLE AND PERFORMING INSTALLATION, INCLUDING CONTRACTORS. WE REQUIRE WORKING SIX AND SEVEN DAYS AT 10 TO 12 HOURS PER DAY. WE ARE ALSO IN THE PROCESS OF ADDING APPROXIMATELY 150 MORE EMPLOYEES.

WE HAVE CAPTURED PATTERNS AND ARE NOW PREPARING FOR PROACTIVE MAINTENANCE ON THOSE AREAS THAT HAVE BEEN IDENTIFIED AS PROBLEM AREAS. OUR GOAL IS TO PREVENT OUR CUSTOMERS FROM HAVING PROBLEMS WITH THEIR SERVICE, EVEN IN THE SEVEREST WEATHER CONDITIONS.

Key Performance Indicators

In 1997, Florida Region experienced very severe weather. Total rainfall for the year was 67.71 inches, 23.79 inches above normal. Lightning increased 32% and 84% over 1996 and 1995 levels, respectively. December's weather was particularly unusual. December typically is a dry month with average rainfall of 2.15 inches. December 1997 rainfall was a record 15.57 inches. Florida Region's Service/Quality indicators continued to be adversely impacted by the record rainfall and extreme flooding throughout most of December and tornadoes in late December. Two counties in Florida Region's operating area were declared federal disaster areas by President Clinton. Service Emergency conditions were in effect for approximately half of the month. January incurred expense results will be adversely impacted. Repair Out of Service in 24 Hours and Service Order Appointments Met results were below the PSC standard of 95% for the month.

The Region's service levels will improve as the weather stabilizes. The Region continues to have conference calls twice a week and weekly meetings to continuously monitor results. The calls are with the ACOMs, DAC/FAC, IP, CARE, and staff to review the status and actions associated with service orders, trouble, missed commitments, carryover, overtime, etc. The weekly meetings review root cause analysis of Commission complaints and review weekly service results, productivities, and overtime. These calls and meetings have positively impacted numerous measure results. Additional specific comments and actions are as follows:

00174

- In the Large category, Overall Value, Installation, and Repair results again were 100 for the month; however YTD results remained unfavorable to objective. As part of the 1998 Customer Excellence Process, the Account Manager and Customer Advocate will meet with each Large customer in in January to determine the customer's expectations for excellent value and service and develop an action plan to meet or exceed their expectations. The Region President and the General Manager-Branch Operations will meet with all large customers semi-annually. In addition, a monthly meeting or conference call focusing on a detailed review of customer survey results and development of corrective action plans to resolve issues will continue. The Region Customer Operations General Managers, General Manager-Branch Operations, Regional Sales Managers, and Customer Advocates participate in these meetings/conference calls. The following actions also remain in effect. Each Regional Sales Manager visits TICOS customers with the Account Manager and Area Manager Customer Operations to work through customer issues and concerns. All customers are contacted either verbally or on premise within 24 - 48 hours of any repair activity by appropriate GTE personnel. As part of root cause analysis, a review is conducted with customers to determine why they rated GTE "Average" or below. Also, technicians are being assigned to specific customers, where possible, to promote customer ownership and to match expertise required. Technicians will continue to be trained on basic customer service, emphasizing courtesy, professional dress, and communication skills. A procedure has been developed for the BDCC for escalating/handling/prioritizing commitments in jeopardy.

- In the Medium category, Overall Value was 100 for the month of December. Overall Value, Installation, and Repair YTD results remained below objective. In 1998, the Region President and the General Manager-Branch Operations will meet with all strategic Medium customers semi-annually. The Region Customer Operations General Managers and Area Managers and Regional Sales Managers will meet with all Medium customers semi-annually. Many of the other action items listed above for Large customers also apply to Medium customers.

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 10

Key Performance Indicators

Florida Region's Service/Quality indicators continued to be strong in installation, repair, and reliability measures i weather at the end of April had an adverse impact on May's incurred expense results. Customer survey results an services area are generally favorable for the month. In May there was continued emphasis on strong performance specifically, Repair Out of Service in 24 Hours and Service Order Appointments Met. Repair Out of Service in 2 exceeded the PSC standard of 95% for the sixth consecutive month, and Service Order Appointments Met exceed 95% for the fifth straight month.

The improved service levels attained through May will be maintained since the Region has implemented its plan hiring additional service installers. The Region has also implemented daily conference calls and weekly meetings results. The daily calls are with the ACOMs, DAC/FAC, IP, CARE, and staff to review the status and actions assoc trouble, missed commitments, carryover, overtime, etc. The weekly meetings review root cause analysis of Com review weekly service results, productivities, and overtime. These calls and meetings are having a positive impac measure results. Additional specific comments and actions are as follows:

- In the Large category, Overall Value was 100 again in May. Installation results were below objective. Repair remained below objective. The following action plans remain in effect. Each Regional Sales Manager will vi the Account Manager and Area Manager Customer Operations to work through customer issues and concerns contacted either verbally or on premise within 24 - 48 hours of any repair activity by appropriate GTE person analysis, a review will be conducted with customers to determine why they did not rate GTE "Excellent". Res improve with the implementation of the Business Response Center, the Business Dispatch Control Center, co techs, and the establishment of the "Contract of Excellence".

- In the Medium category, Overall Value, Installation, and Repair results declined in May and remained below action plans listed above for Large customers also apply to Medium customers.

- In the Small category, Overall Value YTD results exceeded objective. Overall Value for B1 exceeded objecti month and was slightly below objective on a YTD basis. B1 Overall Value YTD results were the highest in T improve results include the following: having the technician verify/explain to the customer all features install establishment of a pilot program where Tappers call and review vertical services/CentraNet features with cust service orders.

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 2 of 10

Key Performance Indicators (cont'd)

- Installation for Small remained below objective. To improve this measure, Florida Region has instituted a pol service order is missed due to a bad pair needing to be cleared, the pair will be treated as an OOS case of tro amount of overall time to get an order completed. Previously, the order was rescheduled which could add t process versus less than 24 hours. This has helped to improve the Average Days to Install-Business measure objective for the month and YTD. Average Days to Install-Residential YTD results improved in May and met t and YTD. Additional emphasis has been placed on MSI Aborts which are now measured by the length of tim orders should be improved through the use of the new DSTS test system.

- Repair for Small remained below objective. Actions being taken include the following: technician is going t communicate service problems prior to starting and after restoral of service, technician to verify all phones/ja customer's satisfaction before leaving the premise, continue chargeable repeat program, VRS testing from 4-T trouble report, and CARE Center programs.

- Residential Overall Value improved in May and exceeded objective for the month. Current month and YTD r Telops for the fourth consecutive month.

- Residential Installation results exceeded the objective for the third straight month. YTD results remained sligh

- Residential Repair results exceeded the objective for the fifth consecutive month. YTD results remain favorab highest in Telops.

- Residential Installation Commitments Met results have met or exceeded the objective for five straight months. Commitments Met remained below objective. Committed Due Date-Business YTD results improved again in objective for the month and YTD. These results should continue to improve through additional resources bei work group and increased monitoring of the MSI queue.

- Residential Service Orders with Trouble in 7 Days results improved for the third consecutive month and were the month and YTD. Business Service Orders with Trouble in 7 Days results improved in May but remained

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. ____
April 20, 2001
Page 3 of 10

Key Performance Indicators

Florida Region continued to experience record rainfall and flooding in February. Despite the severe weather, many of Florida Region's Service/Quality indicators improved in February. Repair Out of Service in 24 Hours and Service Order Appointments Met results improved in February but were below the PSC standard of 95%. March incurred expense results will be adversely impacted.

The Region's service levels will improve as the weather stabilizes. The Region continues to have weekly meetings to review root cause analysis of Commission complaints and review weekly service results, productivities, and overtime. These meetings have positively impacted numerous measure results. Additional specific comments and actions are as follows:

- Branch CVI and CSI results were favorable to objective and favorable to 1997 annual results. Almost every component of both the value index and service index improved compared to 1997 annual results. Committed Due Date-Business results improved and were favorable to objective for the third consecutive month. Mean Time to Restore-Business results improved in February and were favorable to objective. Results were also favorable to 1997 annual results. The Region President and General Manager - Branch Operations will meet with all large customers semi-annually. In addition, a monthly meeting or conference call focusing on a detailed review of customer survey results and development of corrective action plans to resolve issues will continue. The Region Customer Operations General Managers, General Manager-Branch Operations, Regional Sales Managers, and Customer Advocates participate in these meetings/conference calls. The following actions also remain in effect. Each Regional Sales Manager visits TICOS customers with the Account Manager and Area Manager Customer Operations to work through customer issues and concerns. All customers are contacted either verbally or on premise within 24 - 48 hours of any repair activity by appropriate GTE personnel. As part of root cause analysis, a review is conducted with customers to determine why they rated GTE "Good" or below. Also, technicians are being assigned to specific customers, where possible, to promote customer ownership and to match expertise required. Technicians will continue to be trained on basic service emphasizing courtesy, professional dress, and communications skills.

- BSC Customer Value Index results improved again in February and were favorable to objective for the month, but YTD results were below objective. YTD results are below 1997 annual results. The Price component of the value index was rated the lowest.

000145

Docket No. 991376-TL
Rebuttal Testimony of John A. Farrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 4 of 10

Key Performance Indicators

Florida Region's Service/Quality indicators continue to show steady improvement for the month of May. Repair Appointments Met, Out of Service within 24 Hours and Service Orders Completed within 3 days were above the PSC standard. Service Order Commitments Met continued to improve in May but was below PSC standard.

The Region has bi-weekly meetings to review root cause analysis of Commission complaints and review weekly service results, productivity, and overtime. These meetings have positively impacted numerous measure results. Additional specific comments and actions are as follows:

- Branch CVI May results are favorable to objective and to 1998 annual results. Value results are favorable to the benchmark company, Bell South. The Billing category is currently the lowest rated component. Branch CSI results are favorable to objective and 1998 annual results. All components of the index have improved over 1998 annual results and with Billing being the lowest rated component of Branch CSI. Committed Due Date-Business is unfavorable to 1999 objective and 1998 annual results. Mean Time to Restore – Business results are also unfavorable to objective and 1998 annual results. New Circuit Failure Frequency – Designed is favorable to 1999 objective and 1998 annual results.

  Action plans: The Region President and General Manager-Branch Operations continue to meet with all Large customers semi-annually. In addition, a monthly meeting or conference call is held focusing on a detailed review of customer survey results and development of corrective action plans to resolve issues continues. The Region Customer Operations General Managers, General Manager-Branch Operations, Regional Sales Managers, and Customer Advocates participate in these meetings/conference calls.
  The following actions remain in effect: Each Regional Sales Manager visits TICOS customers with the Account Manager and Area Manager Customer Operations to work through customer issues and concerns. Appropriate GTE personnel contact customers either verbally or on premise within 24-48 hours of any repair activity. As part of root cause analysis, a review is conducted with customers to determine why they rated GTE "Good" or below. Also, technicians are assigned to specific customers, where possible, to promote customer ownership and to match expertise required.
  All business technicians have been through the Ambassador Training Program. Technicians are trained on basic service emphasizing courtesy, professional dress and communications skills. Adjusted schedules BZT/CZT according to peaking

Continued

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferreli
Exhibit JAF-3
FPSC Exhibit No. ____
April 20, 2001
Page 5 of 10

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 6 of 10

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Reply To

November 20, 1996

FLTC0100
Tampa, FL

To: Distribution List

Subject: ORR ACTION ITEMS

As a result of our ORR meeting on November 18, there are several action items initiated. As highlighted in the meeting, the Florida Region will be taking the appropriate actions to turn key performance indicators in the proper direction. Most notably are customer complaints and PSC service standards.

The action items and the person responsible are:

- Guidelines reviewed and/or established pertaining to when pairs can/should be cut. Action to be completed by December 16. (Susan Clay and Larry Atwell)

- Identification of the number of pairs going bad each month and comparisons made to those being cleared each month to ensure appropriate balance. Action to be completed by December 5. (Alan Reilly and Larry Yost)

- Identification of number of EDT's broken and cause for the Florida Region as well as plans to restore. Action to be completed by December 16. (Alan Reilly and Larry Yost)

- CARE call volumes and the impact of IVRU needs to be reviewed for dollar savings and potential customer irritation. Alternatives to IVRU scripting re-evaluated. Action to be completed by December 16. (Woodrow Williams)

- Region to review 1997 objectives for Small and Tel Cel Reliability and Clearing Interval-Residence. Action to be completed by December 5. (Pete Daks)

- Region to determine what portion of Repeats are attributable to the network versus knowledge/other. Action to be completed by December 16. (Larry Yost)

- Air pressure activities were discussed and region will provide how many tanks were in-place in 1995 versus last 1996. Action to be completed by December 5. (Alan Reilly)

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 7 of 10

- Discuss with Consumer LOB President, Butch Bercher the need to evaluate the impact on PUC complaints and a result of moving the Action Line number in the directories. Action to be completed by December 5. (Pete Daks)

- Consumer LOB to ensure proper supervisory spans are in-place to provide for customer escalation within the centers. Action to be completed by December 5. (Karen Mounts)

- Staff to review when Due Date Manager will have the ability to provide a.m./p.m. commitments. Also, work with customer contact to document existing process flow to determine if revisions are needed. Action to be completed by December 16. (Larry Yost)

As we have discussed to ensure comprehensive results, accountabilities, and actions we will expand our current monthly operational reviews for Florida Region. These will include my direct reports along with Karen Mounts-Customer Contact Center Manager, John Schaffer-CARE Center Manager, Barbara Akins-Acting Business Sales Center Manager, Shawne Angelle-Branch Manager, Larry Yost-Manager-Remote Operations Support, and Russ Diamond-Regional Manager-BA. Attendance in person is mandatory.

Also based on the region results and the need for immediate action, we are beginning weekly meetings to ensure actions and results are taking place. The meeting will include specific reviews at the general manager level of customer complaints, PSC service standards, and related support measures. The weekly meetings are beginning November 21 and will be held each Thursday at 8 a.m with the same participants (at this time, Shawne is required at the monthly ORR and Natural Team meeting only). Again, attendance in person or by conference call is mandatory.

These actions are underway and several are being added to improve Florida Region results.

Pete

Peter A. Daks
Regional President-Florida

CONFIDENTIAL

PAD:mmm
c: Distribution List

GTE NETWORK SERVICES

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 8 of 10

INTRACOMPANY CORRESPONDENCE

Reply To
FLTC0100
Tampa, FL

July 15, 1998

To: M. L. Keith - HQE04E52 - Irving, TX

Subject: **WEATHER UPDATE**

Red, our weather pattern has continued with thunderstorms yesterday afternoon and evening, and throughout the night. The thunderstorms and heavy rains are continuing this morning and predicted to continue throughout the day, moving in off the Gulf and across the Tampa Bay area this morning. Predictions are rainfall amounts of one to two inches in less than an hour are likely.

In the last twenty-four hours, the Inland Division has received in excess of two inches of rain and some areas in the Coastal Division received in excess of three-and-a-half inches of rain.

At 10:30 this morning, we had 5082 total cases of trouble (3517 in Inland and 1565 in Coastal). We have moved 110 cable splicers and contractors over into the Inland Division to shoot trouble, and 48 into the Coastal Division. We are continuing to work ten-hour days, and have required some lay days.

Out-of-service defaults remain at 10:00 and 11:00 a.m., same day for out-of-service. Not-out-of-service has been pushed to day two in Inland and remains standard in Coastal. We will continue to monitor this very carefully.

I will continue to keep you posted.

CONFIDENTIAL

Peter A. Daks
Regional President-Florida

PAD:bam

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-3
FPSC Exhibit No. _____
April 20, 2001
Page 9 of 10

CONFIDENTIAL

Reply To

August 5, 1997

FLTC0100
Tampa, FL

To: Barry Paulson - HQE04E04 - Irving, TX

Subject: **FLORIDA REGION RESULTS**

Attached are the areas of concern that I would like to discuss with you and your staff. These areas and their associated indices are ones that the Florida Region is taking aggressive steps to resolve. Each measurement, with history, is provided along with the Region's action plans which are in place or will be in place shortly.

I would like to discuss each indice to insure your concurrence with these steps and see if you have any additional suggestions.

The other items I would like to discuss are the Omega Process and status, CARE Express, and any plans or enablers that we should expect in 1998.

Should you have any questions or concerns, please call me at 813/483-1200 or Larry Yost at 813/483-2477.

Channel Optimizers
- Portal II
- Quasi loops
- Appt initiative - 2 hour windows

Peter A. Daks
Regional President-Florida

PAD:mmm
Attachments

c: Susan Clay - HQB12C54 - Irving, TX (w/a)
John Ferrell - HQE04B52 - Irving, TX (w/a)
Woodrow Williams - HQB10C41 - Irving, TX (w/a)

CONFIDENTIAL

O O S / 24 HOURS

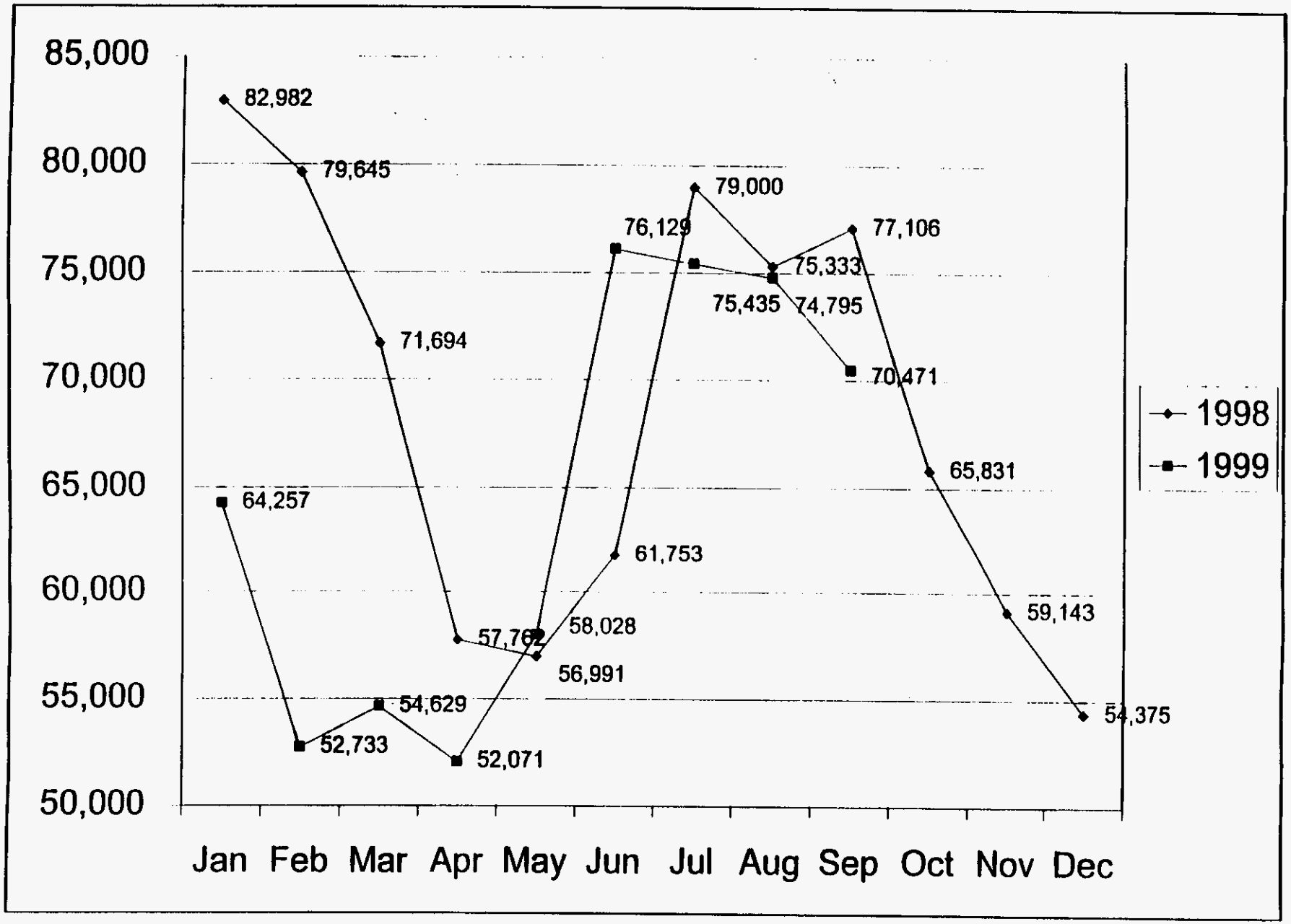
% COMMITMENTS MET

The Region has an objective to clear 95% of all out of service reports within 24 hours and to meet 97% of our business and residential commitments. Through June 93.7 of the OOS trouble had been cleared within the 24 hour objective. This declined to a 90.3% by the end of July. Business commitments through June were 96.3%, slightly below objective. Again, this dropped to a 94.1% in July. Residential commitments were 97.6% through June. In the month of June, residential commitments were 95.3%. July's results declined to a 92.3%. August results are trending upward.

- The first thing each morning, a conference call is made to discuss the trouble volumes and the action plans necessary to meet commitments. DRM, ACOM's, and GM's participate on this call. Technicians are moved between district as required.
- If necessary, contract labor forces from IP are utilized.
- A 3:30 P.M. conference call is held to discuss the day's results and begin planning for the next day.
- We have documented and are in the process of distributing the STORM / ABNORMAL CONDITION RESPONSE PLAN throughout the region.
- The TAS Default Commitment Screen is adjusted as required by trouble volumes. This process has been hampered by the inability of TAS to provide a unique cut-off time for both OOS and NOOS reports.

CONFIDENTIAL

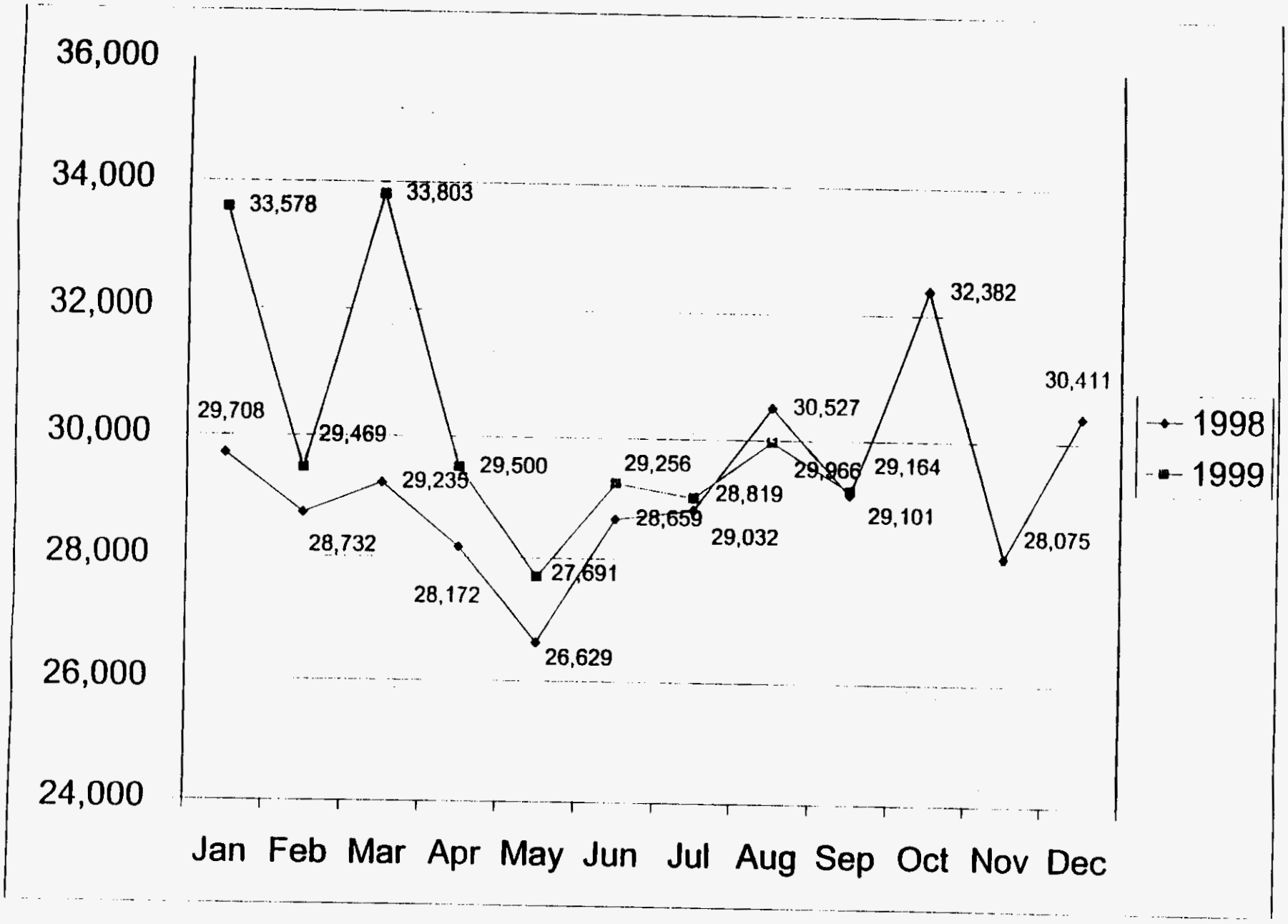
Florida Region
Dispatched Trouble



CONFIDENTIAL

003732

Florida Region
Dispatched Service Order



029

9/10/1999

CONFIDENTIAL

Valarie,

Please find attached the repair commitment met action plan you requested.

I agree with you completely, with an average clearing time of 29 hours, commitments met should be much higher than 90%.

I am very excited about an initative that we have in the works. John Farrell is planning to conduct Mini ORR meetings with district teams performing consistently below objective. As I understand the process the district teams will have to answer two questions: Why are results below objective and what actions are being taken to get things turned around? I suspect there will also be a great deal of discussion concerning resources as there always is. The inquiring team (for lack of a better term) will consist of John Farrell, the responsible GM, Russ Diamond and me. The plan calls for quarterly (if not sooner) meetings or until the district's performance improves to the point where they get off the radar screen.

Russ Diamond and I will be meeting early next week to develop the district measurement template. I will keep you informed of our progress.

On another subject I am pursuing the development of an aged ticket report. As I'm sure you remember a similar report proved very successful in helping the WA. Division reduce its elapsed time.

I hope these action steps speak to your concerns.

Dan

CONFIDENTIAL

COMMITMENT ACTION PLAN

- When the volume of reports is beyond the clearing capacity of the available workforce additional manpower is borrowed from IP and utilized in areas with the highest volumes. IP will add 55contractors to pick up the capital work activity and DOR backlog. This will maximize the number of 201's for repair activity. Manpower is moved between districts and divisions to assist with high trouble volumes as well.

- Actively pursue filling 301 vacancies to increase the number of 301 technicians available to relieve 201's for repair activity. (Currently 25 301 vacancies are in the process of being filled) Additionally, 30 contractors will be added to further relieve 201's for repair.

- The region is currently utilizing 9 "tappers" to reduce unnecessary dispatches.
  - "Tappers" to actively monitor possible pattern/outages utilizing TAS Function 30.
  - "Tappers" to actively monitor TAS for possible missed commitments utilizing Function 33.
  - Coach the "tappers" to recognize appointment/commitment irregularities and bring them to the attention of the dispatcher.

- Closely monitor the TAS default commitments.
  - DRM will consult with the respective ACOM before moving TAS default beyond the objective times.
  - Ensure GM approval before moving the TAS default beyond 72 hours

- Utilize the "Jobs Dispatched Report" to ensure technicians are utilized on customer demand activity. In August, 92.1% of the first jobs dispatched were on customer demand activity and overall 92.4% of all activity was customer demand.

- Ensure technicians are picking assignments in accordance with the Assurance and Fulfillment Priority Matrix.
  - Perform periodic audit trails on bypassed priorities and communicate information to the LCOM for corrective action.

000142

CONFIDENTIAL

- Follow-up on MT alerts to include paging LCOM's and ACOM's on all alerts. Field premise visits are required by LCOM's and follow-up given to DRM.

- Team with CARE to develop realistic levels of CASS appointment capability.

- Examples of AWAS/CASS/TAS appointment errors are provided to CARE as coaching opportunities. A CARE system enhancement installed on August 18th will assist in reducing these errors.

- Provide CARE with examples of AWAS appointments made outside of the CASS appointment system.

- Perform root cause on misses to identify training opportunities for both CZT and CARE technicians.

- Technician that are identified by the LCOM as not meeting productivity objectives will be coached and their progress monitored. Those that fail to improve to objective will be placed on performance improvement Plans.

- Technicians must contact their coach for authorization to incomplete a repair. Technicians have been instructed on the proper method for determining the "cleared" time to be used when clearing reports when the customer's service has been restored but additional activity is required.

- Utilize a mechanized timesheet audit to ensure that the technicians are producing the maximum number of jobs per day.

- Stress the need to meet all AWAS/CASS/TAS appointments with all technicians.

- Perform root-cause-analysis on previous day's missed commitments for coaching opportunities. Communicated this information to the ACOM's.

000143

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-6
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 3

Florida Region
Service Improvement Plan
% OOS Cleared In 24 – Hours

The following plan was developed as a means of increasing the Florida Regions % OOS cleared in 24 – hours to 95%.

Background Information

During the month of April, the Florida Region achieved a completion rate of 92.5% OOS cleared within 24 – hours. Of the total OOS reports, 3,317 were committed for greater than 24 – hours with no appointment. Included in the 3,317 reports are OOS reports that were committed for greater than 24 – hours with a 9 PM commitment (these reports were originally established as NOS and later changed to OOS by the clearing technicians). Of the 3,317, OOS reports 2,907 were taken on either a Saturday or Sunday. On average, 60% of the reports were taken on Saturday and 40% on Sunday.

Gap Closure

The computed gap between 92.5% and 95% OOS cleared in 24 – hours for the month of April amounted to 656 trouble reports. Increasing the number of technicians scheduled on the weekend has the greatest potential to close the 656 ticket gap as 87.6% of the OOS reports currently exceeding 24 hours are being created over the weekend (See Attached).

26,234	Total CFM OOS/24
24,266	MET OOS/24 (92.5)
24,922	95% objective
656	Difference of 2.5% (95.0 – 92.5)

Proposed Regional Staffing Adjustment

- Increase existing Saturday maintenance coverage by 20 technicians.
- Establish a maintenance shift on Sunday consisting of 16 technicians.

Saturday Coverage:			Sunday Coverage:		
656 x 60%	=	394 reports	656 x 40%	=	262 reports
394/ 4 Saturdays	=	98.5 reports	262/4 Sundays	=	65.5 reports
98.5/ 4 reports per tech	=	25 techs	65.5/4 reports per tech	=	17 techs

Budget Implications

The staffing of Sunday coverage will create an additional expense of $5,320.32 per month (four weekend months) due to the contractual obligation of paying time and a half for technicians assigned to Sunday coverage.

17 technicians (X) 8 hours (X) 4 weeks (X) $9.78 = $5,320.32 ($69,164.16 annually)

It is assumed that technicians currently assigned Monday through Friday will be reassigned to staff the increased Saturday and Sunday schedules.

Additional Activities

ROS will work with CARE and the field to reduce the number of NOS reports being cleared as OOS reports by the clearing technicians.

ROS will work with the Operations teams to ensure the OOS identifier is being applied correctly during the clearing process.

CONFIDENTIAL

Florida Region
Service Improvement plan
% OOS Cleared In 24 - Hours

CONFIDENTIAL

Date	OOS Trouble Quoted Over 24 Hrs. with no Appointment	OOS Trouble Quoted Over 24 Hrs. with a 9 PM Commitment (NOOS to OOS)
4/1/99	11	0
4/2/99	50	23
4/3/99 Sat	392	13
4/4/99 Sun	280	13
4/5/99	16	3
4/6/99	10	1
4/7/99	9	0
4/8/99	14	1
4/9/99	16	7
4/10/99 Sat	371	26
4/11/99 Sun	263	18
4/12/99	22	8
.3/99	23	12
4/14/99	19	3
4/15/99	12	0
4/16/99	28	3
4/17/99	840	28
4/18/99 Sat	198	14
4/19/99 Sun	20	5
4/20/99	22	12
4/21/99	13	2
4/22/99	10	2
4/23/99	21	11
4/24/99 Sat	426	30
4/25/99 Sun	160	13
4/26/99	11	1
4/27/99	20	1
4/28/99	8	6
4/29/99	26	17
4/30/99	4	3

CONFIDENTIAL

1999/2000 Service Order Dispatch Reduction

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-7
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 1

Short Term I's and M's in Three Days Action Plan

- Move due date manager to three days immediately.
  - DRM and IP Support team/review daily manpower requirements.
  - Due Date Manager has been augmented with contract personnel
  - IP Personnel will supplement Due Date Manager overbooking to maintain 3 day due date during peak times
  - As a last resort, Sunday volunteer staffing will be utilized at month end to handle service order peaks.
- Adjust "C" order due dates away from peak time end/beginning of month.
- Further accelerate proactive field-trip reduction by targeting exchanges not meeting objectives
  - EDT new wood, broken, etc.
    Quality Performance Measures/Daily Tracking
  - Continue records verification at crossboxes with existing DAVAR units focusing in areas where measures are deficit and vacation service is prevalent. Continuing in January with new Y2K/AAIS compatible DAVAR units.
  - LINKIN for new complexes and sublocation reports for existing multifamily dwellings.
    Quality Performance Measures/Daily Tracking
  - Continue daily review of NOCV reports for CLEC,LinkIN, and Sublocation service orders that should not be fielded
  - Continue calling on POTS service orders from NOCV sublocation report in an effort to stop unnecessary field trips

· 004

INTERCOMPANY CORRESPONDENCE

GTE Network Services

September 2, 1999

Reply to:

FLTC0100 – Tampa, FL

CONFIDENTIAL

To: M. L. Keith – HQE04E52 – Irving, TX

Subject: **FLORIDA REGION PSC SERVICE IMPROVEMENT PLAN**

Attached for your review are the Florida PSC service indices currently performing below objective and their associated corrective action plans.

In addition to these plans, the Florida Region team will carry out the following strategies as a guide to accomplishing the Region's long-term success in meeting these service requirements:

- In an effort to meet higher than anticipated seasonal activity, the IP organization will extend its support of customer driven work activity through the remainder of the year or until the need diminishes. IP will add fifty-five (55) contractors to pick up the capital work activity and DOR backlog. Special focus will be placed on getting the Inland Division caught up and moving the default commitment windows to a level that supports the meeting of PSC indices.

- The Region plans to immediately add up to thirty (30) service order contractors, ten (10) in the Coastal Division and twenty (20) in the Inland Division. The budget impact of these additions in 1999 is expected to be $338K. Initially, the contractors will relieve the need for LG 201's from having to support service order activity and concentrate their time on trouble. Ultimately, the contractors will enable the Region to help meet the seasonal increase in service order demand expected at year end. There are currently twenty-five (25) LG 301 service installer positions in differing phases of being staffed/trained.

- The issue of productivity has been an ongoing concern for the Region. Currently, 12% of the LG 201 and LG 301 workforce (114 technicians) are on performance improvement plans for low productivity or quality. Additionally, during the last several weeks two (2) new reports have been created to help the operations teams quickly identify clearing anomalies as well as multiple completions on the same job.

- The reduction of unnecessary trips is fundamental to the long-term success of the Region. Admittedly, repeats and no accesses are not where we want them to be. ROS is currently leading an effort to expand the existing chronic repeat program as a means of reducing trips and has implemented the HQ Rework Reduction Plans.

Should you have any questions or concerns, I can be contacted at 813/483-1200 or Dan Carbone at 813/483-2477.

John A. Ferrell
Regional President – Florida

JAF:dml

CONFIDENTIAL

PSC REQUIREMENTS

CONFIDENTIAL

OOS 24 HOURS

The Florida PSC requires that 95% of OOS troubles be cleared within 24 hours. The Florida Region met this objective for the months of January through May. This objective was not met June through August.

A study identified the top 4 reasons for missed OOS/24

- CARRYOVER
  - The volume of reports is beyond the clearing capacity of the available workforce. Additional manpower is borrowed from IP and utilized in areas with the highest volumes. Manpower is moved between districts and divisions to assist with high trouble volumes as well.
- NOOS CHANGED TO OOS
  - A job aid has been provided to the field technicians to assist them in making the correct OOS/NOOS decision. Lengthy commitment times during inclement weather may lead to faults deteriorating to an OOS condition.
  - ROS will perform periodic audit to ensure the correct determination of the OOS/NOOS status.
- CARE ERRORS
  - Examples of AWAS/CASS/TAS appointment errors are provided to CARE as coaching opportunities. A CARE system enhancement installed on August 18th will assist in reducing these errors.
- REPAIRS INCOMPLETED BY TECHNICIANS
  - Technicians must contact their coach for authorization to incomplete a repair. Customers should not be left OOS. Technicians have been instructed on the proper method for determining the "cleared" time to be used when clearing reports when the customer's service has been restored but additional activity is required. A study by the Inland DRM in May found that 5% of the missed OOS/24 were attributed to technicians incompleting jobs.

  - The region is currently utilizing 9 "tappers" to reduce unnecessary dispatches.
- Perform root cause on misses to identify training opportunities for both CZT and CARE technicians.
- Ensure technicians are picking assignments in accordance with the Assurance and Fulfillment Priority Matrix.
- Actively pursue filling 301 vacancies to increase the number of 301 technicians available to relieve 201's for repair activity. (Currently 25 301 vacancies are in the process of being filled)
- Utilize the "Jobs Dispatched Report" to ensure technicians are utilized on customer demand activity. In August, 92.1% of the first jobs dispatched were on customer demand activity and overall 92.4% of all activity was customer demand.
- Utilize a mechanized timesheet audit to ensure that the technicians are producing the maximum number of jobs per day.
- Closely monitor the TAS default commitments.
- IP will clear bad pair DOR's thus maximizing the number of 201's for repair activity.
- ROS is expanding the repeated report program beyond the current chronic repeat process as a means of reducing overall repeated reports.
- Technician that are identified by the LCOM as not meeting productivity objectives will be coached and their progress monitored. Those that continue to improve to objective will be placed on performance improvement Plans.

CONFIDENTIAL

NOOS 72 HOURS (95%)

The Florida PSC requires that 95% of NOOS troubles be cleared within 72 hours. The Florida Region met this objective for the months of February through May. This objective was not met in January and June through August.

- Hold the TAS defaults to no more than 3 days
- Ensure GM approval before moving the TAS default beyond 72 hours

CONFIDENTIAL

CONFIDENTIAL

REPAIR APPOINTMENTS (95%)

The Florida PSC requires that 95% of Repair Appointments be met. The Florida Region met this objective for the months of January through June. This objective was not met in July and August.

- Stress the need to meet all AWAS/CASS/TAS appointments with the technicians.
- Team with CARE to develop realistic levels of CASS appointment capability.
- Provide CARE with examples of AWAS appointments made outside of the CASS appointment system.
- Provide CARE with examples of appointment/commitment errors for coaching opportunities.
- Coach the "tappers" to recognize appointment/commitment irregularities and bring them to the attention of the dispatcher

SERVICE ORDER APPOINTMENTS (95%)

The Florida PSC requires that 95% of Repair Appointments be met. The Florida Region has not met this objective in 1999.

- The overbooking of service order hours to control a specific due date will not be allowed without the specific authorization of the respective ACOM. All overbooking decisions must be accompanied by a field manpower-scheduling plan.
- The Contact Center will perform random audits to assure contact representatives are not overbooking appointments in excess of established parameters. This is a compliance issue, technicians found not to be following the established procedures will be disciplined.
- LCOM's will perform random audits to assure field technicians are correctly applying arrival times on all completed orders.
- ROS will coordinate with NOCV support to rectify an edit queue issue, which incorrectly charges met service orders as missed. An analysis of missed service order commitments by the Coastal DRM determined the impact to be 4% of the Coastal's missed commitments.

CONFIDENTIAL

I & T ORDERS 3 DAYS (90%)

The Florida PSC requires that 90% of I & T Orders be completed within 3 days. The Florida Region met this objective in January and April through June. This objective was not met in February, March, July or August.

- Fifteen percent of the service order activity has been budgeted to be worked by 201's. The 201's have been pulled to work repair resulting in missed commitments. Manpower borrowed from IP is being used to replace the 201's.
- Reassigned bad pair DOR's to IP for resolution.
- GM approval is required to move due date beyond 3 days.
- Completed orders routed by the system to an "edit" queue and not corrected the same day are being counted as missed commitments and appointments if applicable. An analysis of missed service order commitments by the Coastal DRM determined the impact to be 4% of the Coastal's missed commitments. ROS is actively pursuing this issue with NOCV support.
- Technician that are identified by the LCOM as not meeting productivity objectives will be coached and their progress monitored. Those technicians failing to improve will be placed on performance improvement plans.
- All new primary installations associated with multi-tenant dwelling and track housing will be preinstalled (EDT) by IP.
- Service orders are scheduled and worked in all areas Monday through Saturday.
- Orders requiring more than a 2 step station transfer are referred to IP for resolution.

To: Nancy Franklin@TEL.EXEC@TXIRV
From: Red Keith@TEL.EXEC@TXIRV
Originated by: John Ferrell@TCC.EXEC@FLTPA
Cc:
Subject: fwd: Florida results
Attachment: BEYOND.RTF
Date: 11/30/99 10:14 AM

PLEASE FILE--FLA REGION.
THANKS,
RED

CONFIDENTIAL

From: John Ferrell@TCC.EXEC@FLTPA, on 10/15/99 2:53 PM:
To: Red Keith@TEL.EXEC@TXIRV

Red,

Our Team has spent a considerable amount of time reviewing our PSC results and action plans that have been in place looking for new opportunities. Just as a note, we have never set an expectation that these results were not important nor unattainable but achieving them during all summer months would be difficult at best.

Per your request, the following information provides our latest view on PSC results, attainment, and our management oversight process.

The September PSC results have improved over August in 3 of the 4 that were missed. All objectives listed below are at 95% with the exception of Primary Service in 3 Days at 90%. The current results are through October 14th.

- OOS in 24 Hours ended at 91.4%. This was the highest in the past 4 months and currently is at 93.1%.

- NOOS in 72 Hours ended at 86.5%. This also was the best in the past 4 months but is currently down at a 77.3%.

- Repair Appointments Met exceeded the standard at 95.8% after being below the past 2 months. It currently is above objective at 97.3%.

- Primary Service Orders in 3 Days ended the month at a 75.5% against an objective of 90%. This standard has been missed for 3 consecutive months. It currently is up to 83.7%.

- Service Order Appointments Met ended at 92.8%. This standard has been missed each month since NOCV has been implemented. This result is up over the past 2 months and is currently up even higher at 93.1%.

All are moving in the right direction with the exception of the Not Out Of Service in 72 Hours which has suffered as we have made efforts to improve on the Out Of Service cases of trouble. NOOS is bottom priority that is pushed when service order and OOS demand increase above available hours.

Review of the PSC results are monitored daily and MTD by the GM's, ACOMs/BCOMs, DRM, and me. These are reviewed by district to provide us the information as to where the challenges exist. As a team, results are reviewed with my direct reports weekly either through my staff meetings and/or our Natural Lite team meetings. These are helpful to discuss the issues with the CARE, BCS/CCC, BDCC, and BRC. I have faxed to you a copy of our daily report. Both GMs report daily on the reasons for missing key objectives and what can be done to close the gap.

Area reviews are held by the GM, ROS, BA, and myself with the manager and Local Managers. These reviews target service improvement efforts, issues, results, and employee performance. I am planning to expand these to include IP within the area to promote even higher levels of teaming.

Daily planning is performed in the DRM each morning and afternoon to set trouble cut-offs and determine needed overtime and IP borrowing levels. Due date manager is reviewed daily to ensure the proper hours are

The plans we have to improve these results to the PSC objective include several actions. These include continual hiring and training of new employees to replace those retiring, additional contractors to supplement deficiencies in manpower levels during hiring/training (58 in total), better focus on proper clearing of repair tickets, and working with CARE to improve the issue with NOOS/OOS clearings. Based on these plans and historical reduction of trouble during the upcoming months, the region believes it can get on a run-rate to attain PSC objectives by late October/early November given historic trouble pattern trends.

The region has also uncovered a possible system problem with the date being used to complete off-line service orders. The date being used for orders that go to off-line is the date the order is fixed in off-line. In many cases this is days later than the order was actually completed and the customer in service, however has been counted as a miss. These orders may be going to off-line for billing, directory, or address issues. Pending the outcome, we may be able to adjust prior months results.

Please contact me with any questions or comments.

John

CONFIDENTIAL

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1999

DATA MONTH: JANUARY 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW	BARTOW	BRADENTON	BRADENTON	BARTOW
BRADENTON		ENGLEWOOD	CLEARWATER	MYAKKA
CLEARWATER		FROSTPROOF	HAINES CITY	PALMETTO
HAINES CITY		HAINES CITY	HUDSON	
LAKE WALES		INDIAN LAKE	INDIAN LAKE	
LAKELAND		LAKE WALES	LAKE WALES	
NEW PORT RICHEY		MULBERRY	LAKELAND	
PLANT CITY		MYAKKA	MULBERRY	
SARASOTA		NORTH PORT	MYAKKA	
ST PETE		PALMETTO	NEW PORT RICHEY	
TAMPA		PLANT CITY	PALMETTO	
VENICE		VENICE	POLK CITY	
WINTER HAVEN		WINTER HAVEN	SARASOTA	
			ST PETE	
			TARPON SPRINGS	
			VENICE	
			WINTER HAVEN	

SCHEDULE 17 AND 18
We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

SCHEDULE 11
Florida Region overall met the out of service cleared within 24 hour objective at 95.1%. None of the exchanges were below results of 90%. We reallocated manpower to the out of service customers, which impacted the not out of service trouble.

SCHEDULE 2
Florida Region overall met the primary orders objective at 93.6%. Only three exchanges out of 24 did not meet standards.

Note: We assumed some risk with the reallocation of manpower. Some exchanges missed the appointments, both service order and repair, as well as the not out of service trouble.

Action Plan: We are seeing improved productivity today and expect to see that continue. We are continuing our aggressive trouble reduction program as well as developing plans to reduce rework.

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1999

DATA MONTH: FEBRUARY 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BRADENTON CLEARWATER HAINES CITY LAKE WALES LAKELAND NEW PORT RICHEY PLANT CITY SARASOTA ST PETE TAMPA VENICE WINTER HAVEN	NONE MISSED	NONE MISSED	NONE MISSED	BARTOW BRADENTON CLEARWATER ENGLEWOOD FROSTPROOF HAINES CITY HUDSON INDIAN LAKE LAKE WALES LAKELAND MULBERRY MYAKKA NEW PORT RICHEY NORTH PORT PALMETTO PLANT CITY POLK CITY SARASOTA ST PETERSBURG TAMPA TARPON SPRINGS VENICE WINTER HAVEN ZEPHYRHILLS

SCHEDULE 18
We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

SCHEDULE 2
Due to a report system problem, we believe the reported results do not accurately reflect the service results for this period. After significant system and programming analysis, we believe the reporting issue is resolved and will be reflected in the April results.

Action plan: Escalate reinforcement training with both the field technician and contact reps on appointment information requirements.

EXPLANATION OF MISSED SERVICE STANDARDS

FIRST QUARTER 1999

DATA MONTH: MARCH 1999

MISSED OBJECTIVES BY EXCHANGE:

SCHEDULE 18 SERVICE ORDER APPOINTMENTS	SCHEDULE 17 REPAIR APPOINTMENTS	SCHEDULE 11 OOS/24 HOURS	SCHEDULE 11 NOS/72 HOURS	SCHEDULE 2 COMPLETED ORDERS
BARTOW	NONE MISSED	POLK CITY	NONE MISSED	BARTOW
BRADENTON				BRADENTON
CLEARWATER				CLEARWATER
HAINES CITY				ENGLEWOOD
LAKE WALES				FROSTPROOF
LAKELAND				HAINES CITY
PLANT CITY				HUDSON
SARASOTA				INDIAN LAKE
ST PETE				LAKE WALES
TAMPA				LAKELAND
VENICE				MULBERRY
WINTER HAVEN				MYAKKA
				NEW PORT RICHEY
				NORTH PORT
				PALMETTO
				PLANT CITY
				POLK CITY
				SARASOTA
				ST PETERSBURG
				TAMPA
				TARPON SPRINGS
				VENICE
				WINTER HAVEN
				ZEPHYRHILLS

SCHEDULE 18
We are reinforcing with our contact personnel and field technicians that appointments must be typed in the correct system format and that the arrival time must be entered on the order.

SCHEDULE 2
Due to a report system problem, we believe the reported results do not accurately reflect the service results for this period. After significant system and programming analysis, we believe the reporting issue is resolved and will be reflected in the April results. Specifically, during the period of March, our due date manager system was quoting 3-day commitments or less.

Action Plan: Continued emphasis with contact and field employees on appointment procedure.

Global Atmospherics, Inc.
2705 East Medina Road • Tucson AZ 85706-7155 • Telephone 520.806.7300 • Fax 520.741.2848 • Toll Free 800.283.4557

Archive/Flash Report

April 5, 2001

Russ Diamond
Verizon/GTE Telephone Services
Mail Code FLTC0023
201 N. Franklin St.
Tampa, FL 33602

CONFIDENTIAL

Dear Mr. Diamond:

Thank you for using Global Atmospheric's archive service. Data from the National Lightning Detection Network™ was analyzed for your requested search time and region. A summary for 1995-2000 is included on the next page.

Reference Number: SO-2542

Report Details:

Requested By:	Russ Diamond
Search period:	March 1, 2001 00:00:00 EST
	TO:
	March 31, 2001 23:59:59 EST
Location Region:	Six Florida Counties: Hillsburough, Manatee, Pasco, Penellas, Polk, and Sarasota

Results: March 2001: 8,929 strokes

If you have any other questions about your report, please call me at (800) 283-4557.

Sincerely,

William Brooks

Global Atmospherics, Inc.

Table 1: Stroke Counts Per Month And Year.

	1995	1996	1997	1998	1999	2000	2001
Jan	1,387	2,421	899	2,367	7,167	6	256
Feb	2,580	2,593	8	17,924	633	408	64
Mar	3,230	11,157	503	20,022	921	1,434	8,929
Apr	680	5,067	31,609	624	6,360	1,245	
May	11,601	28,633	19,894	8,478	57,769	2,812	
Jun	34,098	124,488	100,354	66,497	117,731	98,444	
Jul	94,610	49,214	189,176	91,769	109,509	136,800	
Aug	65,826	92,140	79,731	129,443	101,882	87,788	
Sep	31,496	40,548	26,472	34,809	23,486	48,082	
Oct	11,242	722	20,929	3,048	4,318	391	
Nov	2,408	378	3,349	43	44	3,328	
Dec	397	4,691	3,761	2	0	98	
Totals	259,555	362,052	476,685	375,026	429,820	380,836	

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-12
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 21

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Reply To

FLTC0100
Tampa, FL

February 17, 1998

To: M. L. Keith - HQEO4B51 - Irving, TX

CONFIDENTIAL

Subject: **WEATHER UPDATE**

Red, at least we made it through the Classic (by minutes!), but once again we have felt the effect of El Nino. After yesterday's and last night's heavy storms, the trouble count this morning is 5887 and climbing. The hardest hit areas were St. Petersburg and Tampa. The Tampa Bay area received anywhere from three to seven inches of rain across Hillsborough, Pasco, Polk and Pinellas Counties. With this rain, we had widespread flooding, tornados and extremely high winds. (See attached newspaper article.)

As of this morning, all Coastal Flood Watches and Warnings have been canceled. However, a River Flood Warning remains in effect for the Alafia, Hillsborough and Little Manatee Rivers. All are expected to reach flood stage today, February 17, 1998.

The established rainfall record for February was broken last night at Tampa International Airport where we have recorded 8.19 inches of rain through 7:00 a.m., February 17, 1998. The previous record was 7.95 inches of rain set in 1963.

We were starting to make headway and some improvement in our out-of-service/24 hours. We started Monday morning at 94.3% (this was as of Sunday, February 15th), with the FPSC objective at 95%. I know this latest round of storms will hurt this effort.

We have required a ten-hour day across the Region and we will continue to evaluate trouble levels and potentially declare a service emergency effective tomorrow.

CONFIDENTIAL

The CARE Center has been in an express mode since yesterday morning and there is a good possibility they will remain in that mode throughout today. We have moved all IP contractors that can shoot trouble to help with the high trouble levels. Defaults have been pushed out in all areas for NOS and OOS trouble. We are utilizing tappers to reduce as many field dispatches as possible.

The next round of storms is expected Friday . . .

Pete

Peter A. Daks
Regional President-Florida

PAD:bam
Attachment

Storms pummel Bay area

BOB WESTENHOUSER/Tribune photo

GREG PIOTROWSKI/Tribune photo

Evi Craig, above, salvages a photo album, along with ... top right, sits at a midway game booth ... by other items in her living room, after a tornado swept ... through her Polk County neighborhood. John Cotell, ... water at the Florida State Fair ... Sunday and Monday because of the weath... early ...

PHIL SHEFFIELD/Tribune photo
Frances Totten helps Billy Hamblin float through a south Tampa intersection.

TAMPA – A tornado, gobs of rain and high winds continue a pattern of miserable weather for the Tampa Bay area.

By PETER E. HOWARD
TOM BRENNAN and ROB SHAW
of The Tampa Tribune

The latest winter storm spawned a damaging tornado in Polk County and brought torrential rains that helped undermine a section of Interstate 4 Monday, paralyzing westbound traffic and leading to a 12-mile backup.

Both Polk and Pasco counties were ripped by high winds — at least five Polk homes were damaged by a tornado — and some Tampa Bay area neighborhoods were pelted with up to 5 inches of rain as a stubborn low-pressure system continued its assault on a swath of Florida stretching from Sarasota to Gainesville.

"The whole house shook after it hit," said Polk County resident Barbara Gordon, who was in her Crooked Lake home with her 12-year-old son, Eric, when the tornado hit her house and tore off roof tiles and destroyed front and back porches.

Flood watches remained in effect for area rivers, as well as coastal areas that could suffer additional beach erosion as winds shift to the west today.

The Florida State Fair closed its midway rides early Sunday and Monday because of the rain, and numerous neighborhoods weathered flooded streets, stalled cars and drenched pedestrians.

Skies are expected to clear a bit for the next few days, but the rain should return Friday. High temperatures are expected to be in the low 70s, with overnight lows ranging from 50 to 55 degrees.

Once again, chalk it up to El Nino.

"Basically it has sort of affected

See WEATHER, Page 9 ▶

/EATHER/Storm dumps high winds, rain on Bay area

From Page 1

: upper level wind pattern, and rms are tracking farther south n normal," said Richard Rude, neteorologist with the National ather Service in Ruskin.

Tampa got nearly 4½ inches of n as of 5 p.m. Monday, with the al for the month surpassing 7 hes — more than twice the rmal amount for February.

Since December, the area has en hit with more than 27 inches rain, more than half of the typi- total for a year.

On Monday, the deluge ought things to a crawl in east- Hillsborough.

Interstate 4 westbound was sed for about three hours Mon- after workers discovered con- te slabs of roadway were mov- after being undermined by rain

..orkers used quick-setting ncrete to keep sections of the id from washing away.

State transportation officials d voids under the slabs were covered about noon near the in- section with U.S. 301. Workers d been boring under the pave- nt for the past two weeks to in- ll drainage and utility pipes, d John McShaffrey, a spokes- n for the Florida Department of ansportation.

Water seeping through the es probably undermined the id, McShaffrey said.

One lane was closed around on, with the second lane closed minutes later. Traffic was diverted for about a quarter mile off I-4 along the slip ramps and frontage road leading to Hillsborough Avenue.

Thousands of motorists were caught in the backup, which stretched for 12 miles to just west of Plant City. The highway reopened about 4:30 p.m.

In southern Polk County, at least five houses around Crooked Lake were damaged by a tornado that surfaced about 2:30 p.m. No injuries were reported.

Roofs were blown off, windows smashed and boats and debris were strewn across yards. Other boats were left capsized in the water. Pine trees and power line were knocked down.

Evi Craig was in her house alone on North Crooked Lake Drive and heard it coming.

"It makes a weird noise as it goes through the screen," Craig said.

She barricaded herself in a bathroom and waited through the 10 seconds or so she estimated it took for the tornado to blow through. It damaged her porch and blew out windows on the south side of her house.

Outside, a neighbor's roof was thrown onto Craig's two cars in the driveway, and the tornado deposited a boat on her porch.

In Pasco County, two 100-foot trees snapped off in front of the San Antonio house belonging to Bill Didier, blocking the front door but missing the house.

No one was home, and no one in the area reported seeing a funnel cloud. But tree damage north and south of San Antonio was in a consistent path aligned with the Didier home.

"We wanted to open it up a bit to get a better view of the sky, but not this much," said Didier, inspecting the thick, toppled oak and cedar trunks that blocked his front door.

A coastal flood warning remained in effect Monday from Manatee County north to Jefferson County. High winds overnight were expected to push an additional 2 to 4 feet of water onto Gulf of Mexico beaches, perhaps causing minor coastal flooding.

Those high winds also could result in additional beach erosion, which would be more bad news for areas already battered by other storms this winter. While winds were from the southeast Monday, they were expected to switch around to the southwest or west today.

Many areas — particularly Upham Beach on St. Pete Beach — have been pounded by high winds and waves in recent week Federal officials last week announced a $22 million beach restoration project to take place along some Pinellas beaches late this year.

A flood watch was in effect f much of the west coast of Florid and frequent downpours prompt the National Weather Service to issue an urban flooding advisory for Pinellas, Pasco, Hernando ar Citrus counties.

Rainfall amounts of 2 to 4 in es were common across the Tar pa Bay area Monday, weather s vice officials said in the late afte noon.

Hillsborough officials braced for additional rain, and preparations were under way to get she ters ready if needed.

"We are just waiting to see what is going to be dumped on us," said Nance Schapira, a spokeswoman for the county's emergency planning department adding that there has been a steady demand for sandbags but no other major problems.

"Things are going to get a lo worse before they get better," said Steve Valdez, the county's community affairs director, "but so far we are holding our own."

Staff writers Stephen Thompson, Bill Thompson and Greg Fight contribute to this report.

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-12
FPSC Exhibit No. _____
April 20, 2001
Page 6 of 21

FROM THE DESK OF . . .
PETE DAKS

June 29,1998

CONFIDENTIAL

To: M.L. Keith - HQEO4B51 - Irving, TX

This note is a follow-up to the note we sent you Friday concerning high trouble counts.

Today we are starting with a total trouble count of 1692 (945 Inland and 747 Coastal). We made good progress over the weekend even with severe thunderstorms on Saturday afternoon. The trouble default in both divisions are at 10:00 and 11:00 a.m., and we hope to push that out today depending on how trouble comes in today.

Through Sunday our OOS over twenty-four is at 94.3 % with the PSC objective of 95%. As we said on Friday, Tampa and St. Petersburg were hit the hardest and the two larger exchanges impacted us the most.

We have moved all cable splicers back to IP in fact many were released back at the end of the workday on Friday. Overtime is being monitored closely as well as defaults and schedules.

As a result of the holiday this week and the first of the month service order activity is high.

The weather forecast for today calls for afternoon thunderstorms (you know the drill).

If you need additional information, please let me know.

PAD:cir

NETWORK SERVICES

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-12
FPSC Exhibit No. _____
April 20, 2001
Page 7 of 21

INTRACOMPANY CORRESPONDENCE

Reply To
FLTC0100
Tampa, FL

July 15, 1998

CONFIDENTIAL

To: M. L. Keith - HQE04E52 - Irving, TX

Subject: **WEATHER UPDATE**

Red, our weather pattern has continued with thunderstorms yesterday afternoon and evening, and throughout the night. The thunderstorms and heavy rains are continuing this morning and predicted to continue throughout the day, moving in off the Gulf and across the Tampa Bay area this morning. Predictions are rainfall amounts of one to two inches in less than an hour are likely.

In the last twenty-four hours, the Inland Division has received in excess of two inches of rain and some areas in the Coastal Division received in excess of three-and-a-half inches of rain.

At 10:30 this morning, we had 5082 total cases of trouble (3517 in Inland and 1565 in Coastal). We have moved 110 cable splicers and contractors over into the Inland Division to shoot trouble, and 48 into the Coastal Division. We are continuing to work ten-hour days, and have required some lay days.

Out-of-service defaults remain at 10:00 and 11:00 a.m., same day for out-of-service. Not-out-of-service has been pushed to day two in Inland and remains standard in Coastal. We will continue to monitor this very carefully.

I will continue to keep you posted.

Peter A. Daks
Regional President-Florida

PAD:bam

CONFIDENTIAL

Attachment #1

DETAILED WEATHER STATISTICS

Rainfall for 1997 for the following locations:

Tampa International Airport	67.71"
St. Petersburg	70.14"
Sarasota	62.89"
Ruskin	72.87"
Lakeland	57.41"
Winter Haven	50.26"

Most rain in 24-hour period was 8.45" on September 26/27, 1997.

March through May, we had 6.43" of rain above normal for spring. For the fall, September through November, we had 10.68" of rain above normal.

For the year - we were 23.79" above normal.

Wettest month in 1997 - December with 15.57" of rain.
Driest month in 1997 - February with .66" of rain.

We experienced the wettest April on record - 10.71". (The historical record was 8.82" in 1854.)

The wettest December (or any winter month) - 15.57". (Average rainfall for December is 2.15". Previous record high was 8.90" in 1888.)

Monthly records for 24-hour rainfall were set:

April - 5.44" on April 26
September - 8.45" on September 26/27
December - 4.76" on December 26/27

There were 21 days with more than 1" of rain in 1997, 7 days in December alone. Normally, there are only 13 such heavy rain days in a year.

We had 64 days with thunder and lightning, 120 days with rain (including trace).

Attachment #3

CONFIDENTIAL

from the desk of

Larry Yost

January 6, 1998

Pete,

Per your request, attached is a study on manpower requirements and weather data related to the effects of "El Nino."

This information was compiled using the best information we had at the time on potential rainfall as well as historic data.

If you have any questions, please call,

Larry

CONFIDENTIAL

EL NINO WEATHER / MANPOWER FORECAST

The purpose of this report is to address the additional Customer Operations manpower requirements that may be necessary as a result of severe weather related to the phenomenon called "El Nino." Florida has put together a plan that provides for incremental increases in manpower that can be devoted to handling a large influx of repair tickets that are normally associated with severe weather.

By January 7, 1998, one hundred (100) Installation and Repair Contractors will be made available to provide an immediate source of manpower for Customer Operations. We currently have approximately one hundred (100) open requisitions that are in the process of being filled. As they fill these requisitions, the contractors can be reduced or moved over to Infrastructure Provisioning.

Along with these aforementioned contractors, IP currently has eighty (80) hourly contractors that can perform service emergency type work. IP is also in the process of bringing an additional forty (40) contractors to support the Capital Program. This would result in a total addition of 120 contractors that would be available on January 7, 1998, that could be shifted to Customer Operations in the event of a Service Emergency.

IP currently has one hundred & forty seven (147) contractors performing unit contract work. Of these 147, we estimate that about forty (40) of these contractors would be capable and willing to work trouble reports in this endeavor.

This would bring our total available contractor work force to two hundred and sixty (260) (100 BAU contractors plus 160 from IP). The Service Emergency we are now addressing is being staffed with an additional 250 technicians. As you can see, this plan would provide ample coverage in most abnormal repair situations.

In the rare case of an extreme severe weather situation, there is another two hundred (200) IP GTE hourly splicing technicians that could be utilized.

By adding the 100 contractors and using the 160 contractors from IP, there would be a limited interruption to the Capital Program. If we need to use the two hundred (200) GTE Hourly personnel from IP, the Capital Program would virtually be stopped.

There is a concern that by adding the additional headcount which has been stated at a maximum of 460 would cause a potential problem in the proper dispatch of the work force.

An analysis of dispatches, rainfall and predictions for first quarter of 1998 are attached to this report.

manpw.wpd

CONFIDENTIAL

SUMMARY

In addition to the current workforce, below is a list of additional resources that will be available in January 1998:

Customer Operations Additional Hourly Contractors (Will be available on January 7, 1998)	100

Note: These contractors will be added to handle BAU activity until vacancies are filled.

I.P. - Hourly Contractors	80
I.P. - Unit Contractors	40
I.P. - Additional Hourly Contractors (Available on January 7, 1998)	40
Total Available without declaring a Service Emergency	260

IN CASE OF SERVICE EMERGENCY

I.P. Company Technicians	200
TOTAL AVAILABLE RESOURCES	**460**

Projected Total Troubles that can be cleared per 8 hour day
(Four troubles / person @ 260 employees) 1040 troubles

(Four troubles / person @ 460 employees) 1840 troubles

Expense associated with additional 100 contractors is approximately $300,000 per month for the next three (3) months.

The Expense Cost of a Service Emergency is approximately $100,000 per day.

Starting on January 7, 1998, we will have access to 260 contractors which is 140 more contractors than we currently have today. A weather situation severe enough to require the need to invoke a Service Emergency should be rare based on the weather data we have available today.

manpw.wpd

ANALYSIS OF DISPATCHES TO RAIN FALL
AND PREDICTIONS FOR 1Q98

MONTH	TOTAL DISPATCHES TAS WG 1 & 4	AVERAGE ACTUAL RAINFALL See note 1	1996 ACTUAL RAINFALL See Note 2	1996/1997 ACTUAL DAYS OF RAIN	1997 ACTUAL AMOUNT OF RAIN PER RAIN DAY	AVERAGE RAINFALL See note 3	AVERAGE DAYS OF RAIN See note 4	AVERAGE AMOUNT OF RAIN PER RAIN DAY	PROJECTED RAIN AMT BASED ON 200% OF AVG.
96 NOV	42529	0.77	0.91	3		1.77	5	0.35	See Note 5
96 DEC	47710	3.28	2.11	6		2.15	6	0.36	
97 JAN	50941	1.32	5.42	6	0.22	1.99	7	0.28	5.97
97 FEB	40211	0.65	3.04	6	0.11	3.08	7	0.44	9.24
97 MAR	43966	1.91	4.65	5	0.38	3.01	7	0.43	9.03
97 APR	53581	7.98	4.20	9	0.89	1.15	5	0.23	
97 MAY	47755	1.53	1.45	4	0.38	3.10	6	0.52	
97 JUN	54570	4.68	8.96	10	0.47	5.48	12	0.46	
97 JUL	68783	6.02	2.72	21	0.29	6.58	16	0.41	
97 AUG	56093	5.81	7.39	13	0.45	7.61	17	0.45	
97 SEP	53449	11.16	5.44	9	1.24	5.98	13	0.46	
97 OCT	57576	5.54	3.12	7	0.79	2.02	7	0.29	
97 NOV	61733	4.44	0.91	5	0.89	1.77	5	0.35	
97 DEC	82955	15.57	2.11			2.15	6	0.36	

See Note 6

NOTE:

1. All Actual Rainfall Information is based on the average of nine districts from Business Analysis, except for Dec. which is from Tampa Airport. Note: In October, Lutz had 9.8 inches of rain, and in November, Tarpon Springs and Sarasota/Bradenton had 6.95 & 7.32 inches respectively.
2. 1996 Rainfall information is from Tampa International Airport only
3. Average of Monthly Rain Fall is based on a 30 year Study Period (Includes previous "El Nino" years)
4. Average number Days of Rain per Month is based on a 49 year Study Period of .01 inches or more. (Includes Previous "El Nino" years)
5. The percent of projected amount of rain is based on local meteorologists.
6. Dispatch Information is from Business Analysis.

CONFIDENTIAL

000124

Fed says 4-county area a disaster

WASHINGTON – Four counties stricken by storms, including Hillsborough, are declared federal disaster areas, making aid available to those affected.

By PHIL WILLON
of The Tampa Tribune

President Clinton on Tuesday declared Hillsborough and three other Central Florida counties federal disaster areas in the wake of storms that tore through the region during the Christmas season.

The president's declaration makes federal grants, disaster housing, low-interest loans, food stamps and crisis counseling available to people affected by the storms, including uninsured property and business owners.

Polk, Hernando and Osceola counties also are covered by the declaration.

On Dec. 27, a tornado with winds exceeding 113 mph ripped through Polk County, destroying up to 75 homes and injuring 18 people. The twister thrashed a middle school in Haines City, causing an estimated $1 million in damage.

The Tampa Bay area was drenched by torrential rainfall beginning Christmas Day, with storm fronts dumping as much as 7 inches of rain on Apollo Beach, Largo and Citrus Park and causing flooding throughout the region.

U.S. Reps. Jim Davis, D-Tampa, and Karen Thurman, D-Dunnellon, said they were relieved to see such a quick response by the federal government.

Florida Gov. Lawton Chiles, who requested the declaration, also praised the president's rapid response. "It's a critical step to getting help to people who are really in need," said Chiles spokesman Ryan Banfill.

Chiles blamed the storms on the weather phenomenon El Nino, which he said has caused more than $25 million in damage in Florida in the past year. El Nino is caused by the warming of Pacific Ocean currents off the coast of Peru, which affects weather by scrambling normal upper-level wind patterns.

Residents and business owners who suffered losses can begin applying for assistance today by calling 1-800-462-9029. For people hearing and speech impaired, the number is 1-800-462-7585.

Officials assess tornado damage

HAINES CITY – Federal and state workers will begin evaluating damage today from a weekend tornado in Polk County.

By BILL HEERY and BETH FOUSHEE of The Tampa Tribune

Students at a Haines City school will have to relocate to a technical center about three miles away when classes resume Jan. 6.

The 900 Boone Middle School students will have to hold class at Ridge Technical Center in the northeastern tip of Winter Haven for an undetermined amount of time until $1 million in tornado damage is repaired, school officials said Monday.

Repairs are likely to take at least six weeks, officials have said.

County workers used heavy equipment Monday to smash the remains of 11 portables destroyed by Saturday's storm.

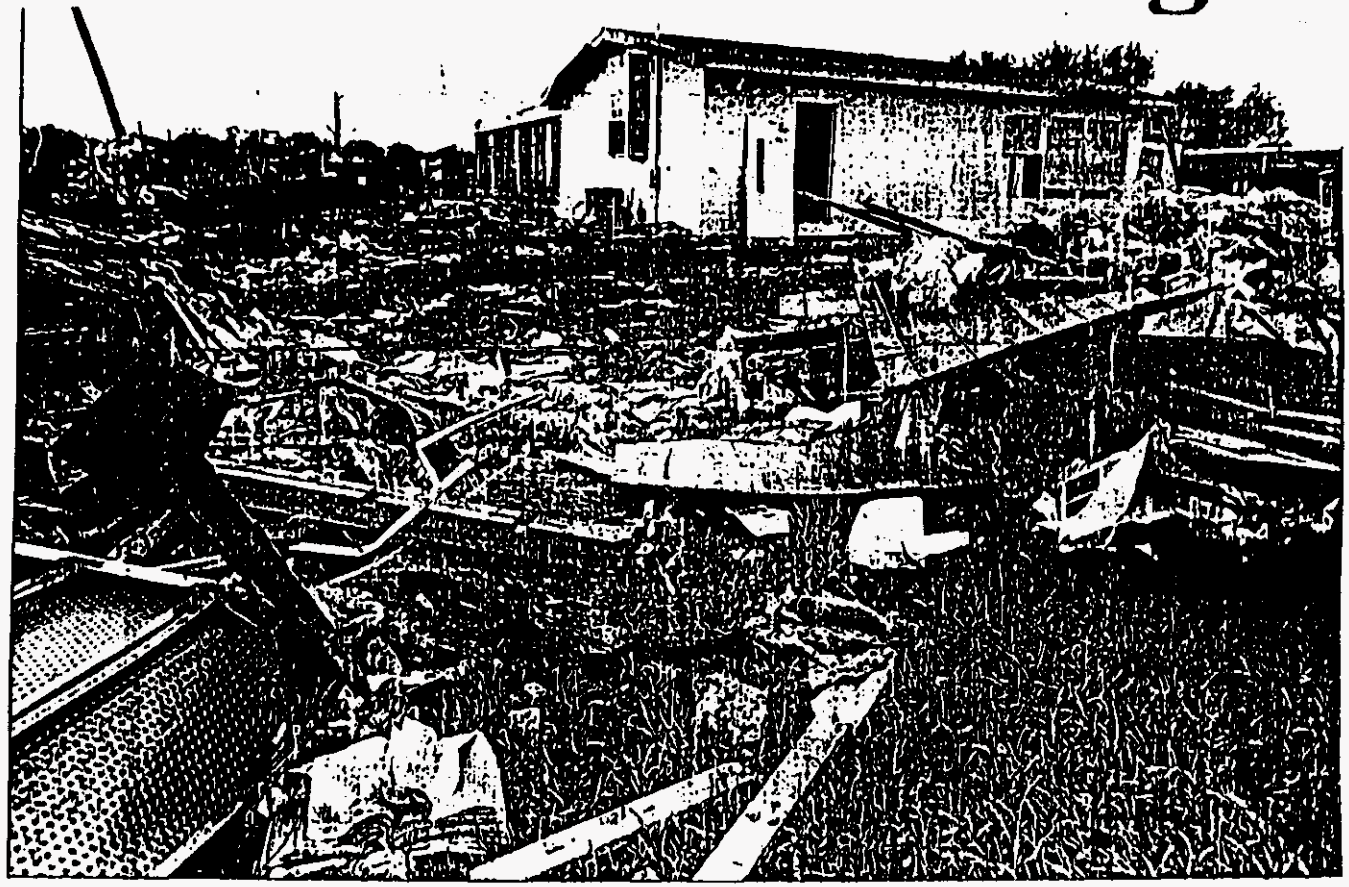
The southeastern portion of the school was worst hit. The media center's roof was partially dismantled. At least 7,000 books were destroyed, media specialist Linda Glockner said Monday as she sifted through the aftermath.

The adjoining computer lab was ruined, with all 33 computers destroyed, said Glockner.

Federal and state emergency officials will arrive in Polk this morning to begin assessing damage from Saturday's tornado and determining the county's eligibility for federal disaster relief.

Polk emergency officials on Monday reported 75 homes destroyed in the Winter Haven, Lake Hamilton and Haines City areas. That estimate came immediately after the storm and probably will be reduced following cleanup, said Tom Mason, Polk's emergency operations manager.

Another 75 to 100 homes suffered major damage, and about 100 homes had minor damage, he said.



GREG FIGHT/Tribune photo

Portable classrooms were destroyed and debris strewn across the ground after an early morning tornado struck Shelley S. Boone Middle School in Haines City Saturday.

federal criteria in designating a home as destroyed for purposes of establishing the level of federal disaster relief for which the the county may qualify.

Representatives of the Federal Emergency Management Agency and the state's Division of Emergency Management will attend a briefing this morning and then go to the affected areas, Mason said. The assessment could be completed by the end of the day, he said.

If a disaster is declared, eligible residents and businesses could apply for low-interest loans, grants for temporary housing and other assistance.

The tornado first touched down shortly before 4 a.m. Saturday in the Dinner Lake/Jan Phyl Village area southwest of Winter Haven and traveled northeast through Haines City.

The twister was classified as an F-2 storm, which means it had wind speeds between 113 and 157 mph, Mason said. Such storms are classified from F-0 to F-5, with F-0 being the least severe, he said.

Also Monday, flooding from heavy rains the past two weeks continued to be a problem in the Rock Ridge Road and Deen Still Road area northwest of Haines City. Mason said the area was flooded, but there were no reports of people being trapped by the water.

Emergency officials also will assess the flooded areas for disaster relief, Mason said.

To help storm victims, the Red Cross is accepting donations of clothing and household items at the First Baptist Church in Haines City, 2250 State Road 17 S.

Money can be given by sending checks made out to the American Red Cross Disaster Relief Fund to the nearest Red Cross chapter, or by calling 1-800-HELPNOW

TUESDAY, DECEMBER 30, 1997 □ THE TAMPA TRIBUNE

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-12
FPSC Exhibit No. ___
April 20, 2001
Page 14 of 21

BOB CROSLIN/Tribune photos

Jim Nattrass paddles through the front gate of his canoe and RV park on the Withlacoochee River in Lacoochee. The first floor of Nattrass' house is under 4 feet of water. The river is expected to rise again tonight and is not expected to recede within its banks until February.

Family flooded 3rd time

By DARLENE McCORMICK
of The Tampa Tribune

After 15 years, Nanci Chadwick's thirst for life on the river has run dry.

She knew it around 8 p.m. Sunday when the Alafia River inched ever higher — about 5 feet above flood stage — and crept into her doublewide mobile home.

She and her husband, Joe, had prepared by boxing up their belongings and hoisting them onto beds or any place off the floor. They readied their canoe for escape.

Still, she was afraid as the water swirled around their home, wetting the carpet with about 2 inches of water.

It was the worst she had seen since the flood of 1988. It was the third time her property on Jessi Lane in Lithia has flooded in the past two months.

"I would really like to move," she said Monday. "I don't mind the canoeing ... but this is getting a little bit ridiculous. It's just happening too often."

See STORMS, Page 2 ▶

Docket No. 991376-TL
Rebuttal Testimony of John A. Ferrell
Exhibit JAF-12
FPSC Exhibit No. _____
April 20, 2001
Page 15 of 21

000128

?t his father

. boy shot his father in
ning while trying to protect
ies said.
eriff's Office deputies re-
. call at 204 E. Keysville
rious condition at a local

g Brown would not identi-
ase will be referred to the
etermine if charges will be

drug sweep

on Monday fanned out
gan arresting 70 people
t corners, especially

he suspects after homing
r were told were hot
St. Petersburg Police De-
Chief Gary Hitchcox.
eople for whom warrants
-torn area on the south
Mayor Dave Fischer for

5 of the 70 had been ar-
illa Davis said.

st Bank

d SunTrust Bank on Gantt
id escaped in a car with
authorities said.
's Office deputies say a
727 Gantt Road at 4:45
teller a note demanding
own, but the note implied
es said.
closed amount of cash, the
ontiac LeMans with a lime-
said. A second man was in

as a white man with
ot 10 inches tall and

e and blue license plate,
ities said.

ccident

-old Clearwater woman
ck near Clearwater Mall

as dead at the scene, ac-
e Department spokes-

id on Seville Boulevard and
d Chevrolet, police said.
ar was not seriously in-

STORMS/Rainfall slows recovery from widespread flooding

◂ From Page 1

Chadwick was just one of many trying to recover from record rainfalls, storms and flooding that has dogged Hillsborough, Polk, Pasco and Pinellas counties for the past two weeks.

Severe weather, including a tornado in Polk County, has damaged more than 600 buildings, according to the state Department of Community Affairs.

Nance Schapira, spokeswoman for Hillsborough County Emergency Management, said teams are still assessing damage.

In Pasco County, flooding caused by weekend rains appeared mostly minor, but Pasco County's Office of Disaster Preparedness was still assessing damage.

"We have flooding everywhere, which is why it makes it so hard to assess," director Michele Baker said Monday. "We don't think there were a whole lot of people flooded out."

One family along Elfers Parkway and two on the county's east side evacuated over the weekend as a precautionary measure, Baker said.

Floodwaters were mostly receding Monday, Baker said.

Pasco residents who have experienced flooding are asked to call (813) 847-8110 or (352) 521-5179 to describe the flooding impact. County damage assessment teams will follow up with those reporting problems, Baker said.

On Monday, the federal Small Business Administration released a statement declaring Hillsborough County and surrounding areas a disaster area caused by flooding Dec. 12-14.

The SBA Disaster Outreach Center at the University Community Resource Center, 13705-A N. 23rd St., is open to assist eligible people with low-interest loans.

Help also could be extended to those hurt by Christmastime flooding and rains. Federal officials will join state and local emergency officials in the area today and Wednesday, Schapira said.

"Some of the water is going down; it's just very slow," she said of flooding in Hillsborough County. Areas around Lutz, the University of South Florida and Lithia were hit hard.

The Corpus Christi Catholic Church parish center at 9715 56th St. in Temple Terrace offered shelter to 18 people Sunday night, said Janet McGuire, spokeswoman for the local chapter of the American Red Cross. In Hillsborough, those needing assistance can call the Red Cross at (813) 251-0921.

The shelter remained open Monday night, she said.

The National Weather Service in Ruskin issued a wind-chill advisory for Monday night and a coastal flooding watch until today.

Meteorologist Rocky Pelatti said rivers in Hillsborough crested Sunday night or Monday morning.

The Alafia River was receding as of 10 a.m. Monday. The Little Manatee River showed signs of retreat as of 7 a.m. Monday, he said.

The insurance industry is reminding residents of the need for flood insurance, which takes 30 days to take effect.

"We are just concerned that this is going to be a very bad winter," said Sam Miller, vice president of the Florida Insurance Council, a trade group. He said the Polk tornado points out that "El Nino is going to cause this to be an incredibly severe winter."

El Nino, which kept down the number of Atlantic storms during the last hurricane season, is expected to cause more intense tornadoes with more rain this winter. Saturday's was the state's second major tornado of a new season.

Darlene McCormick covers law enforcement in Hillsborough County and can be reached at (813) 585-4581. Staff writers Cheryl Jackson and Andy Gottlieb contributed to this report.

TITANIC/Museum's exhibition packs them in

◂ From Page 1

the exhibit, Sarah said. "It made it more interesting."

Dolly Bufter said the exhibit's galleries, built to look like different parts of the ship, made the show come alive.

Jim Carson, 64, of San Diego waited about 45 minutes to get into the exhibit. He had tried calling to reserve tickets but couldn't get through. Still, he said, the show was outstanding. Museum officials

the museum Monday trying to fix the lines. Atherholt said calls to the exhibit's toll-free number appeared to have overwhelmed the system.

Atherholt said museum operators were trying to manually handle all calls, including those coming into the main museum number, until the telephone system is repaired.

He said most people without reservations were waiting about 30 minutes.

handing out candy and newspapers to help make the wait more enjoyable.

Crowds should drop drastically after this coming weekend, he said.

Peak times are between 11 a.m. and 4 p.m. To avoid a wait, Atherholt suggests visitors reserve tickets or arrive between 9 and 11 a.m.

Kathleen Beeman covers Pinellas County and can be reached at (813)

Damage estimate, rivers rising

HAINES CITY – Polk County crews go door-to-door to assess damage and rivers in Hillsborough County are on the verge of cresting.

By CANDACE J. SAMOLINSKI and DARLENE McCORMICK of The Tampa Tribune

Damage estimates continued to rise Sunday in Polk County as local emergency management crews tried to help residents cope with Saturday's early morning tornado.

The crews had to go door-to-door in some areas trying to get an accurate count of the number of homes destroyed, said Jill Weinischke, spokeswoman for Polk County Emergency Management.

> "We look outside, and all you see is water, water, water."
>
> **Anne Harrison**

"There are several areas where the roads are impassable, and we have people walking in order to check each house," she said Sunday afternoon. "So far, the latest update showed 100 homes completely destroyed, and 150 more received substantial damage."

Early this week, federal officials will join state and local emergency officials to assess damage in North and Central Florida. Severe weather has affected more than 600 structures, according to the state Department of Community Affairs. If a disaster is declared, eligible Florida residents and businesses could apply for low-interest loans, grants for temporary housing, food stamps and crisis counseling.

On Sunday, relief workers in Hillsborough and Pinellas counties continued cleanup efforts. The Alafia River is expected to crest at 5 or 6 feet above

] THE TAMPA TRIBUNE □ MONDAY, DECEMBER 29, 1997

000130

CANDACE C. MUNDY/Tribune photos from Eagle 8

Impassable roads have hampered Polk County emergency personnel. On Saturday, a tornado ripped through this neighborhood near Haines City and Lake Hamilton. Jill Weinischke, spokeswoman for Polk County Emergency Management, said about 100 homes have been destroyed and 150 more suffered substantial damage.

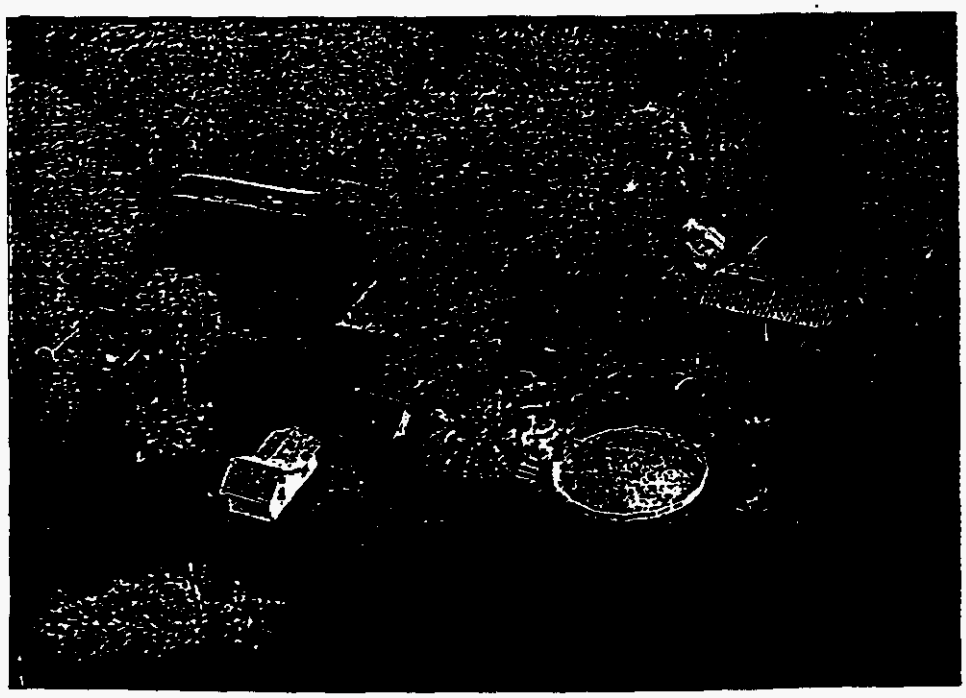
Manatee River will follow suit, cresting 4 or 5 feet above flood stage at Wimauma. The Hillsborough River peaked on Sunday, 4 feet above its banks at Hillsborough River State Park, according to the National Weather Service.

Blustery weather and a chance of more rain were forecast for today. As of midnight Saturday, 15.38 inches of rain had fallen at Tampa International Airport this month, making it the wettest December in history.

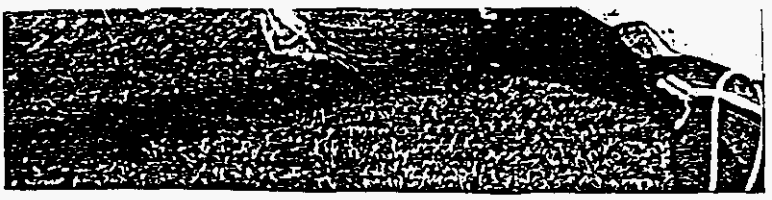
The National Weather Service in Ruskin predicted a chance of showers today, compliments of a fast-moving low-pressure system skimming across Florida.

The good news is the dry, cool weather already in place will help ward off any thunderstorms, said meteorologist Waylon Collins.

In Polk, the heaviest damage occurred at Lake Region Village, a mobile home park between Haines City and



In Hillsborough County, homes near ted to crest at 5 or 6 feet above flood



Fishermen spend Christmas adrift

An Associated Press report

INVERNESS – Three fishermen spent Christmas adrift in the Gulf of Mexico in their 22-foot disabled boat, eating Twinkies, and used a homemade sail and manpower to get themselves to safety.

For 26 hours, they paddled and pulled the boat — two of them going overboard in shallow water to pull it. The ordeal ended Thursday morning when they reached the mouth of the Crystal River.

Hubert D. Coleman, 47, Tony Forelli, 40, and Orlin Brokenshire, 40, all of Hernando County, left Fort Island Gulf Beach Wednesday morning in search of grouper.

They went about 25 miles into the Gulf of Mexico, but ran into a storm and turned back, Coleman said. But about 5 miles from shore, their V-8 motor died.

Without a radio or cell phone, they used a tarpaulin as a makeshift sail, Brokenshire said.

The Coast Guard began searching for them when they didn't return at 6 p.m. Christmas Eve as expected.

In the morning, they paddled two miles to the entrance of Crystal River.

STORM/Polk County picks up the pieces after storms

From Page 1

Lake Hamilton and in parts of Winter Haven. However, many residents in North Lakeland were confined to their homes because of flooding.

"We look outside, and all you see is water, water, water," said Anne Harrison, speaking from her home in the Rock Ridge Road area of Lakeland. "The only way we can get out is to wade through the water, but it's up to my knees and I'm afraid of what's living below the surface. I hate snakes, so I'm staying put."

Twelve secondary roads were closed in the Rock Ridge area of North Lakeland, Weinischke said.

"But we are also having problems with roads being washed away," she said. "There was some road work done recently, some culverts put in, but the work was done new and these were washed out by the high waters."

Residents left homeless by the storm also faced chilling temperatures in the low 40s Saturday night and Sunday morning. American Red Cross officials said Polk County residents were refusing to go to shelters.

"We had two shelters, one in Eagle Lake and the other at Eastside Elementary in Haines City, open Saturday, but we housed zero residents," said Georgianne Cherry, emergency services director for the Red Cross in Winter Haven. "The problem is people are afraid to leave their belongings."

The Red Cross hoped to solve the problem by setting up shelter inside the affected area Sunday night at First Baptist Church, 2250 U.S. Alternate 27 S., Cherry said. The Eagle Lake and Eastside Elementary shelters were closed.

The Haines City Police Department and Polk County Sheriff's Office stepped up patrols in the areas, said sheriff's spokeswoman Sonya Dodds.

To report home damage, contact Polk County Emergency Management at (941) 534-3021. For Red Cross assistance, call (941) 294-5941.

Heavy rains that ended Saturday caused widespread urban and river flooding in Hillsborough County.

In Citrus Park, road crews tried unsuccessfully to patch up Del Valle Road Saturday night. The rain-soaked asphalt collapsed when one resident drove his pickup into the neighborhood.

About 30 families remained trapped inside their subdivision early Sunday after filler used by road crews washed away during the night, said Hillsborough County Sheriff's Office Deputy Robert Millican.

In eastern Hillsborough County, deputies roamed through flooded areas in four-wheel-drive vehicles Saturday night and Sunday, checking on people in their homes.

Sheriff's Deputy Dan Hillery said residents in the areas of Rose Street and Coconut Cove were experiencing flooding near the Alafia River and Lithia Springs.

Preliminary findings by Hillsborough County Emergency Planning Operations on Sunday show 105 houses, 213 apartments or duplexes, 24 mobile homes, six businesses and a large recreational vehicle park were affected by flooding. Of the 348 structures, 33 percent were affected by the Dec. 13 flood.

Shelters were opened throughout the area.

In Pinellas County, floodwater crested at Mariner's Cove Mobil Home Park off Ulmerton Road about 3 p.m. Saturday, but residents were still trying to cope with another problem Sunday: no electricity. Electricity could not be turned on until a building inspector checked hookups covered by water.

Those deemed safe will be turned on this morning, said Pinellas County Emergency Management Director David Bilodeau.

The flooding in the park was caused when a major drainage canal overflowed from the rain and high tide.

Some of the park's residents, including Broadhead and his wife, Catherine, had to be evacuated by boat.

Staff writer George Coryell contributed to this report.

000131

Got a crack in your windshield
LLOYD'S AUTO GLASS 872-9303

Receiving Payments?
Why wait years to collect?
Mortgages, Insurance Settlements, Lottery...
Convert to CASH Today.
Sunvest International, Inc.
Creative People with Creative Solutions
(813) 935-3553
2901 W. Busch Blvd., #701

A New You for

VERTICALS FACTORY DIRECT

The Ground Water Index

The Ground Water Index is designed to provide a quick reference of the overall health of the District's ground-water resources. The three indices coincide with the occurrence of three distinct ground-water basins within the District's boundaries. Each ground-water basin is characterized by the physical and lithological characteristics of the underground rock strata which make up the aquifer systems. In the southern ground water basin, (Hillsborough and Polk Counties and south), the Floridan and intermediate aquifers are confined below thick layers of impervious clay making it difficult for rainfall to penetrate and recharge the aquifers. In the northern ground water basin, (northern Pasco County and north) the intermediate aquifer is nonexistent and the Floridan aquifer is at or near the surface, allowing rainfall to easily recharge the aquifer system. The central ground-water basin, (southern Pasco County, northern Hillsborough County, and Pinellas County), is characterized as a transition zone between the northern and southern ground water basins.

The **Ground Water Index** is derived by comparing current ground-water levels collected from a regional network of monitor wells located in each ground-water basin against historical levels. Twenty-seven monitor wells were selected for the network because each well has a long period of record with reliable data representative of the surrounding hydrologic conditions. Statistical determination of the Ground Water Index for each of these wells is performed by comparing current levels against the maximum and minimum values recorded for each month of the year. The monthly record high and low for each well, as determined from period-of-record data, are assigned values of 0 and 100, respectively, and the range between them scaled accordingly. The current value is compared to this range to determine the index number. For example, an index of 50 indicates that the current water level in a well is 50 percent of, or halfway between, the full range between previously set monthly high and low values. A regional index is then calculated for each ground water basin by averaging the individual indices for each monitor well within each of the three defined ground-water basins.

If a new record high or low ground-water level occurs, the range between the minimum and maximum values will continue to be 100 units, thus a new record monthly low level results in that well having an index value of "0." Conversely, a new record monthly high level will give that well an Index of "100." For interpretation purposes, the Ground Water Index is qualified as "good" (50 - 100), "fair" (10 - 49), and "poor" (0 - 9).

At the end of November, the Ground Water Index in the northern region was 41, equivalent to an 18-point increase compared to the end of last month. The central region's index of 55 was equivalent to a 27-point increase, while the index in the southern region was 56, equivalent to a 25-point increase, compared to the end of October. Based on these indices, the northern region was classified as "fair," while the central and southern regions were classified as "good."

The Ground Water Index at the end of November 1997 was lower than the November 1996 index in the northern region, while the index was higher in the central and southern regions. In the past 12 months, the index decreased 3 points in the northern region, while the index in the central and southern regions increased 23 and 26 points, respectively.

GROUNDWATER STATUS/INDEX

1997		NORTH	CENTRAL	SOUTH
Oct 6	Monthly Record High	0	0	0
	Monthly Record Low	1	1	1
	Water Index	28	22	42
Oct 20	Monthly Record High	0	0	0
	Monthly Record Low	1	1	2
	Water Index	19	24	32
Oct 27	Monthly Record High	0	0	0
	Monthly Record Low	0	0	2
	Water Index	23	28	31
Nov 10	Monthly Record High	0	0	0
	Monthly Record Low	0	0	0
	Water Index	34	49	52
Nov 17	Monthly Record High	0	0	0
	Monthly Record Low	0	0	0
	Water Index	41	55	56
Dec 8	Monthly Record High	0	0	0
	Monthly Record Low	0	0	0
	Water Index	50	57	69
Dec 15	Monthly Record High	3	2	2
	Monthly Record Low	0	0	0
	Water Index	65	81	75

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of Show Cause Proceedings against GTE Florida, Inc., for Violation of Service Standards	)))	Docket no. 991376-TL

Cross Examination Exhibit _____

Florida Region
December 1999
Operations Review
Compensable and Key Diagnostics

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 11
COMPANY/ WITNESS: Office of Public Counsel
DATE: 6-29-01

FLORIDA REGION
DECEMBER 1999

Operations Review
Compensable and Key Diagnositcs

	Month Actual	3 Mo Avg Actual	YTD Actual	1999 Obj	1998 Actual
Customer Opinion (Value)					
CVI - Branch (Large/Medium)	98.0	87.1	90.1	86.6	86.6
CVI - BSC (Small/Single Line)	68.6	68.8	68.0	69.8	68.8
CVI - Wholesale	80.9	82.2	73.2	75.5	69.5
CVI - Consumer	75.3	72.6	73.0	75.0	74.0
Service Fulfillment					
CSI - Branch (Large/Medium)	99.6	91.0	93.6	91.1	91.1
CSI - BSC (Small/Single Line)	80.5	79.2	78.1	76.5	75.5
CSI - Consumer	79.7	78.6	80.3	81.0	80.0
CSI - Billing (Tampa BSC)	69.2	68.5	67.6	68.0	67.0
CSI - Billing (Tampa CBC)	73.4	73.3	74.7	76.3	75.3
Committed Due Date - Business	89.1	95.3	94.5	95.0	94.1
Committed Due Date - Wholesale	94.9	96.4	97.9	95.0	96.6
New Circuit Failure Rate within 30 Days - Wholesale	3.56	3.42	3.56	3.0	3.74
New Circuit Failure Rate within 30 Days - Business	0.71	0.71	0.76	1.0	1.32
Commitments Met - COPS	91.3	92.3	92.7	89.0	89.6
Commitment Met - Fielded Business	83.1	82.8	81.9	88.0	83.1
Commitment Met - Nonfielded Business	99.1	99.1	99.2	99.0	98.1
Commitment Met - Fielded Residence	86.0	85.3	84.3	85.0	80.8
Commitment Met - Nonfielded Residence	99.9	99.9	99.9	99.0	97.4
Average Days to Install- Fielded Business	7.58	8.66	7.79	8	8.2
Average Days to Install - Nonfielded Business	1.68	1.56	1.03	3	3.9
Average Days to Install - Fielded Residence	4.33	5.10	6.09	7	6.2
Average Days to Install - Nonfielded Residence	0.29	0.33	0.37	2	2.7
CFM - % S. O. with Trouble in 7 Days - Business	6.06	6.65	7.33	6.0	8.1
CFM - % S. O. with Trouble in 7 Days - Residence	5.04	5.65	5.26	5.5	6.6
Service Assurance - Repair / Reliability					
CSI - BSC (Small/Single Line)	76.0	76.5	77.5	77.8	76.8
CSI - Consumer	74.4	72.0	71.7	72.5	71.5
Defects per Million	0	0	20	15	1
Special Access Failure Frequency - Wholesale	1.01	1.02	1.52	1.7	2.30
Failure Frequency - Business	0.66	0.73	0.96	1.37	1.31
Mean Time to Restore - Wholesale	4.42	4.51	4.08	3.5	3.6
Mean Time to Restore - Business	4.77	4.72	4.65	3.8	3.9
Repeat Failure - Wholesale	7.47	6.82	9.03	7.5	9.6
Repeat Failure - Business	7.16	5.02	5.88	5.0	6.1

	Month Actual	3 Mo Avg Actual	YTD Actual	1999 Obj	1998 Actual
Service Assurance - Repair / Reliability cont'd					
CFM Trouble Reports per 100	2.00	2.14	2.36	2.8	3.08
Network Trouble Reports per 100	1.31	1.41	1.54	1.7	2.09
CFM - % Repeat Reports	18.7	18.9	18.8	16.0	19.3
Commitments Met - Business	96.3	95.3	94.8	97.0	93.4
Commitments Met - COPS	94.5	94.5	94.6	97.0	91.4
Commitments Met - Residence	95.8	95.9	94.6	96.0	91.8
Clearing Intervals - Business	9.70	10.40	10.04	9.5	11.7
Clearing Intervals - Residence	15.5	18.0	21.3	14.0	19.3
% No Access of Dispatched Trouble	3.99	3.62	3.70	4.0	3.69
% FOKO / Came Clear of Dispatched Trouble	4.66	4.69	5.45	5.9	7.15
% Customer OSP Trouble / 100 Lines	0.38	0.41	0.43	0.49	0.60
% Central Office Trouble / 100 Lines	.	.	.	0.16	0.17
% OOS Cleared in 24 Hrs - Residence (NonPSC)	90.3	90.1	86.4	90.0	90.5
% OOS Cleared in 8 Hrs - Business (NonPSC)	63.0	59.1	61.1	68.0	52.2
Rework					
Defects per 100 Lines	2.64	2.89	3.12	3.36	5.01
PSC Standards					
Customer Complaints / 100 Lines	7.8	7.8	8.5	10.0	10.6
Service Order Appointments Met	96.3	93.4	92.7	95.0	95.4
% Out-of-Service Repaired in 24 Hours	97.1	92.5	92.8	95.0	92.5
Business Office Answer Time-CCC !	.	.	95.8	85.0	92.3
Business Office Answer Time-BSC !	.	.	100.0	85.0	100
Repair Answer Time !	.	.	100.0	95.0	100
Safety					
OSHA Accidents per 100 Employees *	.	.	2.32	2.06	2.13
Lost Workdays per 100 Employees *	.	.	0.45	0.70	0.31
Vehicle Accidents *	.	.	114	95	122
Financial					
Region Incurred Expense ($)	14.4	13.4	165.3	157.3	172.2
Sell One More Revenue ($)	2.8	2.0	23.0	15.4	18.2
Net Constructed Additions ($)	38.1	86.2	305.0	305.7	412.8

COMPENSABLE MEASUREMENTS ARE IN BOLD LETTERING

** Results are one month in arrears*

Objective Not Met

U = Unofficial results at this time.

*OSHA and Lost Workdays available only as a YTD figure

! Answer Time Only Available on Month Basis

CONFIDENTIAL

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 991376-TL EXHIBIT NO. 12
COMPANY/
WITNESS: Jewell
DATE: 6-21-01

ORIGINAL

The chart below shows the credits made to customers under Verizon's voluntary service performance guarantee (SPG) program since 1996. This Commission approved Verizon's SPG as an experimental offering in July of 1993. In July of 1994, Verizon filed tariffs to make the SPG a permanent offering. Under its SPG tariff (General Services Tariff section A2.4.7), if Verizon fails to complete a repair or installation "as agreed" with the customer, that customer is eligible for the SPG credit of $25 for residential customers and $100 for business customers. In addition, the "Other" category in the chart reflects credits for circumstances that may not appear to fall squarely within missed repair or installation commitments, or instances where a representative uses a billing adjustment code other than those designated for SPG Repair or SPG Installation. The SPG credit is in addition to any credits of monthly service charges the customer may receive for service interruptions (see General Services Tariff section A2.4.4).

All customers who contact Verizon for repairs or installations are informed of the SPG and how to claim the SPG credit. If Verizon misses a commitment and the customer is dissatisfied, all he needs to do is call Verizon to receive the credit.

	Installation		**Repair**		**Other**		**Total**		**GRAND TOTAL**
	Residential	Business	Residential	Business	Residential	Business	Residential	Business	
1996*	251,270.00	433,911.00	212,935.00	180,448.00	----------	----------	464,205.00	614,359.00	1,078,564.00
1997	331,145.79	215,550.96	276,138.01	107,052.84	----------	----------	607,283.80	322,603.80	929,887.60
1998	419,976.02	228,894.55	475,955.29	201,658.85	235,690.00	354,975.00	1,131,621.31	785,528.40	1,917,149.71
1999	438,147.48	174,246.08	323,590.89	139,545.46	211,293.19	327,250.00	973,031.56	641,041.54	1,614,073.10
2000	318,986.45	89,485.54	249,644.35	83,434.34	229,016.05	173,450.00	797,646.85	346,369.88	1,144,016.73
YTD May 2001	82,263.61	21,065.00	73,585.17	24,250.00	106,564.00	57,225.00	262,412.78	102,565.00	364,977.78
1996 to May YTD	1,841,789.35	1,163,153.13	1,614,868.71	736,389.49	782,563.24	912,900.00	4,236,201.30	2,812,467.62	7,048,668.92

* Verizon does not have actual data on SPG credits for 1996. As such, the chart reflects the projected payouts the Company provided the Commission when the SPG was made permanent.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 13 EXHIBIT NO. 991376-TL
COMPANY/ WITNESS: Verizon
DATE: 8-1-01

Docket No. 991376-TL
Rebuttal Testimony of Russell B. Diamond
Exhibit RBD-1
FPSC Exhibit No. ____
April 20, 2001
Page 1 of 2

Trouble Volumes

	TAS	MAPPS
1997 Actual Dispatched Trouble	718,000	583,000
1998 Budget	651,000	515,000
1998 Projected	785,000	640,000

1999 Forecast

1998 Projection	785	640
Weather - El Nino	(79)	(62)
Growth - 4.9%	34	29
TAC Focus	(16)	(16)
Repeats - (CFM 19.4% to 16.5)	(6)	(6)
Xbox Bonding and Grounding	(3)	(3)
Network Station Wire	(3)	(3)
Business Case/PMIR	(2)	(2)
Other - No Access/Came Clear/Etc.	(2)	(2)
1999 Total	**708**	**575**

Action Items:

10,000 units = $460K

001578

CONFIDENTIAL

1999 MAPPS - TOTAL FLORIDA REGION
1999 ACTUAL vs. 1998 ACTUAL - S.O. & REPAIR

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	ANNUAL
1998 ACTUAL UNITS														
SO UNITS	41,102	31,993	31,072	25,989	25,564	24,420	26,494	39,928	28,705	26,279	28,892	26,816	357,254	357,254
REPAIR UNITS	87,794	51,535	62,755	47,345	38,076	38,357	44,229	79,835	52,844	56,100	43,136	41,744	643,750	643,750
1999 ACTUAL UNITS														
SO UNITS	39,764	32,919	29,453	28,719	26,926	26,582	38,485	27,536	27,389	26,826	27,744	28,070	360,413	360,413
REPAIR UNITS	57,375	47,928	37,793	36,058	36,284	39,918	78,831	48,916	52,449	49,412	47,344	38,224	570,532	570,532
VARIANCE - FAV/(UNF)														
SO UNITS	**1,338**	**(926)**	**1,619**	**(2,730)**	**(1,362)**	**(2,162)**	**(11,991)**	**12,392**	**1,316**	**(547)**	**1,148**	**(1,254)**	**(3,159)**	**(3,159)**
REPAIR UNITS	**30,419**	**3,607**	**24,962**	**11,287**	**1,792**	**(1,561)**	**(34,602)**	**30,919**	**395**	**6,688**	**(4,208)**	**3,520**	**73,218**	**73,218**
1998 ACTUAL HOURS														
SO HOURS	95,788	77,644	75,006	61,961	59,615	55,963	60,011	91,122	63,450	59,964	64,143	59,446	824,113	824,113
REPAIR HOURS	183,139	107,232	128,398	91,511	71,112	71,727	80,673	155,795	104,454	113,513	84,560	80,806	1,272,920	1,272,920
1999 ACTUAL HOURS														
SO HOURS	89,263	72,358	63,569	62,815	56,289	56,187	86,680	65,277	65,426	62,436	64,148	64,939	809,387	809,387
REPAIR HOURS	112,366	92,459	68,265	64,229	66,237	72,720	150,345	96,217	105,891	97,737	93,080	71,863	1,091,409	1,091,409
VARIANCE - FAV/(UNF)														
SO HOURS	**6,525**	**5,286**	**11,437**	**(854)**	**3,326**	**(224)**	**(26,669)**	**25,845**	**(1,976)**	**(2,472)**	**(5)**	**(5,493)**	**14,726**	**14,726**
REPAIR HOURS	**70,773**	**14,773**	**60,133**	**27,282**	**4,875**	**(993)**	**(69,672)**	**59,578**	**(1,437)**	**15,776**	**(8,520)**	**8,943**	**181,511**	**181,511**
1998 ACTUAL HPU														
SO HPU	2.330	2.427	2.414	2.384	2.332	2.292	2.265	2.282	2.210	2.282	2.220	2.217	2.307	2.307
REPAIR HPU	2.086	2.081	2.046	1.933	1.868	1.870	1.824	1.951	1.977	2.023	1.960	1.936	1.977	1.977
1999 ACTUAL HPU														
SO HPU	2.245	2.198	2.158	2.187	2.091	2.114	2.252	2.371	2.389	2.327	2.312	2.313	2.246	2.246
REPAIR HPU	1.958	1.929	1.806	1.781	1.826	1.822	1.907	1.967	2.019	1.978	1.966	1.880	1.913	1.913
VARIANCE - FAV/(UNF)														
SO HPU	**0.085**	**0.229**	**0.256**	**0.197**	**0.241**	**0.178**	**0.013**	**(0.089)**	**(0.179)**	**(0.045)**	**(0.092)**	**(0.096)**	**0.061**	**0.061**
REPAIR HPU	**0.128**	**0.152**	**0.240**	**0.152**	**0.042**	**0.048**	**(0.083)**	**(0.016)**	**(0.042)**	**0.045**	**(0.006)**	**0.056**	**0.064**	**0.064**

1999 FLORIDA REQUISITIONS

HC#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
545	Admin Supt Clerk	J. Coker	R - J. Goodwin	Sarasota	FILLED
546	Admin Supt Clerk	K. Hayes	R - D. Cartier	Clearwater	FILLED
547	Admin Supt Clerk	J. Lane	R - D.Hunsberger	Sarasota	FILLED
548	Supv-Division Res	B. Fetter	R - P. Robbins	Clearwater	FILLED
549	Project Coord	B. Fetter	R - K. Ross	Clearwater	FILLED
550	Local Manager (CZT)	N. Buono	R - M. Butler	St. Pete	CANCELED
551	Local Manager (CZT)	P. Jenkins	R - B. Ellis	Tarpon Spgs	FILLED
552	Local Manager (CZT)	N. Buono	R - R. Rice	St. Pete	FILLED
553	Local Manager (CZT)	J. Lane	R - R. Walker	Venice	CANCELED
554	Local Manager (CZT)	J. Lane	R - R. Alford	Sarasota	FILLED
555	Exec Admin Asst	T. Docherty	R - L. Zack	Tampa	OPEN
556	Secretary 1B	M. Fults	R- THC	Tampa	HOLD
557	Cust Zone Tech I	J. Coker	R - R. Duvall	Clearwater	FILLED
558	Cust Zone Tech I	J. Coker	R - J. Flowers	Clearwater	FILLED
559	Cust Zone Tech I	J. Coker	R - C. Gianakas	Clearwater	FILLED
560	Cust Zone Tech I	J. Coker	R - R. Marckese	St. Pete	FILLED
561	Admin Supt Clerk	J. Coker	R - C. Thompson	St. Pete	CANCELED
562	Cust Zone Tech III	M. Hoke	R - Contractor	Bradenton	FILLED
563	Cust Zone Tech III	M. Hoke	R - Contractor	Bradenton	FILLED
564	Cust Zone Tech III	M. Hoke	R - Contractor	Bradenton	FILLED
565	Cust Zone Tech III	J. Lane	R - Sheats	Venice	FILLED
566	Cust Zone Tech III	J. Lane	R - Uhlig	Venice	FILLED
567	Cust Zone Tech III	J. Lane	R - Mast	Sarasota	FILLED
568	Cust Zone Tech III	J. Lane	R - Selph	Sarasota	FILLED
569	Bus Zone Tech I	K. Haas	R - B. Hewitt	St. Pete	FILLED
570	Bus Zone Tech I	K. Haas	R - M. Bitting	St. Pete	FILLED
571	Bus Zone Tech I	K. Haas	R - Contractor	St. Pete	FILLED
572	Bus Zone Tech I	K. Haas	R - P. Hourdas	Clearwater	FILLED
573	Bus Zone Tech I	K. Haas	R - W. Brett	Clearwater	FILLED
574	Bus Zone Tech I	K. Haas	R - R. Morin	Clearwater	FILLED
575	Bus Zone Tech I	K. Haas	R - J. Wyant	Sarasota	FILLED
576	Local Mgr-Bus Opns	K. Haas	R - R. Bergman	St. Pete	FILLED
577	Local Mgr-Bus Opns	K. Haas	R- B. Gardner	St. Pete	FILLED
578	Local Mgr-Bus Opns	K. Haas	N	St. Pete	FILLED

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of Russell B. Diamond
Exhibit RBD-2
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 14

HQ#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
2128	Assignment Clerk	R. Kennedy	R-K.Urguhart	Temple Terr	CLOSED PER L. LEWIS
2129	Complex Line Asgnr	J. Tippey	R-R. Armstrong	Clearwater	OPEN
2130	Complex Line Asgnr	J. Tippey	R-G. Green	Clearwater	OPEN
2131	Complex Line Asgnr	J. Tippey	R-C. Hall	Clearwater	OPEN
2132	Complex Line Asgnr	R. Kennedy	R-C. Shepard	Temple Terr	CLOSED PER L. LEWIS
2133	Complex Line Asgnr	R. Kennedy	R-P. Bartles	Temple Terr	CLOSED PER L. LEWIS
2134	Complex Line Asgnr	R. Kennedy	R-L. Rose	Temple Terr	CLOSED PER L. LEWIS
2135	Specialist-Systems	B. Elwood	R-	Tampa	POSTED
2136	Svc Center Supv	J. Tippey	R-M. Billups	Clearwater	HOLD/TIPPEY
2137	Supv-Acc Design	L. Stricklin	R-V. Singleton	Clearwater	POSTED
2138	Spec-IP Proj Mgmt	I. Guy	R- T. Covington	Tampa	POSTED
2139	Cust Zone Tech II	RM Bass	R-P. Havey	Tampa	FILLED-R.BURBAGE-COIN-6/2 (RET TO COIN 6/2
2429	Supv-Regl Svc Ctr	B Elwood	R-B.Reelfs	Temple Terr	TO STAFFING - 6/21
2533	Cust Zone Tech II	WB Chapman	R-S.Sardegna	Tampa Central	FILLED-D.HULL-6/27
2534	Cust Zone Tech II	WB Chapman	R-E.Simms	Tampa Central	FILLED-D.FRANKLIN-7/11
2535	Cust Zone Tech II	RM Bass	R-E.Young	Tampa North	TO STAFFING - 6/21
2536	Cust Zone Tech II	D Johns	R-P. Sgro	Lakeland	FILLED-R.HOLTON-7/11
2537	Cust Zone Tech II	D Johns	R-K.Strabu	Lakeland	FILLED-J.ABRAHAM-7/11
2538	Cust Zone Tech II	D Johns	R-J.Stokers	Lakeland	FILLED-D.WHITT-7/11
2539	Cust Zone Tech II	S Daniels	R-J.Taylor	Winter Haven	FILLED-J.ADDISON-7/11
2540	Cust Zone Tech III	G Allshouse	R-M.Ivey	Tampa East	TO STAFFING - 6/21
2541	Operations Clerk	J.Millett	R-D.Hall	Tampa	TO STAFFING - 6/21
2542	Local Mgr-CZC	WB Chapman	R-L.Bazinet	Tampa Central	TO STAFFING - 6/21
2543	Supv-Ntwk Opns	W Fischer	R-D.Bird	Tampa	TO STAFFING - 6/21
2544	Cust Zone Tech II	G Allshouse	R-D.Gregory	Tampa East	TO STAFFING - 6/21
2545	Cust Zone Tech II	G Allshouse	R-S.Craddock	Tampa East	TO STAFFING - 6/21
2546	Cust Zone Tech II	RM Bass	R-C.Fulton	Tampa North	FILLED-R.ALLEN (NO EFF DATE)
2547	Cust Zone Tech II	S Daniels	R-E.Mizell	Winter Haven	FILLED-R.PITTS-7/11
2548	Cust Zone Tech II	S Daniels	R-G.Respress	Winter Haven	FILLED-C.STEWART-7/11
2549	Bus Zone Tech I	J.Millett	R-T.Singleton	Tampa	TO STAFFING - 6/21
2550	Cust Inquiry Adv	J Tippey	R-M.Rao	Clearwater	TO STAFFING - 6/21
2551	Spec-Ntwk Rel	R Pelham	R-P.Boone	Tampa	TO STAFFING -6/21
2615	Local Manager	D. Johns	N (Qlty Trnr)	Lakeland	TO STAFFING - 7/6
2616	Local Manager	B. Chapman	R-J. Pilicavong	Tampa	TO STAFFING - 7/6
2617	Bus Zone Tech I	J.Millett	R-T.Gross	Tampa	TO STAFFING - 7/6
2618	Cust Zone Tech II	G. Allshouse	R-R.sweeting	Tampa	TO STAFFING - 7/6
2619	Cust Zone Tech II	D. Johns	R-G.MacMillan	Plant City	TO STAFFING - 7/6
2620	Cust Zone Tech III	D. Johns	R-J.Durrence	Lakeland	TO STAFFING - 7/6

CONFIDENTIAL

HC#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
2621	Cust Zone Tech III	D. Johns	R-G.Fudge	Lakeland	TO STAFFING - 7/6
2622	Local Manager	K. Hayes	N (Qlty Tmr)	Clearwater	TO STAFFING - 7/6
2623	Assignment Clerk	R. Kennedy	R-P.White	Temple Terr	TO STAFFING - 7/6
2641	Spec-Ntwk Rel	R Pelham	R-R.Brecher	Tampa	TO STAFFING - 8/13
2805	Assignment Clerk	L. Lewis	R-V.Ligertwood	Tampa	TO STAFFING - 7/12
2806	Bus Zone Tech III	K. Haas	R-R.Bryant	Sarasota	TO STAFFING - 7/12
2807	Bus Zone Tech III	K. Haas	R-J.Anderson	St. Pete	TO STAFFING - 7/12
2808	Admin Supt Clerk	J. Coker	R-C.Stafford	Clearwater	TO STAFFING - 7/12
2809	Cust Zone Tech II	J. Lane	R-M.Horner	Sarasota	TO STAFFING - 7/12
2810	Cust Zone Tech II	J. Lane	R-E.Knight	Sarasota	TO STAFFING - 7/12
2811	Cust Zone Tech II	J. Lane	R-J.Wintermute	Sarasota	TO STAFFING - 7/12
2812	Cust Zone Tech II	J. Lane	R-M.fox	Sarasota	TO STAFFING - 7/12
2813	Cust Zone Tech III	J. Lane	R-J.Ebert	Sarasota	TO STAFFING - 7/12
2814	Cust Zone Tech III	J. Lane	R-K.Seropian	Sarasota	TO STAFFING - 7/12
2815	Cust Zone Tech III	J. Lane	R-S.Exner	Sarasota	TO STAFFING - 7/12
2816	Cust Zone Tech III	J. Lane	R-S.Staub	Sarasota	TO STAFFING - 7/12
2817	Cust Zone Tech II	J. Lane	R-J.McKinney	Sarasota	TO STAFFING - 7/12
2818	Cust Zone Tech II	N. Buono	R-J.Jones	St. Pete	TO STAFFING - 7/12
2819	Cust Zone Tech III	M. Hoke	R-R.Hand	Bradenton	TO STAFFING - 7/12
2820	Cust Zone Tech II	N. Buono	R-D.Richards	St. Pete	TO STAFFING - 7/12
2821	Cust Zone Tech II	N. Buono	R-R.Britton	St. Pete	TO STAFFING - 7/12
2822	Cust Zone Tech II	N. Buono	R-D.Franklin	St. Pete	TO STAFFING - 7/12
2823	Cust Zone Tech II	N. Buono	R-S.Wynn	St. Pete	TO STAFFING - 7/12
2824	Bus Zone Tech I	K. Haas	R-D.Morrison	St. Pete	TO STAFFING - 7/12
2825	Bus Zone Tech III	K. Haas	R-C.Bywaters	Sarasota	TO STAFFING - 7/12
2826	Cust Zone Tech III	J. Lane	R-K.Metz	Sarasota	TO STAFFING - 7/12
2827	Bus Zone Tech III	K. Haas	R-P.Conrad	St. Pete	TO STAFFING - 7/12
2828	Bus Zone Tech III	K. Haas	R-B.Lanenhan	St. Pete	TO STAFFING - 7/12
2829	Cust Zone Tech II	K. Hayes	R-R.Allen	Clearwater	TO STAFFING - 7/12
2830	Cust Zone Tech II	K. Hayes	R-V.Teerdoisis	Clearwater	TO STAFFING - 7/12
2831	Cust Zone Tech II	K. Hayes	R-L.Barnes	Clearwater	TO STAFFING - 7/12
2832	Cust Zone Tech III	N. Buono	R-Future	St. Pete	TO STAFFING - 7/26
2833	Cust Zone Tech III	P. Jenkins	R-Future	Tarpon Spgs	TO STAFFING - 7/26
2834	Cust Zone Tech III	P. Jenkins	R-Future	Tarpon Spgs	TO STAFFING - 7/26
2835	Cust Zone Tech III	K. Hayes	R-Future	Clearwater	OFFER PENDING
2836	Cust Zone Tech III	K. Hayes	R-Future	Clearwater	TO STAFFING - 7/26
2837	Cust Zone Tech III	M. Hoke	R-Future	Bradenton	TO STAFFING - 7/26
2838	Cust Zone Tech III	J. Lane	R-Future	Sarasota	TO STAFFING - 7/26

CONFIDENTIAL

HC#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
2839	Cust Zone Tech III	J. Lane	R-Future	Sarasota	TO STAFFING - 7/26
2840	Cust Zone Tech III	J. Lane	R-Future	Sarasota	TO STAFFING - 7/26
2841	Cust Zone Tech II	D. Johns	R-S.Barnum	Lakeland	TO STAFFING - 7/12
2842	Cust Zone Tech II	R. Bass	R-F.Ney	Tampa North	TO STAFFING - 7/12
2843	Cust Zone Tech II	S Daniels	R-D.Levins	Winter Haven	TO STAFFING - 7/12
2844	Cust Zone Tech III	B. Chapman	R-C.Raise	Tampa Central	TO STAFFING - 7/12
2845	Cust Zone Tech III	B. Chapman	R-D.Hull	Tampa Central	TO STAFFING - 7/12
2846	Cust Zone Tech III	S Daniels	R-J.Addison	Winter Haven	TO STAFFING - 7/12
2847	Cust Zone Tech III	S Daniels	R-R.Pitts	Bartow	TO STAFFING - 7/12
2848	Cust Zone Tech III	S Daniels	R-C.Stewart	Lake Wales	TO STAFFING - 7/12
2849	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2850	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2851	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2852	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2853	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2854	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2855	Cust Zone Tech III	D. Johns	R-Future	Lakeland	TO STAFFING - 7/12
2856	Cust Zone Tech III	B. Chapman	R-Future	Tampa Central	TO STAFFING - 7/12
2857	Cust Zone Tech III	G. Allshouse	R-Future	Tampa East	TO STAFFING - 7/12
2858	Cust Zone Tech III	G. Allshouse	R-Future	Tampa East	TO STAFFING - 7/12
2859	Cust Zone Tech III	G. Allshouse	R-Future	Tampa East	TO STAFFING - 7/12
2860	Cust Zone Tech III	G. Allshouse	R-Future	Tampa East	TO STAFFING - 7/12
2861	Cust Zone Tech III	G. Allshouse	R-Future	Tampa East	TO STAFFING - 7/12
2862	Cust Zone Tech III	G. Allshouse	R-Future	Tampa East	TO STAFFING - 7/12
2863	Cust Zone Tech III	R. Bass	R-Future	Tampa North	TO STAFFING - 7/12
2864	Cust Zone Tech III	R. Bass	R-Future	Tampa North	TO STAFFING - 7/12
2865	Cust Zone Tech III	R. Bass	R-Future	Tampa North	TO STAFFING - 7/12
2866	Cust Zone Tech III	R. Bass	R-Future	Tampa North	TO STAFFING - 7/12
2867	Cust Zone Tech III	R. Bass	R-Future	Tampa North	TO STAFFING - 7/12
2868	Cust Zone Tech III	S Daniels	R-Future	Winter Haven	TO STAFFING - 7/12
2869	Cust Zone Tech III	S Daniels	R-Future	Winter Haven	TO STAFFING - 7/12
2870	Cust Zone Tech III	S Daniels	R-Future	Winter Haven	TO STAFFING - 7/12
2871	Cust Zone Tech III	S Daniels	R-Future	Winter Haven	TO STAFFING - 7/12
2872	Cust Zone Tech III	S Daniels	R-Future	Winter Haven	TO STAFFING - 7/12
2873	Cust Zone Tech III	S Daniels	R-Future	Winter Haven	TO STAFFING - 7/12
2932	Supv-Acc Design	A. Reilly	R-D.Perez	Tampa	TO STAFFING - 7/29
2933	Admin-Inv Mgmt	E.Grant	R-S.Gonzales	Tampa	TO STAFFING - 7/29
2934	Designer-Ntwk Design	J. Wedell	R-R.Crichton	Tampa	TO STAFFING - 7/29

CONFIDENTIAL

HC#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
3766	Designer-Access Des	R.Gambrell	R-S.Shook	Tampa	TO STAFFING
3767	Designer-Access Des	R.Gambrell	R-W.John	Tampa	TO STAFFING
3768	Eng-Access Design	R.Gambrell	R-W.Boyd	Tampa	TO STAFFING
3769	Supv-OSP Const	L.Stricklin	R-D.Bellinger	Largo	TO STAFFING
FL0001	Cust Zone Tech I	W Fischer	R-L.Strock	Lkld/Win Hav	TO STAFFING - 7/16
FL0002	Cust Zone Tech II	D Johns	R-W.Whitehead	Lakeland	TO STAFFING - 7/16
FL0003	Cust Zone Tech II	G Allshouse	R-R.Holton	Tampa East	TO STAFFING - 7/16
FL0004	Cust Zone Tech II	R Bass	R-W.Mack	Tampa North	TO STAFFING - 7/16
FL0005	Cust Zone Tech II	S Daniels	R-J.Cannoy	Winter Haven	TO STAFFING - 7/16
FL0006	Cust Zone Tech III	R Bass	R-P.Zerance	Tampa North	TO STAFFING - 7/16
FL0007	Cust Zone Tech III	J. Lane	R-R.Link	Venice	TO STAFFING - 7/19
FL0008	Cust Zone Tech II	J. Lane	R-B.Gray	Sarasota	TO STAFFING - 7/19
FL0009	Cust Zone Tech II	N. Buono	R-L.Ellis	St Petersburg	TO STAFFING - 7/19
FL0010	Cust Zone Tech II	K. Hayes	R-	Largo	TO STAFFING - 7/19
FL0011	Cust Zone Tech III	R. Bass	R-W.Fulford	Tampa North	TO STAFFING - 7/26
FL0012	Cust Zone Tech III	J.Lane	R-S.Kozel	Sarasota	TO STAFFING - 7/26
FL0013	Cust Zone Tech III	J.Lane	R-C.Farmer	Sarasota	TO STAFFING - 7/26
FL0014	Cust Zone Tech III	N. Buono	R-T.Nastasiak	St. Petersburg	TO STAFFING - 7/27
FL0015	Cust Zone Tech III	N. Buono	R-S.Germack	St. Petersburg	TO STAFFING - 7/27
FL0016	Cust Zone Tech III	N. Buono	R-Z.Nelson	St. Petersburg	TO STAFFING - 7/27
FL0017	Cust Zone Tech I	J. Coker	R-Thomson	Venice	TO STAFFING - 8/9
FL0018	Cust Zone Tech I	J. Coker	R-Browne	Venice	TO STAFFING - 8/9
FL0019	Cust Zone Tech II	M. Hoke	R-R.Horner	Bradenton	TO STAFFING - 8/9
FL0020	Cust Zone Tech III	N. Buono	R-J.Coad	St. Petersburg	TO STAFFING - 8/9
FL0021	Cust Zone Tech III	J. Lane	R-M.Donoghue	Sarasota	TO STAFFING - 8/9
FL0022	Bus Zone Tech I	K. Haas	R-C.Redmond	St. Petersburg	TO STAFFING - 8/9
FL0023	Bus Zone Tech I	K. Haas	R-B.Smith	St. Petersburg	TO STAFFING - 8/9
FL0024	Bus Zone Tech I	K. Haas	R-R.Evers	St. Petersburg	TO STAFFING - 8/9
FL0025	Service Clerk	B. Fetter	R-M.Atwell	Clearwater	TO STAFFING - 8/18
FL0026	Service Clerk	B. Fetter	R-L.Leavens	Clearwater	TO STAFFING - 8/18
FL0027	Service Clerk	B. Fetter	R-	Clearwater	TO STAFFING - 8/18
FL0028	Cust Zone Tech III	R.M.Bass	R-K.Thomas	Tampa North	TO STAFFING - 8/18
FL0029	Cust Zone Tech III	R.M.Bass	R-C.Shaftic	Tampa North	TO STAFFING - 8/18
FL0030	Cust Zone Tech III	R.M.Bass	R-M.Moran	Tampa North	TO STAFFING - 8/18
FL0031	Cust Zone Tech III	R.M.Bass	R-J.Gaskins	Tampa North	TO STAFFING - 8/18
FL0032	Cust Zone Tech III	R.M.Bass	R-J.Miley	Tampa North	TO STAFFING - 8/18
FL0033	Cust Zone Tech III	R.M.Bass	R-E.pearson	Tampa North	TO STAFFING - 8/18
FL0034	Cust Zone Tech III	R.M.Bass	R-R.Dearing	Tampa North	TO STAFFING - 8/18

CONFIDENTIAL

FL0035	Cust Zone Tech II	R.M.Bass	R-B.Hendren	Tampa North	TO STAFFING - 8/18
FL0036	Cust Zone Tech III	D. Johns	R-R.Rubio	Lakeland	TO STAFFING - 8/18
FL0037	Cust Zone Tech III	D. Johns	R-S.Ferrell	Lakeland	TO STAFFING - 8/18
FL0038	Cust Zone Tech III	D. Johns	R-D.Klopschinski	Lakeland	TO STAFFING - 8/18
FL0039	Cust Zone Tech I	W.Fischer	R-P.Cruser	Wint Hav/Lkld	TO STAFFING - 8/18
FL0040	Cust Zone Tech I	W.Fischer	R-C.Woods	Wint Hav/Lkld	TO STAFFING - 8/18
FL0041	Cust Zone Tech I	K. Dausy	R-C.Wagner	Eastern CMG	TO STAFFING - 8/18
FL0042	Cust Zone Tech I	K. Dausy	R-E.Nelson	Eastern CMG	TO STAFFING - 8/18
FL0043	Cust Zone Tech I	K. Dausy	R-D.Humbert	Eastern CMG	TO STAFFING - 8/18
FL0044	Cust Zone Tech I	K. Dausy	R-W.jacobson	Tampa CRCC	TO STAFFING - 8/18
FL0045	Cust Zone Tech I	R.Pelham	R-R.Brummer	St. Pete	TO STAFFING - 8/24
FL0046	Cust ZoneTech I	R.Pelham	R-E.Helms	Winter Haven	TO STAFFING - 8/24
FL0047	Bus Zone Tech I	J.Millett	R-C.Fletcher	Bartow	TO STAFFING - 8/27
FL0048	Cust Zone Tech III	D.Johns	R-D.Jesse	Lakeland	TO STAFFING - 8/27
FL0049	Cust Zone Tech III	D.Johns	R-B.McMillan	Lakeland	TO STAFFING - 8/27
FL0050	Cust Zone Tech III	B.Chapman	R-J.Worthington	Tampa Cent	TO STAFFING - 8/27
FL0051	Cust Zone Tech II	D.Johns	R-W.Byrd	Lakeland	TO STAFFING - 9/1
FL0052	Cust Zone Tech II	D.Johns	R-R.Hall	Lakeland	TO STAFFING - 9/1
FL0053	Cust Zone Tech I	J.Coker	R-Maas	Clearwater	TO STAFFING - 9/1
FL0054	Cust Zone Tech I	J.Coker	R-Mosher	Clearwater	TO STAFFING - 9/1
FL0055	Cust Zone Tech I	J.Coker	R-Davie	Clearwater	TO STAFFING - 9/1
FL0056	Cust Zone Tech I	J.Coker	R-Memole	Clearwater	TO STAFFING - 9/1
FL0057	Cust Zone Tech I	J.Coker	R-Weisberger	Clearwater	TO STAFFING - 9/1
FL0058	Cust Zone Tech I	J.Coker	R-Chuchro	Sarasota	TO STAFFING - 9/1
FL0059	Cust Zone Tech I	J.Coker	R-D.Haines	St. Petersburg	TO STAFFING - 9/1
FL0060	Cust Zone Tech I	J.Coker	R-Olson	St. Petersburg	TO STAFFING - 9/1
FL0061	Cust Zone Tech I	J.Coker	R-Dapper	St. Petersburg	TO STAFFING - 9/1
FL0062	Cust Zone Tech I	J.Coker	R-J.Cook	St. Petersburg	TO STAFFING - 9/1
FL0063	Cust Zone Tech I	J.Coker	R-E.Fulton	Sarasota	TO STAFFING - 9/1
FL0064	Cust Zone Tech I	J.Coker	R-P.Mayer	Sarasota	TO STAFFING - 9/1
FL0065	Cust Zone Tech III	M.Hoke	R-T.Woodruff	Bradenton	TO STAFFING - 9/1
FL0066	Cust Zone Tech III	N.Buono	R-K.Knapp	St. Petersburg	TO STAFFING - 9/3
FL0067	Cust Zone Tech III	N.Buono	R-G.Nichols	St. Petersburg	TO STAFFING - 9/3
FL0068	Cust Zone Tech III	K.Hayes	R-Norvell	Clearwater	TO STAFFING - 9/3
FL0069	Cust Zone Tech III	K.Hayes	R-Torch	Largo	TO STAFFING - 9/3
FL0070	Cust Zone Tech II	R.Bass	2000 Outlook	Tampa North	TO STAFFING - 9/8
FL0071	Cust Zone Tech II	R.Bass	2000 Outlook	Tampa North	TO STAFFING - 9/8
FL0072	Cust Zone Tech II	R.Bass	2000 Outlook	Tampa North	TO STAFFING - 9/8

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of Russell B. Diamond
Exhibit RBD-2
FPSC Exhibit No. _____
April 20, 2001
Page 6 of 14

HQ#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	Status
FL0073	Cust Zone Tech II	R.Bass	2000 Outlook	Tampa North	TO STAFFING - 9/8
FL0074	Cust Zone Tech II	R.Bass	2000 Outlook	Tampa North	TO STAFFING - 9/8
FL0075	Cust Zone Tech II	G.Allshouse	2000 Outlook	Tampa East	TO STAFFING - 9/8
FL0076	Cust Zone Tech II	G.Allshouse	2000 Outlook	Tampa East	TO STAFFING - 9/8
FL0077	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0078	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0079	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0080	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0081	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0082	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0083	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0084	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0085	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0086	Cust Zone Tech II	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0087	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0088	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0089	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0090	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0091	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0092	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0093	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0094	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0095	Cust Zone Tech II	S.Daniels	2000 Outlook	Winter Haven	TO STAFFING - 9/8
FL0096	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0097	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0098	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0099	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0100	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0101	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0102	Cust Zone Tech III	D.Johns	2000 Outlook	Lakeland	TO STAFFING - 9/8
FL0103	Cust Zone Tech III	B.Chapman	R-S.Walters	Tampa Central	TO STAFFING - 9/8
FL0104	Bus Zone Tech III	J.Millett	R-K.Nicoulin	Tampa	TO STAFFING - 9/8
FL0105	Bus Zone Tech III	J.Millett	R-J.Noble	Tampa	TO STAFFING - 9/8
FL0106	Cust Zone Tech II	D.Johns	R-D.Johnson	Lakeland	TO STAFFING - 9/9
FL0107	Cust Zone Tech II	D.Johns	R-J.Combs	Lakeland	TO STAFFING - 9/9
FL0108	Cust Zone Tech II	S.Daniels	R-L.West	Winter Haven	TO STAFFING - 9/9
FL0109	Cust Zone Tech II	S.Daniels	R-J.Farris	Winter Haven	TO STAFFING - 9/9
FL0110	Customer Eng	J.Millett	R-A.Pierson	Tampa	TO STAFFING - 9/9

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of Russell B. Diamond
Exhibit RBD-2
FPSC Exhibit No. _____
April 20, 2001
Page 7 of 14

HC#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
FL0111	Cust Zone Tech I	W.Fischer	R-L.Demilly	Lkld/Wint Hav	TO STAFFING - 9/9
FL0112	Cust Zone Tech I	W.Fischer	R-R.Perkins	Tampa	TO STAFFING - 9/9
FL0113	Cust Zone Tech I	W.Fischer	R-J.Firebaugh	Lkld/Wint Hav	TO STAFFING - 9/9
FL0114	Cust Zone Tech I	W.Fischer	R-M.Aguirre	Tampa	TO STAFFING - 9/9
FL0115	Cust Zone Tech I	W.Fischer	R-J.Roderick	Lkld/Wint Hav	TO STAFFING - 9/9
FL0116	Cust Zone Tech I	B.Hunter	R-S.Franson	Eastern CMG	TO STAFFING - 9/9
FL0117	Cust Zone Tech I	W.Hansen	R-F.Schwab	Southern CMG	TO STAFFING - 9/9
FL0118	Cust Zone Tech II	K.Hayes	R-Christman	Clearwater	TO STAFFING - 9/9
FL0119	Cust Zone Tech II	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0120	Cust Zone Tech II	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0121	Cust Zone Tech II	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0122	Cust Zone Tech II	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0123	Cust Zone Tech II	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0124	Cust Zone Tech II	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0125	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0126	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0127	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0128	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0129	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0130	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0131	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0132	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0133	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0134	Cust Zone Tech III	N.Buono	Y2000 Outlook	St. Petersburg	TO STAFFING - 9/9
FL0135	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0136	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0137	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0138	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0139	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0140	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0141	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0142	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0143	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0144	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0145	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0146	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0147	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9
FL0148	Cust Zone Tech III	P.Jenkins	Y2000 Outlook	Tarpon Spgs	TO STAFFING - 9/9

CONFIDENTIAL

HQ#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	Status
FL0149	Cust Zone Tech III	K.Hayes	R-Bailey	Clearwater	TO STAFFING - 9/9
FL0150	Cust Zone Tech III	K.Hayes	R-G.Reinart	Clearwater	TO STAFFING - 9/9
FL0151	Cust Zone Tech III	K.Hayes	R-Hughes	Clearwater	TO STAFFING - 9/9
FL0152	Cust Zone Tech III	K.Hayes	R-Houser	Clearwater	TO STAFFING - 9/9
FL0153	Cust Zone Tech III	K.Hayes	R-Cheesebrough	Clearwater	TO STAFFING - 9/9
FL0154	Cust Zone Tech III	K.Hayes	R-Pajak	Clearwater	TO STAFFING - 9/9
FL0155	Cust Zone Tech III	K.Hayes	R-Krupp	Clearwater	TO STAFFING - 9/9
FL0156	Cust Zone Tech III	K.Hayes	R-Arflack	Clearwater	TO STAFFING - 9/9
FL0157	Cust Zone Tech III	K.Hayes	R-Fasting	Clearwater	TO STAFFING - 9/9
FL0158	Cust Zone Tech III	K.Hayes	R-Marks	Clearwater	TO STAFFING - 9/9
FL0159	Cust Zone Tech III	K.Hayes	R-Surrett	Clearwater	TO STAFFING - 9/9
FL0160	Cust Zone Tech III	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0161	Cust Zone Tech III	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0162	Cust Zone Tech III	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0163	Cust Zone Tech III	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0164	Cust Zone Tech III	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0165	Cust Zone Tech III	M.Hoke	Y2000 Outlook	Bradenton	TO STAFFING - 9/9
FL0166	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0167	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0168	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0169	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0170	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0171	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0172	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0173	Cust Zone Tech III	J.Lane	Y2000 Outlook	Sarasota	TO STAFFING - 9/9
FL0174	Bus Zone Tech I	K.Haas	R-M.Beckho	Ssta/Brad	TO STAFFING - 9/9
FL0175	Bus Zone Tech I	K.Haas	R-D.Keiffer	Clwtr/Tar Spgs	TO STAFFING - 9/9
FL0176	Bus Zone Tech I	K.Haas	R-J.Wyant	Sarasota	TO STAFFING - 9/9
FL0177	Bus Zone Tech I	K.Haas	R-J.Black	Clwtr/Tar Spgs	TO STAFFING - 9/9
FL0178	Bus Zone Tech III	K.Haas	R-D.Bogart	Clwtr/Tar Spgs	TO STAFFING - 9/9
FL0179	Bus Zone Tech III	K.Haas	Y2000 Outlook	Clearwater	TO STAFFING - 9/9
FL0180	Bus Zone Tech III	K.Haas	Y2000 Outlook	Clearwater	TO STAFFING - 9/9
FL0181	Bus Zone Tech III	K.Haas	Y2000 Outlook	Clwtr/Tar Spgs	TO STAFFING - 9/9
FL0182	Cust Zone Tech I	J.Coker	R-S.Marshall	St. Petersburg	TO STAFFING - 9/9
FL0183	Cust Zone Tech I	J.Coker	R-D.Casner	Clearwater	TO STAFFING - 9/9
FL0184	Cust Zone Tech I	J.Coker	R-V.Chete	Clearwater	TO STAFFING - 9/9
FL0185	Cust Zone Tech I	J.Coker	R-L.Coleman	Clearwater	TO STAFFING - 9/9
FL0186	Cust Zone Tech I	J.Coker	R-J.Davie	Clearwater	TO STAFFING - 9/9

CONFIDENTIAL

HC#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
FL0187	Cust Zone Tech I	J.Coker	R-R.Decastro	Clearwater	TO STAFFING - 9/9
FL0188	Cust Zone Tech I	J.Coker	R-E.Flatter	St. Petersburg	TO STAFFING - 9/9
FL0189	Cust Zone Tech I	J.Coker	R-P.Anderson	Bradenton	TO STAFFING - 9/9
FL0190	Cust Zone Tech I	J.Coker	R-C.King	Bradenton	TO STAFFING - 9/9
FL0191	Cust Zone Tech I	R.Pelham	R-J.Abrams	Clearwater	TO STAFFING - 9/9
FL0192	Cust Zone Tech I	R.Pelham	R-J.Savio	Tampa	TO STAFFING - 9/9
FL0193	Service Clerk	B. Fetter	R-S.Shaw	Clearwater	TO STAFFING - 9/16
FL0194	Cust Zone Tech II	N.Buono	R-D.Ambler	St. Petersburg	TO STAFFING - 9/23
FL0195	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0196	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0197	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0198	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0199	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0200	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0201	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0202	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0203	Cust Zone Tech III	R.Bass	Y2000 Outlook	Tampa North	TO STAFFING - 9/27
FL0204	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0205	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0206	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0207	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0208	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0209	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0210	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0211	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0212	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0213	Cust Zone Tech III	B.Chapman	Y2000 Outlook	Tampa Central	TO STAFFING - 9/27
FL0214	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0215	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0216	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0217	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0218	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0219	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0220	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0221	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0222	Cust Zone Tech III	G.Allshouse	Y2000 Outlook	Tampa East	TO STAFFING - 9/27
FL0223	Cust Zone Tech III	D.Johns	R-D.Shiver	Lakeland	TO STAFFING - 9/27
FL0224	Cust Zone Tech II	D.Johns	R-W.Huskamp	Lakeland	TO STAFFING - 9/27

CONFIDENTIAL

HQ#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
FL0225	Cust Zone Tech III	S.Daniels	Y2000 Outlook	Winter Haven	TO STAFFING - 9/27
FL0226	Cust Zone Tech III	S.Daniels	Y2000 Outlook	Winter Haven	TO STAFFING - 9/27
FL0227	Cust Zone Tech III	S.Daniels	R-K.McMillen	Winter Haven	TO STAFFING - 9/27
FL0228	Bus Zone Tech III	J.Millett	R-C.Berry	Bartow	TO STAFFING - 9/27
FL0229	Cust Zone Tech I	W.Fischer	R-J.Licata	Tampa	TO STAFFING - 9/27
FL0230	Cust Zone Tech I	W.Fischer	R-P.Myers	Tampa	TO STAFFING - 9/27
FL0231	Cust Zone Tech I	W.Fischer	R-J.Blackmer	Tampa	TO STAFFING - 9/27
FL0232	Cust Zone Tech I	J.Garrett	R-P.Thacher	Tampa/CRCC	TO STAFFING - 9/27
FL0233	Cust Zone Tech I	K.Reikowski	R-J.Jacques	Tampa	TO STAFFING - 10/7
FL0234	Cust Zone Tech II	N.Buono	Seasonal	St. Petersburg	TO STAFFING - 10/7
FL0235	Cust Zone Tech II	P.Jenkins	Seasonal	Tarpon Sprgs	TO STAFFING - 10/7
FL0236	Cust Zone Tech II	K.Hayes	Seasonal	Clearwater	TO STAFFING - 10/7
FL0237	Cust Zone Tech II	M.Hoke	Seasonal	Bradenton	TO STAFFING - 10/7
FL0238	Cust Zone Tech II	J.Lane	Seasonal	Sarasota	TO STAFFING - 10/7
FL0239	Cust Zone Tech II	J.Lane	R-R.Ramon	Sarasota	TO STAFFING - 10/7
FL0240	Cust Zone Tech II	J.Lane	R-L.Richardson	Sarasota	TO STAFFING - 10/7
FL0241	Cust Zone Tech III	N.Buono	R-Ford	St. Petersburg	TO STAFFING - 10/7
FL0242	Cust Zone Tech III	P.Jenkins	R-S.Chastain	Tarpon Sprgs	TO STAFFING - 10/7
FL0243	Cust Zone Tech III	P.Jenkins	R-T.Tsagaratos	Tarpon Sprgs	TO STAFFING - 10/7
FL0244	Service Clerk	B.Fetter	R-K.Paus	Clearwater	TO STAFFING - 10/7
FL0245	Service Clerk	B.Fetter	R-L.Elmer	Clearwater	TO STAFFING - 10/7
FL0246	Bus Zone Tech I	J.Millett	R-D.Bostice	Tampa	TO STAFFING - 10/7
FL0247	Cust Zone Tech I	W.Fischer	R-E.Lash	Tampa	TO STAFFING - 10/7
FL0248	Cust Zone Tech II	R.Bass	R-R.Pembleton	Tampa North	TO STAFFING - 10/7
FL0249	Cust Zone Tech II	R.Bass	R-R.Fleming	Tampa North	TO STAFFING - 10/7
FL0250	Cust Zone Tech II	R.Bass	2000 Outlook	Tampa North	TO STAFFING - 10/7
FL0251	Cust Zone Tech II	B.Chapman	Seasonal	Tampa Central	TO STAFFING - 10/7
FL0252	Cust Zone Tech II	G.Allshouse	2000 Outlook	Tampa East	TO STAFFING - 10/7
FL0253	Cust Zone Tech II	D.Johns	Seasonal	Lakeland	TO STAFFING - 10/7
FL0254	Cust Zone Tech II	S. Daniels	Seasonal	Winter Haven	TO STAFFING - 10/7
FL0255	Cust Zone Tech III	D.Johns	R-D.Napper	Lakeland	TO STAFFING - 10/7
FL0256	Cust Zone Tech III	D.Johns	R-A.Inesso	Lakeland	TO STAFFING - 10/7
FL0257	Cust Zone Tech III	S. Daniels	R-C.Blanchfield	Winter Haven	TO STAFFING - 10/7
FL0258	Cust Zone Tech III	S. Daniels	R-S.Lambert	Winter Haven	TO STAFFING - 10/7
FL0259	Cust Zone Tech III	S. Daniels	R-M.Cook	Winter Haven	TO STAFFING - 10/7
FL0260	Cust Zone Tech III	S. Daniels	R-P.Horning	Winter Haven	TO STAFFING - 10/7
FL0261	Cust Zone Tech III	S. Daniels	R-B.Smith	Winter Haven	TO STAFFING - 10/7
FL0262	Cust Zone Tech III	S. Daniels	R-R. Daniels	Winter Haven	TO STAFFING - 10/7

CONFIDENTIAL

Req#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
FL0263	Cust Zone Tech III	S. Daniels	R-C.Brooks	Winter Haven	TO STAFFING - 10/7
FL0264	Customer Eng	J.Millett	2000 Outlook	Tampa	TO STAFFING - 10/7
FL0265	Customer Eng	J.Millett	2000 Outlook	Tampa	TO STAFFING - 10/7
FL0266	Customer Eng	J.Millett	2000 Outlook	Tampa	TO STAFFING - 10/7
FL0267	Cust Zone Tech III	R.Bass	R-R.Hickman	Tampa North	TO STAFFING - 10/20
FL0268	Cust Zone Tech III	R.Bass	R-C.Justus	Tampa North	TO STAFFING - 10/20
FL0269	Cust Zone Tech II	B.Chapman	R-F.Branch	Tampa Central	TO STAFFING - 10/20
FL0270	Cust Zone Tech II	B.Chapman	R-D.Hull	Tampa Central	TO STAFFING - 10/20
FL0271	Cust Zone Tech III	B.Chapman	R-C.Lineberger	Tampa Central	TO STAFFING - 10/20
FL0272	Cust Zone Tech III	D.Johns	R-R.Sweeney	Lakeland	TO STAFFING - 10/20
FL0273	Cust Zone Tech III	D.Johns	R-W.Carbone	Lakeland	TO STAFFING - 10/20
FL0274	Cust Zone Tech III	D.Johns	R-T.Dixon	Lakeland	TO STAFFING - 10/20
FL0275	Bus Zone Tech III	J.Millett	R-C.Childers	Tampa	TO STAFFING - 10/20
FL0276	Bus Zone Tech III	J.Millett	R-C.Saunders	Tampa	TO STAFFING - 10/20
FL0277	Bus Zone Tech I	K.Haas	R-J.Rogers	Clearwater	TO STAFFING - 10/20
FL0278	Bus Zone Tech I	K.Haas	R-M.Johns	Clearwater	TO STAFFING - 10/20
FL0279	Bus Zone Tech I	K.Haas	R-T.Hofacker	Clearwater	TO STAFFING - 10/20
FL0280	Bus Zone Tech I	K.Haas	R-B.Swam	Clearwater	TO STAFFING - 10/20
FL0281	Cust ZoneTech III	N.Buono	R-Bowling	St. Petersburg	TO STAFFING - 10/20
FL0282	Cust Zone Tech III	N.Buono	R-Winter	St. Petersburg	TO STAFFING - 10/20
FL0283	Cust Zone Tech III	M.Hoke	R-B.Roberts	Bradenton	TO STAFFING - 10/20
FL0284	Cust Zone Tech III	M.Hoke	R-C.McMillian	Bradenton	TO STAFFING - 10/20
FL0285	Cust Zone Tech III	M.Hoke	R-D.Alford	Bradenton	TO STAFFING - 10/20
FL0286	Cust Zone Tech III	J.Lane	R-S.Sylvia	Sarasota	TO STAFFING - 10/26
FL0287	Cust Zone Tech II	N.Buono	R-F.Bush	St. Petersburg	TO STAFFING - 10/26
FL0288	Cust Zone Tech II	R.Bass	R-K.Veilleux	Tampa North	TO STAFFING - 10/26
FL0289	Cust Zone Tech II	R.Bass	R-J.Sizemore	Tampa North	TO STAFFING - 10/26
FL0290	Cust Zone Tech III	R.Bass	R-D.Aguero	Tampa North	TO STAFFING - 10/26
FL0291	Cust Zone Tech II	D.Johns	R-T.Alexander	Lakeland	TO STAFFING - 10/26
FL0292	Bus Zone Tech I	J.Millett	R-D.Pate	Bartow	TO STAFFING - 10/26
FL0293	Bus Zone Tech I	J.Millett	R-D.Walker	Bartow	TO STAFFING - 10/26
FL0294	Cust Zone Tech I	W.Fischer	R-P.Letourneau	Tampa	TO STAFFING - 10/26
FL0295	Cust Zone Tech III	P.Jenkins	R-W.Robinson	Tarpon Spgs	TO STAFFING - 11/2
FL0296	Cust Zone Tech III	J.Lane	R-H.Montgomery	Sarasota	TO STAFFING - 11/2
FL0297	Bus Zone Tech I	K.Haas	R-S.Heinchon	Clwtr/Tar Spgs	TO STAFFING - 11/2
FL0298	Bus Zone Tech I	K.Haas	R-H.Spellberger	Clwtr/Tar Spgs	TO STAFFING - 11/2
FL0299	Bus Zone Tech I	K.Haas	R-	St Pete S/S	TO STAFFING - 11/2
FL0300	Bus Zone Tech III	K.Haas	R-C.Davis	Clwtr/Tar Spgs	TO STAFFING - 11/2

CONFIDENTIAL

HQ#	Position Title	Hiring Supervisor	Replacing/New/Add'l	Location	STATUS
FL0301*	Bus Zone Tech III	K.Haas	R-	St Petersburg	TO STAFFING - 11/2
FL0302	Bus Zone Tech III	K.Haas	R-	St Petersburg	TO STAFFING - 11/2
FL0303	Bus Zone Tech III	K.Haas	R-	St Petersburg	TO STAFFING - 11/2
FL0304	Bus Zone Tech III	K.Haas	R-	Ssta/Brad	TO STAFFING - 11/2
FL0305	Bus Zone Tech III	K.Haas	R-	Ssta/Brad	TO STAFFING - 11/2
FL0306	Bus Zone Tech III	K.Haas	R-	Ssta/Brad	TO STAFFING - 11/2
FL0307	Bus Zone Tech III	K.Haas	R-	Ssta/Brad	TO STAFFING - 11/2
FL0308	Bus Zone Tech III	K.Haas	R-	Ssta/Brad	TO STAFFING - 11/2
FL0309	Bus Zone Tech III	K.Haas	R-	Ssta/Brad	TO STAFFING - 11/2
FL0310	Cust Zone Tech III	R.Bass	R-R.Redmond	Tampa North	TO STAFFING - 11/10
FL0311	Cust Zone Tech III	R.Bass	R-E.Gladson	Tampa North	TO STAFFING - 11/10
FL0312	Cust Zone Tech III	R.Bass	R-D.Fonte	Tampa North	TO STAFFING - 11/10
FL0313	Cust Zone Tech III	R.Bass	R-J.Garafalo	Tampa North	TO STAFFING - 11/10
FL0314	Cust Zone Tech III	B.Chapman	R-T.Brownell	Tampa Central	TO STAFFING - 11/10
FL0315	Bus Zone Tech I	J.Millett	R-A.Cirrincione	Tampa	TO STAFFING - 11/10
FL0316	Bus Zone Tech I	J.Millett	R-R.Nosworthy	Tampa	TO STAFFING - 11/10
FL0317	Cust Zone Tech I	R.Long	R-E.Pasko	Sarasota	TO STAFFING - 11/10
FL0318	Cust Zone Tech III	R.Bass	R-J.Klempin	Tampa North	TO STAFFING - 11/19
FL0319	Cust Zone Tech III	R.Bass	R-M.Walls	Tampa North	TO STAFFING - 11/19
FL0320	Cust Zone Tech II	B.Chapman	R-D.Allen	Tampa Central	TO STAFFING - 11/19
FL0321	Cust Zone Tech III	B.Chapman	R-R.Grunert	Tampa Central	TO STAFFING - 11/19
FL0322	Cust Zone Tech III	B.Chapman	R-K.Sudduth	Tampa Central	TO STAFFING - 11/19
FL0323	Cust Zone Tech III	B.Chapman	R-D.Carrico	Tampa Central	TO STAFFING - 11/19
FL0324	Cust Zone Tech III	B.Chapman	R-S.Fordyce	Tampa Central	TO STAFFING - 11/19
FL0325	Cust Zone Tech II	S.Daniels	R-E.Shirah	Winter Haven	TO STAFFING - 11/19
FL0326	Cust Zone Tech II	S.Daniels	R-R.Wellman	Winter Haven	TO STAFFING - 11/19
FL0327	Bus Zone Tech I	J.Millett	R-M.Garvey	Tampa	TO STAFFING - 11/19
FL0328	Bus Zone Tech I	J.Millett	R-W.Cameron	Tampa	TO STAFFING - 11/19
FL0329	Cust Zone Tech III	G.Allshouse	R-H.Kulla	Tampa East	TO STAFFING - 12/1
FL0330	Cust Zone Tech III	S.Daniels	R-D.Brown	Lakeland	TO STAFFING - 12/1
FL0331	Cust Zone Tech III	S.Daniels	R-C.Harrell	Lakeland	TO STAFFING - 12/1
FL0332	Cust Zone Tech III	S.Daniels	R-S.Murphy	Lakeland	TO STAFFING - 12/1
FL0333	Cust Zone Tech I	W.Fischer	R-M.Scheel	Southern	TO STAFFING - 12/1
FL0334	Cust Zone Tech I	J.Coker	R-B.Babbit	Bradenton	TO STAFFING - 12/2
FL0335	Cust Zone Tech I	J.Coker	R-G.Troutman	Clearwater	TO STAFFING - 12/2
FL0336	Cust Zone Tech I	R.Pelham	R-S.Fortner	Tampa	TO STAFFING - 12/16
FL0337	Cust Zone Tech I	W.Fischer	R-L.Hollingshead	Clearwater	TO STAFFING - 12/16
FL0338	Cust Zone Tech III	R.Bass	R-J.Dolphy	Tampa North	TO STAFFING - 12/16

CONFIDENTIAL

HQ#	Position Title	Hiring Supervisor	Replacing/Position		
FL0339	Cust Zone Tech III	G.Allshouse	R-M.Kerwin	Tampa East	TO STAFFING - 12/16
FL0340	Cust Zone Tech III	G.Allshouse	R-K.Scott Gilbert	Tampa East	TO STAFFING - 12/16
FL0341	Cust Zone Tech I	J.Coker	R-Gibson	Clearwater	TO STAFFING - 12/17
FL0342	Cust Zone Tech I	J.Coker	R-Klenien	St. Petersburg	TO STAFFING - 12/17
FL0343	Cust Zone Tech I	J.Coker	R-J.Jones	St. Petersburg	TO STAFFING - 12/17
FL0344	Cust Zone Tech III	G.Allshouse	R-D.Meyer	Tampa East	TO STAFFING - 1/3
FL0345	Cust Zone Tech II	R.Bass	R-D.Meyer	Tampa North	TO STAFFING - 1/11
FL0346	Cust Zone Tech II	R.Bass	R-R.Gallart-Davila	Tampa North	TO STAFFING - 1/11
FL0347	Cust Zone Tech III	R.Bass	R-M.Dovidio	Tampa North	TO STAFFING - 1/11
FL0348	Cust Zone Tech II	R.Bass	R-J.Walker	Tampa North	TO STAFFING - 1/11
FL0349	Cust Zone Tech III	R.Bass	R-C.Brantley	Tampa North	TO STAFFING - 1/11
FL0350	Cust Zone Tech II	R.Bass	R-T.Williams	Tampa North	TO STAFFING - 1/11
FL0351	Cust Zone Tech III	B.Chapman	R-B.Peck	Tampa Central	TO STAFFING - 1/11
FL0352	Cust Zone Tech III	G.Allshouse	R-R.McIntyre	Tampa East	TO STAFFING - 1/11
FL0353	Cust Zone Tech III	G.Allshouse	R-P.Sterling	Tampa East	TO STAFFING - 1/11
FL0354	Cust Zone Tech III	G.Allshouse	R-B.Simeral	Tampa East	TO STAFFING - 1/11
FL0355	Cust Zone Tech III	S.Daniels	R-K.Anderson	Winter Haven	TO STAFFING - 1/11
FL0356	Cust Zone Tech III	S.Daniels	R-C.Pullen	Lakeland	TO STAFFING - 1/11
FL0357	Cust Zone Tech III	S.Daniels	R-C.Starling	Lakeland	TO STAFFING - 1/11
	Admin Supt Clerk	R. Pelham	N	Tampa	hold
	Senior Admin	R. Pelham	R - S. Moore	Tampa	hold
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Analyst-OSP Const	D.Woods	N	TBD	TO STAFFING
	Cable Splicer	W.Levick	N	Winter Haven	RUSS/JOHN
	Cable Splicer	W.Levick	N	Winter Haven	RUSS/JOHN
	Cable Splicer	W.Levick	N	Winter Haven	RUSS/JOHN
	Cable Splicer	W.Levick	N	Winter Haven	RUSS/JOHN
	Cable Splicer	W.Levick	N	Winter Haven	RUSS/JOHN

CONFIDENTIAL

Florida Contractor Expense Dollars '98 & '99

	Actuals	Budget	Variance
'98 Contractor $	26,401,557	16,780,698	(9,620,859)
'99 Contractor $	22,026,658	19,098,086	(2,928,573)

CONFIDENTIAL

Docket No. 991376-TL
Rebuttal Testimony of Russell B. Diamond
Exhibit RBD-3
FPSC Exhibit No. _____
April 20, 2001
Page 1 of 1

00378

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 991376-TL EXHIBIT NO. 14
COMPANY/
WITNESS: Vinson
DATE: 8-1-01

CONFIDENTIAL

4-25-98

To: Red Kuttl

Subject: PUC/PSC Measures

Red:

We have made continuing progress in meeting our PUC/PSC objectives in most of our States. I appreciate the effort that has yielded this result and hope you will reinforce the positives with the Regional Presidents in the areas where we are meeting our goals.

I remain concerned about our performance in Florida, where we have missed the % OOS Repaired Within 24 Hours objective 9 out of the last 10 months and Repair Appointments Met 4 out of the last 5 months. We are at great risk and I expect extraordinary action to achieve sustained performance to objective. I trust you will take the action required.

Also, in Texas we have missed Primary Service Orders Completed in Five Working Days for 7 Consecutive months. This too is avoidable and unacceptable from the customers perspective. Again, aggressive action is called for.

CONFIDENTIAL

Finally, in the South Region, we have missed % 005 Trouble Cleared in 24 Hours 4 out of the last 6 months in Alabama, and % 005 Troubles Cleared in 24 Hours for 13 consecutive months in North Carolina. These measures reflect poor service to end users as well as below objective performance.

Please take strong action to get these measures to objective ASAP. I will expect sustained improvement as well, and the Regional Presidents in the underperforming areas must make a positive difference quickly.

I will expect regular updates from you concerning our performance and would like to receive the first one on 5-8-98.

Thanks,

John Appel

5-10-98
PSC/PUC folder
- JCA

INTERCOMPANY CORRESPONDENCE

GTE Network Services

May 8, 1998

Reply to:
HQE04B52 - Irving, TX

REDACTED

To: J. C. Appel - HQE04H14 - Irving, TX

Subject: PSC/PUC MEASURES UPDATE

In reference to your note on the poor performance in th Florida and Regions' PUC measurements, we are continuing to apply aggressive action to improve these PUC targets. The Regional teams and their leaders are fully aware of the importance of these measures, as with others, that will drive customer satisfaction and value. Current results are as follows:

Region	Measurements	Objective	April 1998
Florida	% OOS/24	95%	97.1%
Florida	% Repair Appt. Met	95%	96.3%
	% OOS/24		
	% OOS/24	----	----
	Orders Completed in 5 Days		

Recent and continuing action plans are in place to address the root causes driving these poor results. While I have discussed with you the circumstances that have aggravated these problems, excessive trouble from storms and vacancies, considerable attention is being placed on sustainable improvements.

As you can see from the numbers above, Florida has surpassed the April target; however, continued pressure and resources will be applied to sustain it within budget targets.

Data for April is not yet available for However, extensive action plans are in place, and we are seeing a turnaround in many key objectives. I will update you when the numbers are received.

CONFIDENTIAL

REDACTED

While April results have improved to just short of the PSC objective, continued implementation of improvement plans are underway to meet the more stringent internal objectives. results have slipped considerably and are being addressed. The recent ORR in revealed considerable opportunity for improving operating efficiencies and quality. The team has been placed on Quality and Financial Watch, which will result in close scrutiny and assistance from Headquarters staff to facilitate improvements.

Though we are making progress, I want to assure you these and other critical indices are being dealt with aggressively. I will update you further as the data becomes available. If you have further questions or comments, please call me.

for Red Keith

M. L. "Red" Keith, Jr.
Senior Vice President-
Regional Operations

MLK:sko

CONFIDENTIAL

INTRACOMPANY CORRESPONDENCE

Reply To
FLTC0100
Tampa, FL

July 20, 1998

To: M. L. Keith - HQE04E52 - Irving, TX

Subject: **WEATHER UPDATE**

Red, as you know, going into the weekend we had almost 5000 cases of total trouble. We did require a sixth day on Saturday, brought in IP, contractors and BZT volunteers and everyone worked ten-hours. As a result of this effort, trouble looked much better this morning with a total trouble count of 2683 (1829 in Inland and 854 in Coastal). As you can see, Coastal trouble looks reasonable, but there are still problem areas in Tampa, Lakeland and Winter Haven, plus we had extensive storms Sunday afternoon.

Today, we worked twenty-four cable splicers in the Lakeland/Winter Haven area to continue the effort to get our trouble counts in control. We worked no additional IP people in the Coastal Division. Out-of-service defaults are set on same day and non-outs in some districts are at day one and two.

The weather forecast for today and the rest of the week is 40 to 50 percent chance for afternoon thunderstorms, which is not too far off the norm for this time of year, but the intensity of the storms is significantly above average.

To provide an example of what we faced last week, we took a snapshot of a week in June versus last week and we processed 10,000 more cases of trouble last week compared to the week of June 14 through June 20, 1998.

We are doing everything we can to control our budget. We are scrutinizing carefully those hours that are being used for things other than work driven by customer demand activity such as training, meetings, etc.

I will try to call you tomorrow morning. If you need additional information, please let me know. I will keep you posted.

Peter A. Daks
Regional President-Florida

PAD:bam

CONFIDENTIAL

INTRACOMPANY CORRESPONDENCE

GTE Network Services

January 28, 1998

Reply to:
HQE04H14
Irving, TX

REDACTED

To: Red Keith - HQE04B52 - Irving, TX
Brad Krall - HQE04G23 - Irving, TX

Subject: PUC/PSC MEASURES

I just completed a review of the December 1997 PUC/PSC Measures Report. While performance was generally strong in most states, there are some trouble spots, i.e., Florida, , where Regional Operations execution is falling short of the standards. Missed Operator Services and Care answer times are also negatively affecting these states as well as some others. Bad weather was clearly a factor in some of the misses.

I am counting on you to ensure strong emphasis on meeting these objectives and good results throughout 1998. In addition, if you haven't done so already, I recommend that you direct proactive contact with the regulatory commissions, in the states where we are performing the worst, to explain why we had difficulty in December and reassure them of our commitment to achieving these objectives.

Thank you for your continuing attention to this very important area of performance.

John

John C. Appel
President
GTE Network Services

CONFIDENTIAL

JCA:lc

c: Kevin Payne - HQE01146 - Irving, TX

To: Nancy Franklin@TEL.EXEC@TXIRV
From: Myrt Mullins@TCC.EXEC
Cc:
Bcc:
Subject: Weather Update - January 27, 1998
Attachment:
Date: 1/27/98 4:55 PM

Red:

This is a follow-up to yesterday's note concerning weather and trouble counts.

As I mentioned, we anticipated receiving some heavy storms Monday night and Tuesday. Fortunately while we did receive some rain it was not anywhere near what was expected. For the most part, we received an inch or less of rain across the Region.

I also thought it might be helpful to give you an update on where we are with trouble we have experienced so far for the month of January with rainfall:

The trouble count this morning was 3562 which is traveling downward, and the expectation is that we should have good weather through Friday which will continue to enable us to drive this down. This in turn will have a significant impact on reducing overtime and bring us back into budget levels.

Defaults for OOS and NOS are coming back in line and we are working hard to get a handle on out-of-service/24 hours up to PSC standards.

ıe record rainfall for Tampa for the month of January is 8.02" of rain (set ın 1948). The average rainfall for January is 1.99" January year-to-date, we are at 4.64" of rain.

For your information, I have also listed different geographic areas with year-to-date rainfall:

Ruskin - 4.69"
Tampa International airport - 4.64"
Lakeland - 3.12"
Lutz - 4.06"
Sarasota/Bradenton - 9.63"
Tarpon Springs - 4.0"
Clearwater - 3.98"
St. Petersburg - 4.51"
New Port Richey - 4.43"

I have also faxed to your office the article about Bell South's issues that I mentioned on our conference call. It doesn't help, but at least we're not alone.

CONFIDENTIAL

One last item....I know Gerry Taubert is going to discuss this with you tomorrow, but if you recall I had recommended that we re-shoot the video tapes that we are using for our Kaset training pilot several weeks back. The original price was about $100,000 which was prohibitive. I took it upon myself to have my team meet with Kaset in an attempt to re-negotiate that rice downward. We are now setting at $21,500 ($14,500 for our cost of roduction and a $7,000 consulting fee for Kaset) to reproduce three video tapes. This will enable us to:

1. Have employees wearing GTE uniforms.
2. Hanging door hangers for no access.
3. Incorporating Sell One More as an expectation.
4. Drive GTE trucks.

I again would recommend we do this. At this cost I think we can get a lot in return on a national basis. If you have any questions before you would decide not to do it, please give me a call.

I'll keep you posted.

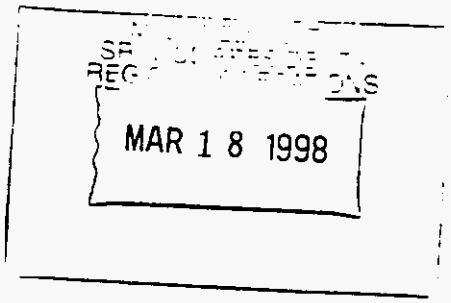
Pete

CONFIDENTIAL

CONFIDENTIAL

GTE

Peter Daks



March 17, 1998

Red,

We finally received our formal response regarding our PSC audit conducted last year. Overall the results are favorable. As Debby Kampert's note indicates, where commission standards were not met, the groups responsible are already working on responses.

I'm not sure if John will receive a copy, so I would appreciate you passing the "good news" along.

Pete

PAD:mmm
Attachment

John -
FYI - the final report is in, there were no surprises - we can do better however -
Red 3/19
cc: Fla Reg file

Follow up letter attached
E. J. 9-10-99

To: John Ferrell@TCC.EXEC@FLTPA
From: Red Keith@TEL.EXEC@TXIRV
Cc: Nancy Franklin@TEL.EXEC@TXIRV
Subject: FLA PUC MEASURES
Attachment:
Date: 8/26/99 3:31 PM

CONFIDENTIAL

JOHN,
I HAVEN'T SEEN THE REPORT YET--BUT HAVE ALREADY HEARD FROM JCA THAT FLA. REGION PERFORMANCE IN THIS AREA IS NOT ACCEPTABLE. HE UNDERSTANDS THAT WITH HIGH VOL'S SOME TRADE OFF'S MUST OCCUR, BUT HE EXPLAINED THAT HIS EXPECTATIONS ARE THAT PUC MEASURES ARE NOT THE MEASURES TRADED OFF--HE CONSIDERS THIS TO BE THE BASELINE PERFORMANCE REQUIRED.

PLEASE WORK WITH YOUR TEAM TO IMMEDIATELY IMPLEMENT PLANS TO BRING PUC PERFORMANCE BACK IN LINE. I WILL EXPECT TO HAVE YOU REVIEW WITH VALARIE YOUR TEAMS ACTION PLANS BY SEPT. 2, 1999.

RED

Valarie -
plse work with Chuck L. in your review of this — any better ways of doing this?
Red
9/2

9 pages

12-2-99
Briefed Chuck Lee
12-3-99
Briefed Kent Foster

GTE Telephone Operations - World Headquarters

600 Hidden Ridge
Irving, TX 75038

Remote Operations Support

Fax: 972/719-7440

To: Red Keith
Barry Paulson

Date Sent: 12-2

Time Sent: _____

# of Pages: 15
(Excluding Cover Sheet)

From:

		Phone	Mail Code
[✓]	Valarie Shreve	972/718-3414	HQE04D12
[ ]	Susan Onken	972/718-7432	HQE04D05
[ ]	Ed McGary	972/718-3016	HQE04D03
[ ]	Bobby Morgan	972/718-8175	HQE04D02
[ ]	Lloyd Whitson	972/718-3014	HQE04D04

*********Message*********

12-3-99 7:45am

Red Keith arranged for he and I to speak to John Ferrell. Advised Mr. Ferrell that meeting budgets and PSC standards are minimum expectations + Florida has not done either in 1999. Clearly stated that we expect a sharp and sustained positive turn from Mr. Ferrell and his team, whom he strongly endorsed and supported during our call. Stressed that results are the bottom and we'll be watching closely over the

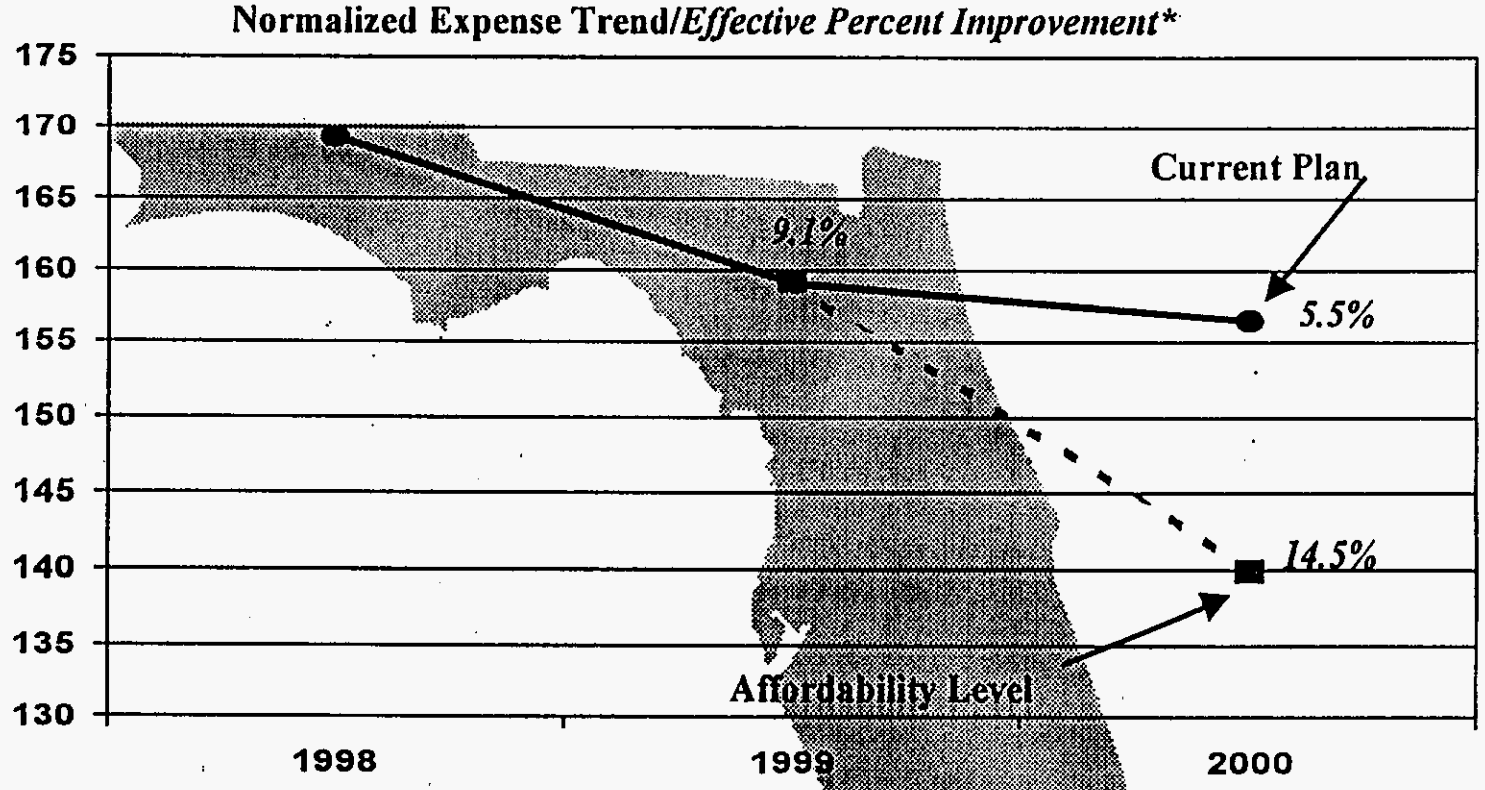
CONFIDENTIAL

Exhibit REP-22
Docket No. 991376-TL

COST PER LINE REDUCTIONS

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 15
COMPANY/ WITNESS. Poucher
DATE: 9-10-01

Y2000 EXPENSE BUDGET



**Effective Percent Improvement includes effect of inflation at 3.3%*

COST PER LINE ANALYSIS	$	Forecasted Lines	CPL
1998 Actual Normalized	168,866	3,102	54.44
1999 Projection Normalized	158,414	3,439	46.06
2000 Region Plan	154,621 62/	3,832	40.35
2000 Affordability Level	139,939	3,832	36.52

003814

Docket No. 991376-TL
Exhibit REP-22
Page 1

FLORIDA REGION DIVISION OPERATIONS
EXPENSE ACTUALS /
COST PER LINE COMPARISONS

		Expense Actuals	Percent of Total	Total Access SEC Lines	Percent of Total	Cost per Line Total Access	Percent of Total
1995 YEAR END							
excludes MICS/TIP	**INLAND**	$36,265,967	51.68%	1,054,037	46.47%	$34.41	55.20%
	COASTAL	$33,908,912	48.32%	1,214,238	53.53%	$27.93	44.80%
	TOTAL	$70,174,879	100.00%	2,268,275	100.00%	$62.33	100.00%
1996 ORIGINAL BUDGET							
	INLAND	$33,409,229	51.91%	1,097,994	46.31%	$30.43	55.58%
	COASTAL	$30,956,268	48.09%	1,273,159	53.69%	$24.31	44.42%
	TOTAL	$64,365,497	100.00%	2,371,153	100.00%	$54.74	100.00%
1996 JULY YTD ACTUALS							
	INLAND	$22,287,603	53.28%	1,119,498	47.02%	$19.91	56.23%
	COASTAL	$19,544,234	46.72%	1,261,393	52.98%	$15.49	43.77%
	TOTAL	$41,831,837	100.00%	2,380,891	100.00%	$35.40	100.00%
1997 PRELIMINARY BUDGET							
	INLAND	$34,433,125	52.47%	1,268,830	47.91%	$27.14	54.55%
	COASTAL	$31,189,094	47.53%	1,379,544	52.09%	$22.61	45.45%
	TOTAL	$65,622,219	100.00%	2,648,374	100.00%	$49.75	100.00%

0037911

CONFIDENTIAL

Exhibit REP-23
Docket No. 991376-TL

PSC AUDIT "SPECIAL" PREPARATIONS

To: Deborah Kampert@RGA.INDAF@FLTPA,Lonnie Lewis@REGOPS.SVCNTR@FLTPA,Valarie Shreve@REGOPS.OA@TXIR., William Elwood@TCC.EXEC@FLTPA
From: Dan Carbone@NOS.REGOPSFL@FLTPA
Cc: Betty Reynolds@CO.OPSVCS@KYLEX,Bret Reelfs@NOS.REGOPSFL@FLTPA, Dan Carbone@NOS.REGOPSFL@FLTPA,Dick Terrell@CO.CUSTCARE@FLTPA, John Ferrell@TCC.EXEC@FLTPA,Larry Yost@TCC.EXEC@FLTPA,Richard Pelham@REGOPS.NETREL@FLTPA,Tony ODonoghue@PUBCOMM.RO@FLTPA
Subject: 1999 FL PSC Audit - Preparation
Attachment: PSC AUDIT.DOC,BEYOND.RTF
Date: 10/18/99 3:15 PM

CONFIDENTIAL

GTE FL is scheduled to experience a PSC Audit October 25-29 1999.
This audit is to reevaluate the Service Categories that failed to meet FPSC standards in the 1998 Service Evaluation:

Florida Preparation:

Measurements which lost points in 1998 that were specifically addressed on 10/7/99 PSC Notice of Reevaluation letter.

Answer Time/Repair Service, both voice and TDD - per D.R. Smith - Operations Mgr. - CARE on 10/14/99
- All THC's will be placed on line answering calls.
- All Coach's scheduled vacation that week will be rescheduled where possible.
- RMG position will be continuously manned with management employees during our hours of operation (7:00A - 11:00P).
- All Advocates will be scheduled to work six days that week.
- Gate 105 (Florida) will be staffed to ensure a minimum of 5 Advocates are available at all times during our hours of operation (7:00A - 11:00P)
- Online Advocates will be augmented with off-line employees as needed.
- Tampa RMG will work with CCM to ensure calls are distributed regionally and other Care Centers will utilize overtime to minimize the number of calls routed to Tampa.
- Tampa RMG will partner with CCM scheduling to ensure maximum overtime is utilized.
- Tampa RMG will partner with CCM to ensure additional headcount is secured in Garland to handle Florida traffic after Tampa Care closes.
- Other Care Centers will staff up accordingly so Florida will have adequate coverage to handle all Florida calls.

Toll Billing and Rating Accuracies / Calling Card - per Debby Kampert Specialist - Reg & Govt. Affairs on 10/18/99
GTE FL borrowed the test equipment on Friday 10/15 to conduct some preliminary testing. Gerald Fanning's Network Reliability group conducted some testing over the weekend however some problems were encountered with the test equipment printer tape jamming. The tests are being re-run today 10/18/99.
Billing people are standing by waiting on information to be provided to conduct research. It is estimated that preliminary billing tests will be completed by Thursday 10/21/99.

Repair Service (including Rebates) - per Bret Reelfs - Specialist - ROS on 10/18/99
Service Center Administration has pulled all trouble tickets (1428) requested by the PSC.
Per October 6, 1999 PSC Audit summary review (***see attached***) Restored in 24 hours should meet FPSC standards and Restored Same Day would not meet objective. ***Note prior summary evaluation pulled results from 1/1/99 to 8/31/99. PSC audit will focus on 4/1/99 to 9/30/99.*** I will reevaluate results based on those dates as soon as the information for September is provided to Bret Reelfs. Estimated completion 10/19/99.
ROS has reviewed all submissions and extracted all tickets that were coded as Out of Service with clearing times greater that 24 hours.
Bret Reelfs will review MSOS and BILLSTAR to verify that proper credit was issued on these 91 accounts. Estimated completion 10/20/99.

Measurements which lost points in 1998 that were not specifically addressed on 10/7/99 PSC Notice of Reevaluation letter.

Adequacy of Directory Assistance - per Betty Reynolds - GM Operator Services on 10/15/99
We are bringing in GTE LD National Directory Assistance the 21st of October. However, there are rumblings

'that this could be delayed. If it is I expect that it will be rolled out to our center the following week. This amounts to an additional 10,000 calls per day. We have scheduled based on the projected call volumes. We are hoping we have staffed to the levels we need. Until we actually get the traffic to our office the smoothing of the schedule is a bit unknown. We could have some delays. We have approximately 150 new employees (6 months or less) that always has a learning curve attached to their performance.

We will put extra presence on the floor to ensure efficiencies. I have left a voice mail asking that you outline the issues we are to overcome some we can effectively communicate to management and front line. I don't want any misunderstanding on what our deliverables are.
Information was provided back via fax on 10/15/99 by Bret Reelfs

Public Telephone Service - per Tony O'Donoghue - Public Access Regional Manager on 10/15/99
Bret:

As I stated earlier we have procedures in place which requires that cleaning and routine maintenance be performed on all phones at a location every time a technician visits a phone. We also stager our collections at any given address in an effort to visit a site more frequently.

In light of the upcoming PSC audit in Southern division I have directed my team to place additional importance on these procedures, not only in Southern division, but throughout the entire region. My coaches will be conducting additional field inspections prior to and during the PSC audit.

If I can be of any further assistance, please let me know.

A.A."Tony" O'Donoghue

Sincerely,

Bret Reelfs

for

Dan Carbone - Group Manager - FL ROS
813-483-2477
813-204-8856 fax

CONFIDENTIAL

Exhibit REP-24
Docket No. 991376-TL

MARKET SHARE 99.2%

Network Services
Managerial Results - December
Key Performance Indicators

	Risk/ Opp	Color Code	YTD Actual	Bud Var Fav/(Unf)	O/L Var Fav/(Unf)	Q4 Outlook	Bud Var Fav/(Unf)	Annual Outlook	Bud Var Fav/(Unf)
Minutes of Use Growth									
Interstate		Green	7.4%	-0.1%	0.0%	8.4%	0.1%	7.4%	-0.1%
Intrastate		Green	17.3%	-4.9%	0.0%	15.3%	-5.1%	17.3%	-4.9%
Total MOU		Green	11.2%	-2.0%	0.0%	11.1%	-2.0%	11.2%	-2.0%
Toll MOU Growth		Yellow	-28.4%	-5.6%	0.0%	-28.0%	-8.0%	-28.4%	-5.6%
Minutes of Use (millions)									
Interstate		Green	52,089	(77)	0	13,361	10	52,089	(77)
Intrastate		Green	35,854	(1,496)	0	9,380	(416)	35,854	(1,496)
Total MOU		Green	87,943	(1,573)	0	22,741	(406)	87,943	(1,573)
Toll MOU		Yellow	6,155	(477)	0	1,338	(148)	6,155	(477)
Market Share - Retail Lines		Green	99.2%	6.3%	0.0%	99.2%	6.3%	99.2%	6.3%
Market Share - Intralata Toll		Yellow	48.6%	-1.9%	0.8%	47.8%	-2.7%	47.8%	-2.7%
Days Billing Outstanding - Retail		Green	38.7 *	2.3	2.3	40.5	0.0	40.0	0.0
Days Billing Outstanding - Whisl		Green	37.0 *	-2.0	-2.0	34.5	0.0	34.0	0.0
Inventory Turns (GTE Supply)		Green	6.0 *	0.0	0.0	6.0	0.0	6.0	0.0

* Inventory turns and DBO are reported for prior month.

CONFIDENTIAL

00321S

Exhibit REP-25
Docket No. 991376-TL

PSC RULES - ALL STATES

Installation

COMPARISON OF SERVICE INDICES

(svcmatrix.wpd 10/30/98)

State	Level of Reporting	Last Revised	Exception Positive Reporting	Primary Service Orders	Regular Service Orders	Commitments Met	Primary Held/DOR's	Regrade Held/DOR's
				Objective	Objective	Objective		
Alabama	State	1993	Exception (N.2)	NA	90%/5 days* **S=85%/5 DAYS**	90%	>30 days - none	
Arkansas	Exchange	1997	Exception	NA	95%/5 days**	NA	95% w/30 days	
Arizona	NA			90%/5 days		95%		
California	Exchange	1992	Exception (N.2)	NA	NA	85%	>30 days none 31-60 days 5%^ 61-90 days 4%^ 90+ 3%^	
Florida	Exchange	1996	Exception (N.1)	90%/3 days 95%w/30 IBRA 95%w/60 OBRA	NA	95%	>30 days –all >6 mo - all	
Hawaii	State****	1996	Exception (N.2)	90%/3 days basic service	95% /30 days	90%	>30 days none	>30 days none
Idaho	State	1993	Exception	NA	NA	NA		
Illinois	State	1991	Exception	NA	90%/5 days	92%		
Indiana	State	1979	Exception	90%/5 days	95%/30 days	NA	Data availability . under develop	90% w/30 days
Iowa	State	1998	Exception	85%/5 days 95%/10 days 100%/15 days	NA	NA		
Kentucky	State/District/ DAC	1997	Exception (N.5)	NA	90%w/5 days	NA		90% comp w/30 days
Michigan	State	1996	Surveillance	NA	NA	90%		
Minnesota	State	1995	Exception	NA	NA	90%		
Missouri	State	1992	Exception	NA	90%/5 days **S=85%/5 DAYS**	90%		
Nebraska	State	1990	Exception	NA	NA	NA		
Nevada	NA							
N. Carolina	State	1988	Exception (N.2)	NA	90%/5 days	95%	.1% >30 days	1% w/ 30 days
Ohio	State	1997	Exception (N.3)	NA	90% w/5 days (surrogate)	90%		
Oklahoma	Exchange	1998	Exception	NA	95%/4 days	98% residence	> 30 days none	

CONFIDENTIAL

State	Level of Reporting	Last Revised	Exception Positive Reporting	Primary Service Orders	Regular Service Orders	Commitments Met	Primary Held/DOR's	Regrade Held/DOR's
Oregon	Wire Center	1996	Exception*	NA	NA	90%		
Pennsylvania	State	1988	Exception	95%/5 days	90%	90%	2 per wire center	
S. Carolina	State	1994	Exception (N.2)	NA	85%/5 days	85%	> 30 days none	>30 days none
Texas	Exchange	1996	Exception	95%/5 days **S=85%/5 DAYS**	90%/5 days **S=85%/5 DAYS**	90% S=88%	none	1% of access line
Virginia	State	1993	Surveillance *** (N.2)	90% w/5 days		NA	None	none
Washington	State	1993	Exception *****	NA	99%/90 days	90%w/in 5 business days 99% w/in 90 days	Per 100 Install orders - 0	Per 100 change orders - 0
Wisconsin	State	1998	Exception	NA	Average days to install 2.85	NA		

S =surveillance level Arizona and Nevada have not reporting requirements
*Residential Service Only **Except for exchanges with less than 2,000 lines (use ave of 3 consecutive months) *** If LEC is >20,000 lines
****Actuals are reported by County. ^ Applies to Private Line Alarms only (GO 152)
*****Washington requires a service performance monitoring report for LECs>50,000 lines to be filed monthly in its rules;
N.1 Results Reported Quarterly (but not noted in rules)
N.2 Results Reported Monthly (but not noted in rules)
N.3 Results Reported After Missing 3 Consecutive Months
N.4 Results Positively Reported if Carrier under NRF
N.5 Results reported if exchange misses objective 4 months in a row

CONFIDENTIAL

CONFIDENTIAL

Answer Time

State	Level of Reporting	Last Revised	Exception/ Positive Reporting	Toll Operators	Directory Assistance/ Intercept	Repair	Business Office
				Objective	Objective	Objective	Objective
Alabama	State	1993	Exception (N.2)	10 sec	10 sec ONI 5 sec	90%/20sec	90%/20sec
Arkansas	Exchange	1997	Exception	10 sec	15 sec	20 sec	NA
Arizona	NA			10 sec	10 sec	80% w/20 sec	80% w/20 sec
California		1992	Exception (N.4)	85% w/10 sec	85% w/ 12 sec	80% w/20 sec	80% w/20 sec
Florida	Exchange	1996	Exception (N.1)	90%/30 sec.	95%/15 sec** 95% w/55 sec ***	95%/15 sec** 95%w/55 sec***	95% /15 sec** 85%w/55 sec ***
Hawaii	State	1996	Exception (N.2)	85%/10sec.	85%/10sec	85%/20sec	85%/20sec
Idaho	State	1993	Exception	NA	NA	NA	NA
Illinois	State	1991	Exception	7.0 sec	7.0 sec	NA	NA
Indiana	State	1979	Exception	3.3 sec	7.7 sec	80%/20sec	80%/20sec
Iowa	State	1998	Exception	5.0 sec	5.0 sec	85% w/20 sec	85% w/20sec
Kentucky	State /District	1997	Exception (N.2)	8.0 sec	NA	20.0 sec	NA
Michigan	State	1996	Surveillance	NA	10.0 sec	25.0 sec	NA
Minnesota	State	1995	Exception	95%/10sec	95%/10sec	90%/20sec	90%/20sec
Missouri	State	1992	Exception	2.8 sec **S=4 sec**	NA	90%/20sec **S=85%/20 sec**	90%/20sec **S=85%/20 sec**
Nebraska	State	1990	Exception	2.5 sec	6.3 sec	90%/20sec	90%/20sec
Nevada	NA						
N. Carolina	State	1988	Exception (N.2)	90%/10 sec	85%/10sec	90%/20sec	90%/20sec
Ohio	State	1997	Exception (N.3)	20 sec	20 sec	60 sec	60 sec
Oklahoma	State	1998	Exception	90%/10 sec	85%/10 sec	85%/20 sec	NA
Oregon	State	1996	Exception	90%/10sec	NA	85%/20sec	85%/20sec
Pennsylvania	State	1988	Exception	90%/10 sec	NA	85%	85%/20 sec
S. Carolina	State	1994	Exception (N.2)	90%/10 sec	80%/30 sec	90%/20 sec	90%/20sec

State	Level of Reporting	Last Revised	Exception/ Positive Reporting	Toll Operators	Directory Assistance/ Intercept	Repair	Business Office
Texas	Exchange	1996	Exception	3.3sec	5.9sec	90%/20 sec	90%/20 sec
Virginia	State	1993	Surveillance* (N.2)	90% w/10 sec	85% w/10 sec	85%/20 sec	85%/20 sec
Washington	State	1993	Exception *****	NA	NA	80%/30 sec	NA
Wisconsin	State	1998	Exception	90%/10sec	6.3sec	20 sec	NA

*.If LEC is >2,000 lines ** w/ VRU *** default to live rep Arizona and Nevada have no reporting requirements

*****Washington requires a service performance monitoring report for LECs>50,000 lines to be filed monthly in its rules

S =surveillance level

N.1 Results Reported Quarterly (not noted in rules)

N.2 Results Reported Monthly (not noted in rules)

N.3 Results Reported After Missing 3 consecutive months

N.4 Results Positively Reported if Carrier is under NRF

CONFIDENTIAL

Call Completion

State	Level of Reporting	Last Revised	Exception/ Positive Reporting	Dial Tone Delay	Intraoffice Local	EAS/EMS Local Interoffice	Intralata Toll Conn trunks	Dial Service
				Objective	Objective	Objective	Objective	Objective
Alabama	State	1993	Exception	98%/3sec **S=95%/3 SEC**	95% **S=90%**	95%	97% **S=92%**	
Arkansas	Exchange	1997	Exception	95% w/13 sec	90%	95%Inter 94% EAS	97%	
Arizona	NA			98% w/3 sec	98%	98%	98%	98%
California		1992	Exception (N.4)	97.4 w/in 3 sec(no longer reptd since CO's are lectronic)		NA		98%
Florida	Exchange	1996	Exception (N.1)	97% all trnks busy	95%	95%	95%	
Hawaii	State**	1996	Exception (N.2)	98%/3sec	97%	97%	97%	
Idaho	State	1993	Exception	NA	NA	NA	NA	
Illinois	CO	1991	Exception	95%	98%	99%	98%	
Indiana	CO	1979	Exception	95%/3sec & % all trnk busy 97%	95%	95%	92%	
Iowa	State	1998	Exception	98%/3sec	97%	98%	NA	
Kentucky	State/ District	1997	Exception (N.2)	95%/3sec	NA	95%	97%	
Michigan	State	1996	Surveillance	NA	NA	NA	NA	
Minnesota	State	1995	Exception	98%/3sec	97%	95%	NA	
Missouri	State	1992	Exception	97% **S=95% w /3 SEC**	97% **S=94%**	96% **S=95%**	97% **S=95%**	
Nebraska	State	1990	Exception	98%/3sec	97%	95%	NA	
Nevada	NA							
N. Carolina	State	1988	Exception (N.2)	NA	99%	98%	NA	
Ohio	State	1997	Exception (N.3)	NA	NA	NA	NA	
Oklahoma	State	1998	Exception	95%	90%	95%	97%	
Oregon	State	1996	Exception	98%/3sec	99%	99%	99%	
Pennsylvania	State	1988	Exception	98%/3sec	97%	96%	97% out	

CONFIDENTIAL

State	Level of Reporting	Last Revised	Exception/ Positive Reporting	Dial Tone Delay	Intraoffice Local	EAS/EMS Local interoffice	Intralata Toll Conn trunks	Dial Service
S. Carolina	State	1994	Exception (N.2)	98%/3sec	98.5%	97%	98% in NA	
Texas	Exchange	1996	Exception	98%	98%	97%	97%	
Virginia	State	1993	Surveillance* (N.2)	Blk b/low tandem 1/100 attempts	NA	NA	NA	
Washington	State	1993	Exception *****	98%/3sec	98%	NA	NA	
Wisconsin	CO	1998	Exception	98%	97%	97%	95%	

* Based on a Network Performance Index ** Actuals for Dialtone are reported for selected C.O.s and Local Intra & Interoffice call completions are reported by C.O.
*****Washington requires a service performance monitoring report for LECs>50,000 lines to be filed monthly in its rules; Arizona & Nevada have no reporting requirements
S =surveillance level
N.1 Results Reported Quarterly (not noted in Rules)
N.2 Results Reported Monthly (noted noted in Rules)
N.3 Results Reported After Missing for 3 consecutive months
N.4 All NRF companies must positive report results on a monthly basis

CONFIDENTIAL

CONFIDENTIAL

Trouble

State	Level of Reporting	Last Revised	Exception/ Positive Reporting	Trouble Reports /100	Out of Service Clearing Time	Clearing Time Commitments Met	Repair Repeat Reports	Non Out of Service Cleared Trouble
				Objective	Objective	Objective	Objective	Objective
Alabama	State	1993	Exception (N.2)	5.0	90%/24hr	NA	8%	
Arkansas	Exchange	1997	Exception	5.0	95%/24 hr	NA		
Arizona	NA			8.0	85% w/24 hr	85%	none	
California	C.O.	1992	Exception (N.4)	6.0 - alarm rep trbl/100 svc links 8.0	- alarm svc avg time/trbl rpt < 10 hr			alarm svc repair response > 48 hr 5.0% inc NOOS & OOS(GO152)
Florida	Exchange	1996	Surveillance (N.1)	NA	95%/24 hr	95%		95% w/72 hrs
Hawaii	State ***	1996	Exception (N.2)	6.0	95%/24 hr	90%	none	
Idaho	State	1993	Exception	NA	90%/24 hr (16 hrs emergency)	NA		
Illinois	CO	1991	Exception	6.0	95%/24 hr	NA		
Indiana	CO	1979	Exception	10.0	NA	NA		
Iowa	State	1998	Exception	4.0	85%/24 hr 95%/48 hr 100%/72 hr	NA		
Kentucky	State / District	1997	Exception (N.2)	8.0	85% w/ 24 hr	NA		
Michigan	Exchange	1996	Surveillance	6.0	36 hr	NA	none	
Minnesota	State	1995	Exception	6.5	95%/24 hr	NA		
Missouri	State	1992	Exception	8.5 **S=10.0**	85%/24 hr **S=80%/24 HR**	90% **S=85%**		
Nebraska	Exchange	1990	Exception	6.0	24 hr	NA		
Nevada	NA							
N. Carolina	Exchange	1988	Exception (N.2)	4.75	95%/24 hr	NA	1 per 100Line regular rpts	% pub paysta out/order 10%
Ohio	State	1997	Exception (N.3)	3.0	90% w/24 hr (surrogate)	NA		90% w/72 hr (surrogate)
Oklahoma	Exchange	1998	Exception	7	90% w/24 hr	NA		
Oregon	Wire Center	1996	Exception	2.0	48 hr	NA		
Pennsylvania	State	1988	Exception	5.5	NA	NA		
S. Carolina	Exchange	1994	Exception	7.0*	85% w/ 24 hr	NA		

State	Level of Reporting	Last Revised	Exception/ Positive Reporting	Trouble Reports /100	Out of Service Clearing Time	Clearing Time Commitments Met	Repair Repeat Reports	Non Out of Service Cleared Trouble
Texas	Exchange	1996	(N.2) Exception	6.0	90%/8 hr	NA	22% (res single line)	
Virginia	State	1993	Surveillance (N.2)	6.0 & Network rpts/ 100 lines - .35	NA	NA	16%	- switch performance index 95.5%
Washington	Exchange	1993	Exception *****	4.0	NA	NA		
Wisconsin	CO	1998	Exception	5.0	95%/24 hrs avg time OOS=14.99 hr	NA	14.93%	

* For exchanges < 7,500 access lines. For exchanges >7,500 lines, standard is 5.0. ***Actuals for Trouble Reports Per 100 Lines are reported by C.O. *****Washington requires a service performance monitoring report for LECs>50,000 lines to be filed monthly in its rules; Arizona & Nevada have no reporting requirements

S =surveillance level

N.1 Results Reported Quarterly (not noted in Rules)
N.2 Results Reported Monthly (not noted in Rules)
N.3 Results Reported after missing 3 consecutive months
N.4 Results are Positively Reported if carrier is under NRF

CONFIDENTIAL

PENALTIES

Installation

State	Primary Service Orders	Regular Service Orders	Commitments Met
Alabama			
Arkansas			
Arizona			
California			
Florida			
Hawaii*			
Idaho			
Illinois			
Indiana			
Iowa	If actuals > 15 days, LEC must provide alternative service. If alternative service not available, NRCs & prorata of the MRC for each add'l day out of service will be credited.		
Kentucky**			
Michigan			Report req if <90% for 3 consecutive months
Minnesota			
Missouri			
Nebraska			
Nevada			
N. Carolina			
Ohio		Credit to customer when not met	
Oklahoma			
Oregon			
Pennsylvania	Investigation if not met for 3 consecutive months		Investigation if not met for 3 consecutive months
S. Carolina			
Texas			
Virginia			
Washington	RCW sec 80.04.380-405 addresses penalities & fines for co & employees for each offense. WUTC must initiate court action. 1 $1K fine/15 years		
Wisconsin		Productivity Offset if price-regulated utilities do not meet 2.78 days average interval	

*Hawaii – generally the PUC rules state that failure to comply with the standards or otherwise maintain acceptable service levels may constitute grounds for revocation of the carrier's certification.

**Kentucky - Written report if objectives missed 2 consecutive mo at state, district, or DAC level. A written report due if objectives are missed 4 mo at an exchange level.

CONFIDENTIAL

003975

PENALTIES

Answer Time

State	Toll Operators	Directory	Repair Service	Business Office
Alabama				
Arkansas				
Arizona				
California				
Florida				
Hawaii*				
Idaho				
Illinois				
Indiana				
Iowa				
Kentucky**				
Michigan			If avg. is >10 secs. for 3 consecutive months	If avg. is >25 secs. for 3 consecutive months
Minnesota				
Missouri				
Nebraska				
Nevada				
N. Carolina				
Ohio	Investigation if >20 sec for 3 consecutive months	Investigation if >20for 3 consecutive months	Investigation if >60for 3 consecutive months	Investigation if >60for 3 consecutive months
Oklahoma				
Oregon				
Pennsylvania	Investigation if >for 3 consecutive months	Investigation if >for 3 consecutive months	Investigation if >for 3 consecutive months	Investigation if >for 3 consecutive months
S. Carolina				
Texas				
Virginia				
Washington				
Wisconsin			Productivity Offset if price-regulated utilities do not meet 20 seconds	

*Hawaii – generally the PUC rules state that failure to comply with the standards or otherwise maintain acceptable service levels may constitute grounds for revocation of the carrier's certification.

**Kentucky - Written report if objectives missed 2 consecutive mo at state, district, or DAC level. A written report due if objectives are missed 4 mo at an exchange level.

CONFIDENTIAL

PENALTIES

Call Completions

State	Dial Tone Delay	Intraoffice Local	EAS/EMS	IntraLATA Toll
Alabama				
Arizona				
Arkansas				
California				
Florida				
Hawaii*				
Idaho				
Illinois		If <96% for 3 consecutive months	If <96% for 3 consecutive months	If <96% for 3 consecutive months
Indiana				
Iowa				
Kentucky**				
Michigan				
Minnesota				
Missouri				
Nebraska				
Nevada				
N. Carolina				
Ohio				
Oklahoma				
Oregon				
Pennsylv.	Investigation if standards not met for 3 consecutive months	Investigation if standards not met for 3 consecutive months	Investigation if standards not met for 3 consecutive months	Investigation if standards not met for 3 consecutive months
S. Carolina				
Texas				
Virginia				
Washington				
Wisconsin				

*Hawaii – generally the PUC rules state that failure to comply with the standards or otherwise maintain acceptable service levels may constitute grounds for revocation of the carrier's certification.

**Kentucky - Written report if objectives missed 2 consecutive mo at state, district, or DAC-level. A written report due if objectives are missed 4 mo at an exchange level.

CONFIDENTIAL

003977

PENALTIES

Trouble Reports/Out of Service Clearing Time/Clearing Time

State	Trouble Reports	Out of Service Clearing Time	Clearing Time Commitments Met
Alabama		Refund if OOS>48 hours	
Arkansas			
Arizona			
California			
Florida			
Hawaii*		Refund if OOS>24 hours, & in disaster > 48 hours	
Idaho		Refund if OOS>16 hours (emergency), or refund if OOS > 24 hrs (non-emergency)	
Illinois			
Indiana	Investigation will be held if >12 per 100 lines	Credit for prorata of the month if OOS >24 hours	
Iowa			
Kentucky**			
Michigan	Written report if >6 per 100 lines for 3 consecutive months	Carrier must submit a written report if actuals >36 hours for 3 consecutive months	
Minnesota			
Missouri			
Nebraska	Plan must be developed if >8 per 100 lines	Credit for days OOS if >24 hours & in disasters, > 7 days.	
Nevada			
N. Carolina	NCUC initiated SPG if service not up to standards Show cause if service get bad enough for $1000/day/occurence		
Ohio	Investigation if not met for 3 consecutive months	Credit given when OOS not met.	
Oklahoma			
Oregon			
Pennsylvania	Investigation if not met for 3 consecutive months		
S. Carolina	SPG self imposed penalty if service not up to standards. Show cause if service bad enough for $500/day/occurrence.		
Texas			
Virginia			
Washington			
Wisconsin	Purposes of computing the increase in productivity offset for price-regulated utilities if higher than 22.61 per 100 lines	Purposes of computing the increase in productivity offset for price-regulated utilities if higher than 15.64 hours	

*Hawaii – generally the PUC rules state that failure to comply with the standards or otherwise maintain acceptable service levels may constitute grounds for revocation of the carrier's certification.

**Kentucky - Written report if objectives missed 2 consecutive mo at state, district, or DAC level. A written report due if objectives are missed 4 mo at an exchange level.

CONFIDENTIAL

Exhibit REP-26
Docket No. 991376-TL

5% OF INSTALLATIONS HAVE TROUBLE

CONFIDENTIAL

002200

CFM % Service Orders with Trouble in 7 Days

REGION	Business (Non-Designed)							Consumer						
	'98 YTD	'98 YE	12/99	'99 3M	'99 YTD	'99 Obj	Fav/(Unf)	'98 YTD	'98 YE	12/99	'99 3M	'99 YTD	'99 Obj	Fav/(Unf)
Florida	7.9	7.9	6.1	6.6	7.3	6.0	(1.3)	6.4	6.4	5.0	5.6	5.3	5.5	0.2

REDACTED

Objective Not Met

U:\STDPXG99\[FULFILL.XLS]Svc_Ord_7Day

Exhibit REP-27
Docket No. 991376-TL

PSC MEASURES NOT TO BE TRADED OFF

Follow up Action attached
F.J. 9-10-99

To: John Ferrell@TCC.EXEC@FLTPA
From: Red Keith@TEL.EXEC@TXIRV
Cc: Nancy Franklin@TEL.EXEC@TXIRV
Subject: FLA PUC MEASURES
Attachment:
Date: 8/26/99 3:31 PM

CONFIDENTIAL

JOHN,
I HAVEN'T SEEN THE REPORT YET--BUT HAVE ALREADY HEARD FROM JCA THAT FLA. REGION PERFORMANCE IN THIS AREA IS NOT ACCEPTABLE. HE UNDERSTANDS THAT WITH HIGH VOL'S SOME TRADE OFF'S MUST OCCUR, BUT HE EXPLAINED THAT HIS EXPECTATIONS ARE THAT PUC MEASURES ARE NOT THE MEASURES TRADED OFF--HE CONSIDERS THIS TO BE THE BASELINE PERFORMANCE REQUIRED.

PLEASE WORK WITH YOUR TEAM TO IMMEDIATELY IMPLEMENT PLANS TO BRING PUC PERFORMANCE BACK IN LINE. I WILL EXPECT TO HAVE YOU REVIEW WITH VALARIE YOUR TEAMS ACTION PLANS BY SEPT. 2, 1999.

RED

Valarie -
plse work with Chuck L. in your review of this — any better ways of doing this?
Red
9/2

9 pages

Exhibit REP-28
Docket No. 991376-TL

MEETING BUDGETS AND PSC EXPECTATIONS ARE MINIMUM STANDARDS

Docket No. 991376-TL
Exhibit REP-28
Page 1

12-2-99
Briefed Chuck Lee
12-3-99
Briefed Kent Foster

GTE Telephone Operations - World Headquarters

600 Hidden Ridge
Irving, TX 75038

Remote Operations Support

Fax: 972/719-7440

To: Red Keith
Barry Paulson

Date Sent: 12-2

Time Sent: _____

# of Pages: 15
(Excluding Cover Sheet)

From:

		Phone	Mail Code
[✓]	Valarie Shreve	972/718-3414	HQE04D12
[ ]	Susan Onken	972/718-7432	HQE04D05
[ ]	Ed McGary	972/718-3016	HQE04D03
[ ]	Bobby Morgan	972/718-8175	HQE04D02
[ ]	Lloyd Whitson	972/718-3014	HQE04D04

*********Message*********

12-3-99 7:45am

Red Keith arranged for he and I to speak to John Ferrell. Advised Mr. Ferrell that meeting budgets and PSC standards are minimum expectations + Florida has not done either in 1999. Clearly stated that we expect a sharp and sustained positive turn from Mr. Ferrell and his team, whom he strongly endorsed and supported during our call. Stressed that results are the key and we'll be watching closely over the next several months.

- jcs

CONFIDENTIAL

004056

Exhibit REP-29
Docket No. 991376-TL

1999 HEADCOUNTY BASED ON TARGETS

YOU HAVE RECEIVED

To: Chuck Lindner@BA.NTWKOPS,Gail Lohre@BA.NTWKOPS.CAR,Jerry Newman@BA.NTWKOPS@NCDUR,Jill Hayami@HNL.EXEC@HIHNL,Jim Sporrong@BA.NTWKOPS@WAEVT,John Stajduhar@BA.NTWKOPS@VAMEC, Kathleen Bopp@BA.CENTOPS@MOWEN,Lloyd Whitson@BA.NTWKOPS.CAR, Richard Williams@BA.CENTOPS@INFTW,Russ Diamond@BA.NTWKOPS@FLTPA,Tim Sheehan@BA.CENTOPS@CATOK,William Bess@BA.CENTOPS@OHMAR
From: Bill Early@BA.NTWKOPS
Cc: Kathy Grant@BA.NTWKOPS,Larissa Alford@BA.NTWKOPS
Bcc:
Subject: re: 1999 Headcount Analysis
Attachment:
Date: 11/30/98 1:20 PM

CONFIDENTIAL

Based on questions I've received, thought it best to further clarify:

The 1999 expense budget you submit on 12/21 should NOT include any checkbook funds from MLK's workcenter. We (at HQ) will upload the checkbook budget into MLK's workcenter, and then distribute funds to you via the outlook process throughout 1999. The purpose in providing you with an approximate allocation of the funds upfront was so that you can size the workforce accordlingly. Once again, the funds are being checkbooked due to uncertainty as to where and whether the funds will be required. The allocation I provided is NO GUARANTEE that you will actually receive the funds--since the checkbooking will be activity based. Please let me know if u have further questions. Thanks.

Original text
From: Bill Early@BA.NTWKOPS@TXIRV, on 11/24/98 3:02 PM:
Gang,

A couple of clarifications regarding the headcount report:

1) The headcount reported for Dispatch, FAC, VIVID, POI, SPAG, FITS/NSSC, and FOAG should reflect hourly employees only; management employees associated with these functions should be reported in the "management" line item.

2) The 1999 budget headcount should reflect what you can afford to staff, based on the targets you've received. As Chuck mentioned on Monday's call, there is program/new service money set aside in Red's workcenter which will be check-booked to the regions, as warranted in 1999. I have attached a worksheet with a guess-estimate of how these dollars may eventually be allocated, for your use in determining staff affordability levels. Note that this is NO GUARANTEE of how dollars will actually be allocated; for ample, if the ADSL revenue forecast is lowered (as we hear it will be), ne expense dollars will decrease accordingly. You'll note that we did not include the $11M TSS funds Red is holding, assumption being that this funding is primarilly used for contractor additions (not GTE employees).

Exhibit REP-30
Docket No. 991376-TL

SERVICE IMPROVEMENT PLAN 1999

INTERCOMPANY CORRESPONDENCE

GTE Network Services

September 2, 1999

Reply to:

FLTC0100 – Tampa, FL

CONFIDENTIAL

To: M. L. Keith – HQE04E52 – Irving, TX

Subject: **FLORIDA REGION PSC SERVICE IMPROVEMENT PLAN**

Attached for your review are the Florida PSC service indices currently performing below objective and their associated corrective action plans.

In addition to these plans, the Florida Region team will carry out the following strategies as a guide to accomplishing the Region's long-term success in meeting these service requirements:

- In an effort to meet higher than anticipated seasonal activity, the IP organization will extend its support of customer driven work activity through the remainder of the year or until the need diminishes. IP will add fifty-five (55) contractors to pick up the capital work activity and DOR backlog. Special focus will be placed on getting the Inland Division caught up and moving the default commitment windows to a level that supports the meeting of PSC indices.

- The Region plans to immediately add up to thirty (30) service order contractors, ten (10) in the Coastal Division and twenty (20) in the Inland Division. The budget impact of these additions in 1999 is expected to be $338K. Initially, the contractors will relieve the need for LG 201's from having to support service order activity and concentrate their time on trouble. Ultimately, the contractors will enable the Region to help meet the seasonal increase in service order demand expected at year end. There are currently twenty-five (25) LG 301 service installer positions in differing phases of being staffed/trained.

- The issue of productivity has been an ongoing concern for the Region. Currently, 12% of the LG 201 and LG 301 workforce (114 technicians) are on performance improvement plans for low productivity or quality. Additionally, during the last several weeks two (2) new reports have been created to help the operations teams quickly identify clearing anomalies as well as multiple completions on the same job.

CONFIDENTIAL

- The reduction of unnecessary trips is fundamental to the long-term success of the Region. Admittedly, repeats and no accesses are not where we want them to be. ROS is currently leading an effort to expand the existing chronic repeat program as a means of reducing trips and has implemented the HQ Rework Reduction Plans.

Should you have any questions or concerns, I can be contacted at 813/483-1200 or Dan Carbone at 813/483-2477.

John A. Ferrell
Regional President – Florida

JAF:dml

PSC REQUIREMENTS

CONFIDENTIAL

OOS 24 HOURS

The Florida PSC requires that 95% of OOS troubles be cleared within 24 hours. The Florida Region met this objective for the months of January through May. This objective was not met June through August.

A study identified the top 4 reasons for missed OOS/24

- CARRYOVER
  - The volume of reports is beyond the clearing capacity of the available workforce. Additional manpower is borrowed from IP and utilized in areas with the highest volumes. Manpower is moved between districts and divisions to assist with high trouble volumes as well.
- NOOS CHANGED TO OOS
  - A job aid has been provided to the field technicians to assist them in making the correct OOS/NOOS decision. Lengthy commitment times during inclement weather may lead to faults deteriorating to an OOS condition.
  - ROS will perform periodic audit to ensure the correct determination of the OOS/NOOS status.
- CARE ERRORS
  - Examples of AWAS/CASS/TAS appointment errors are provided to CARE as coaching opportunities. A CARE system enhancement installed on August 18th will assist in reducing these errors.
- REPAIRS INCOMPLETED BY TECHNICIANS
  - Technicians must contact their coach for authorization to incomplete a repair. Customers should not be left OOS. Technicians have been instructed on the proper method for determining the "cleared" time to be used when clearing reports when the customer's service has been restored but additional activity is required. A study by the Inland DRM in May found that 5% of the missed OOS/24 were attributed to technicians incompleting jobs.

- The region is currently utilizing 9 "tappers" to reduce unnecessary dispatches.

- Perform root cause on misses to identify training opportunities for both CZT and CARE technicians.
- Ensure technicians are picking assignments in accordance with the Assurance and Fulfillment Priority Matrix.
- Actively pursue filling 301 vacancies to increase the number of 301 technicians available to relieve 201's for repair activity. (Currently 25 301 vacancies are in the process of being filled)
- Utilize the "Jobs Dispatched Report" to ensure technicians are utilized on customer demand activity. In August, 92.1% of the first jobs dispatched were on customer demand activity and overall 92.4% of all activity was customer demand.
- Utilize a mechanized timesheet audit to ensure that the technicians are producing the maximum number of jobs per day.
- Closely monitor the TAS default commitments.
- IP will clear bad pair DOR's thus maximizing the number of 201's for repair activity.
- ROS is expanding the repeated report program beyond the current chronic repeat process as a means of reducing overall repeated reports.
- Technician that are identified by the LCOM as not meeting productivity objectives will be coached and their progress monitored. Those that continue to improve to objective will be placed on performance improvement Plans.

CONFIDENTIAL

NOOS 72 HOURS (95%)

The Florida PSC requires that 95% of NOOS troubles be cleared within 72 hours. The Florida Region met this objective for the months of February through May. This objective was not met in January and June through August.

- Hold the TAS defaults to no more than 3 days
- Ensure GM approval before moving the TAS default beyond 72 hours

REPAIR APPOINTMENTS (95%)

The Florida PSC requires that 95% of Repair Appointments be met. The Florida Region met this objective for the months of January through June. This objective was not met in July and August.

- Stress the need to meet all AWAS/CASS/TAS appointments with the technicians.
- Team with CARE to develop realistic levels of CASS appointment capability.
- Provide CARE with examples of AWAS appointments made outside of the CASS appointment system.
- Provide CARE with examples of appointment/commitment errors for coaching opportunities.
- Coach the "tappers" to recognize appointment/commitment irregularities and bring them to the attention of the dispatcher

SERVICE ORDER APPOINTMENTS (95%)

The Florida PSC requires that 95% of Repair Appointments be met. The Florida Region has not met this objective in 1999.

- The overbooking of service order hours to control a specific due date will not be allowed without the specific authorization of the respective ACOM. All overbooking decisions must be accompanied by a field manpower-scheduling plan.
- The Contact Center will perform random audits to assure contact representatives are not overbooking appointments in excess of established parameters. This is a compliance issue, technicians found not to be following the established procedures will be disciplined.
- LCOM's will perform random audits to assure field technicians are correctly applying arrival times on all completed orders.
- ROS will coordinate with NOCV support to rectify an edit queue issue, which incorrectly charges met service orders as missed. An analysis of missed service order commitments by the Coastal DRM determined the impact to be 4% of the Coastal's missed commitments.

CONFIDENTIAL

I & T ORDERS 3 DAYS (90%)

The Florida PSC requires that 90% of I & T Orders be completed within 3 days. The Florida Region met this objective in January and April through June. This objective was not met in February, March, July or August.

- Fifteen percent of the service order activity has been budgeted to be worked by 201's. The 201's have been pulled to work repair resulting in missed commitments. Manpower borrowed from IP is being used to replace the 201's.
- Reassigned bad pair DOR's to IP for resolution.
- GM approval is required to move due date beyond 3 days.
- Completed orders routed by the system to an "edit" queue and not corrected the same day are being counted as missed commitments and appointments if applicable. An analysis of missed service order commitments by the Coastal DRM determined the impact to be 4% of the Coastal's missed commitments. ROS is actively pursuing this issue with NOCV support.
- Technician that are identified by the LCOM as not meeting productivity objectives will be coached and their progress monitored. Those technicians failing to improve will be placed on performance improvement plans.
- All new primary installations associated with multi-tenant dwelling and track housing will be preinstalled (EDT) by IP.
- Service orders are scheduled and worked in all areas Monday through Saturday.
- Orders requiring more than a 2 step station transfer are referred to IP for resolution.

Exhibit REP-31
Docket No. 991376-TL

$790K OVER BUDGET

(5/2/96)

GTE

5-2-96 Advised Pete I would review and get back to him by 5-8-96 for one on one discussion

Docket No. 991376-TL
Exhibit REP-31
Page 1

INTRACOMPANY CORRESPONDENCE

Call scheduled with Mako 5-6-96 at 3:30pm. Mako will call.

GTE Telephone Operations

Asked Letisia to schedule 30 minutes

May 2, 1996

Reply to
FLTC0100
Tampa, FL

Copy to:
Dave Bowman
Please return original

To: John C. Appel - HQE04E23 - Irving, TX

Subject: 1996 BUDGET

5-3-96 asked Jeff Miller for more info regarding contact with Pete Mako

As requested, I have outlined our current position and forecast on our 1996 budget. Through March, Florida Region incurred expense results are unfavorable $790K. April is looking to overrun as well partially caused by over accruing during bad weather and heavy service activity. We have been taking actions to offset these overruns and mitigate further overruns. Below is a discussion of these items and actions as well as requesting your assistance related to additional line gain. Through these actions, the Florida Region should be below our adjusted target by year-end.

The ongoing analysis of our costs has identified two primary areas of additional costs. These are in the form of higher than budgeted units and higher HPU's. A third issue is an increase in prices and an inventory of true up in pole contact rents.

Florida has seen very brisk growth in both switched and special access lines over the past two years. Growth in 1995 was 6.8% and 1996 is currently forecasted at 8%. The budget was originally developed using a targeted line gain of 4.8% and is now forecasted to be up from the then projected 1995 lines by over 9.9%. The current forecast is 115,000 lines over the level used to develop the budget.

This additional opportunity in Florida is causing overruns in both budgeted service order and trouble activity. Included is the extra impact associated with the second line sales. Of course all of this activity is very welcome and will have additional revenues tied to it.

In the productivity area, we have found that a significant portion of the higher HPU's is due to a mix change in the type of activity being performed. For service orders, reductions in field reconnects resulting from EDT are driving the remaining unit average HPU upward and accounts for a majority of the variance. Additionally, second line activity has and will negatively impact average HPU's. Normalizing for the above activity we are improving.

CONFIDENTIAL

Repair HPU's are also seeing a mix change through the positive efforts of CARE in reducing dispatches. By saving dispatches generally associated with lower HPU units, the remaining dispatches are at a higher level. The impact of CARE accounts for about one-third of the higher HPU's.

Another impact related to higher repair HPU's is our borrowing of traditionally construction employees for repair work when required. These employees have a higher HPU as is evidenced in the PAL reports. Additionally, we believe some negative impacts are resulting from our high overtime levels and higher supervisory span ratios due to vacancies (in some cases 22-24:1). All of these issues will continue to be focused on the remainder of the year and brought down to appropriate levels. Both February and March results are improving.

Specific actions underway to hold Florida's costs down include:	$ in 000's
* Additional EDT Dispatch Savings (18,000)	365
* Addition of 5 Tappers - 8,100 Dispatches	383
* TAC Focus - 10,000 Troubles (16,336 addressed by June)	473
* Productivity Focus - Repair (Performance Standards)	781
* Transfer Resources from Construction and Backfill with Contractors	724
* Additional Region Stretch	500
Total Actions	$ 3,226

Based on these actions, Florida Region should be able to get its costs for 1996 down to $116,206 as summarized on the attachment.

John, we have been making good progress in CFM Trouble, Repeat Reports, and Service Order Trouble in 7 Days as compared to last year and our commitments met for repair have been very good. We have been very active and are frankly disappointed in the savings generated from TAC Focus to date and are developing other action plans to improve our network. All in all, we believe Florida is on the right track in reducing costs and improving service levels.

As we have discussed, we are requesting your assistance in obtaining funding related to additional access line gain ($3,571), second line sales ($1,320), and the pole contact cost increase ($850K).

CONFIDENTIAL

We are working toward meeting the original target. Given our current activity we will beat both our original cost per line target of $42.53 and our adjusted incurred expense target.

Peter A. Daks
Regional President-Florida

PAD:mmm
Attachment

c: Russ Diamond - FLTC0023 - Tampa, FL (w/a)
Jeff Miller - HQW03J53 - Irving, TX (w/a)

CONFIDENTIAL

GTE FLORIDA
1996 INCURRED EXPENSE PLANS
SUMMARY

Docket No. 991376-TL
Exhibit REP-31
Page 4

CURRENT TARGET		**$111,278**
OVERRUNS :		
POTENTIAL OVERRUN	8,154	
ADDITIONAL EDT (18,000 dispatches)	(365)	
ADDITION OF 5 TAPPERS (8,100 dispatches)	(383)	
TAC FOCUS (10,000 troubles/16,336 addressed by June)	(473)	
PRODUCTIVITY FOCUS - Performance Standards	(781)	
TRANSFER RESOURCES FROM CONSTRUCTION AND BACKFILL WITH CONTRACTORS	(724)	
ADDITIONAL REGION STRETCH	(500)	
TOTAL OVERRUN	**4,928**	
PROJECTED EXPENSE LEVEL		116,206
OVERLAYS REQUESTED :		
POLE CONTACTS	850	
SECOND LINES	1,320	
ACCESS LINE GAIN (115K@$42.53 less second lines)	3,571	
TOTAL OVERLAYS REQUESTED	**5,741**	
ADJUSTED TARGET		117,019
NET VARIANCE		**813**
VARIABLE CPL - TARGET	$42.53	
PROJECTED VARIABLE CPL	42.20	

CONFIDENTIAL

003992

END

Exhibit REP-32
Docket No. 991376-TL

FLORIDA CAN ASBORB INCREASED DEMAND

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Docket No. 991376-TL
Exhibit REP-32
Page 1

June 18, 1996

Reply To
HQE04H14
Irving, TX

To: Pete Daks - FLTC0100 - Tampa, FL

Subject: CURRENT PERFORMANCE IN FLORIDA REGION

Thank you for your memo dated June 7, 1996.

I stand corrected on the information in my memo of May 20 relative to service orders with trouble within seven days. Although I indicated that the figures used for that measure were April year to date, I have since learned that the results, for that measure only, were in fact March year to date. As you noted, the Florida Region's performance on residential service orders did improve in April and as of the end of April, was slightly favorable to the region average.

I believe that the other figures and observations in my May 20 memo were accurate.

I hope I have adequately communicated with you and your team.

Successful leadership in today's environment requires strong focus on time-proven fundamentals and aggressive, proactive problem solving. Results are the measure of our success in this regard. Although the Florida region has made progress in a number of areas over the past year, you must agree that the team there is not achieving satisfactory performance in the areas of concern highlighted in my May 20 memo.

The proactivity and velocity of the Florida Region team in dealing with the operational issues with which it has been confronted are key to success. Your ability to absorb above-forecast service order activity and effectively compete this year and beyond will be heavily dependent on the actions you take now and in the near future to deal with the significant number of opportunities within your control.

CONFIDENTIAL

003839

FORM 90002023 (3-95)

Florida is critical to GTE's success. Although we've had niche competition there for some time, the gloves are now off and our response demands positive, aggressive leadership. Our market research tells us that reliable, dependable service is one of the most significant customer decision motivators. The actions we are asking you to take to reduce non-revenue producing work and improve productivity are clearly consistent with successfully competing with Time Warner, AT&T, and the other companies that represent a true competitive threat in our market there.

The resources allocated to Florida in 1996 should be adequate to meet service quality objectives, if the Florida Region vigorously pursues the opportunities we have discussed. It will take hard work and determination, but I am hopeful that you will lead the charge and deliver the difference. Based on our May 22, 1996 ORR and our teleconference of June 14, I have increased confidence that Florida has a well-defined plan to meet its commitments. The measure of success, though, will be your results.

Thank you for your commitment to the achievement of our objectives. I will look forward to your progress.

John

John C. Appel
Executive Vice President-
Network Operations

JCA:lc

CONFIDENTIAL

Exhibit REP-33
Docket No. 991376-TL

DAKS REQUEST FOR HELP

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Docket No. 991376-TL
Exhibit REP-33
Page 1

CONFIDENTIAL

Reply To

October 22, 1997

FLTC0100
Tampa, FL

To: Eric Kirkland - HQE04B61 - Irving, TX (VIA FACSIMILE)

Subject: **1998 OSP/NETWORK FACILITIES WORK PLANS**

Thanks for the opportunity to provide input into the 1998 OSP/Network Facilities Work Plan. Following are suggestions from the Florida Region that we would like for you to consider as you develop the work plans:

- Bad Pair Recovery Program - This is a vital program, but requires funding for start-up. We need a plan to finance the program until payback can be attained through the recovery process.

- TAC Focus - Greater payback periods are required for the replacement of defective cable identified through the TAC process. Increasing the payback window will allow for replacing portions of the cable facilities that are deteriorating. This is a major reason for the failure of FAP's to meet the 365 day objective. Dedicated and funded headcount is needed for proper isolation of FAP's and to provide day-to-day preventive maintenance.

- Completion Testing - Delete those troubles that are closed with a common fault from the database. This will provide a more realistic view of those troubles that should have a VRS completion test.

- Digital Carrier - Standard procedures are required for the deployment of DLC's. Guidelines are needed for the accurate administration of the remote units.

004805

FORM 90002023 (3-95)

CONFIDENTIAL

- Lead Cable - Sub-standard lead cable prevents us from being able to properly deploy and maintain digital services to some customers. A lead cable replacement program is needed.

Should you require additional information or clarification of the information provided, please contact either myself at 813/483-1200 or Larry Yost at 813/483-2477.

Peter A. Daks
Regional President - Florida

PAD:dml

c: Area Customer Operations Managers - Florida
John Ferrell - HQE04B57 - Irving, TX
Larry Yost - FLTC0777 - Tampa, FL

CONFIDENTIAL

October 22, 1997
Subject: **1998 OSP/NETWORK FACILITIES WORK PLANS**

c: Area Customer Operations Managers - Florida

R. M. Bass - FLTP1008 - Tampa, FL
N. Buono - FLSP2001 - St. Petersburg, FL
L. Coker - FLSS4069 - Bradenton, FL
S. Daniels - FLLK3002 - Lakeland, FL
W. Fischer - FLTP0076 - Tampa, FL
M. Flynn - FLCW5049 - Tarpon Springs, FL
K. Hayes - FLCW5001 - Clearwater, FL
J. Lane - FLSS4001 - Sarasota, FL
F. Perez - FLLK3001 - Lakeland, FL
R. Shell - FLTP0209 - Tampa, FL

c: General Managers - FLA-Inland/Coastal

T. Docherty - FLTC1007 - Tampa, FL
C. Monaghan - FLTC0008 - Tampa, FL

Exhibit REP-34
Docket No. 991376-TL

WE HAVE GOT TO FIND THE

DOLLARS TO FIX OUTSIDE PLANT

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

Reply To

FLTC0100
Tampa, FL

January 7, 1998

To: M. L. Keith - HQEO4B51 - Irving, TX

Subject: **FLORIDA SERVICE EMERGENCIES UPDATE**

Red, as I mentioned yesterday, this note is to give you an update of what we experienced in the form of weather, trouble and service order activity through the holidays. I have already provided you with information on a daily basis from December 12 through December 20, 1997, during our last service emergency. The following is an update of what transpired in the latter part of December.

Rainfall continued to be unusually high and we declared another service emergency on December 26, 1997, in St. Petersburg and region-wide on December 27, that lasted through January 1, 1998, for the region and continued through January 2 in St. Petersburg. On Saturday, December 27, we started the day with scattered rain and 7200 cases of trouble. Trouble counts remained high for several days. To put things in perspective, December is normally our driest month averaging 2.15 inches of rain. During 1997, December was the wettest month of the year (even surpassing our summer months). December 1997 set a record with a total rainfall of 15.57 inches. This rainfall was measured at Tampa International Airport. Higher rainfall was experienced in other parts of our service area, along with serious flooding throughout the operating area. Tuesday, January 6, 1997, President Clinton declared Hillsborough and three other Central Florida counties federal disaster areas in the wake of storms that tore through the region during the Christmas season (see attached newspaper articles). To say the least, the holidays for both our hourly and management teams were long and demanding on everyone.

The total rainfall for 1997 was 67.71 inches compared to 49.41 inches of rain in 1996 (average yearly rainfall is 43.92). This was the third wettest year on record, going back to 1884 (see Attachment #1 for detailed weather statistics). Water is standing in places that we have not seen water in a number of years because the ground is extremely saturated. According to the Southwest Florida Water Management District, the aquifer is at the highest level ever recorded. Trouble counts are high and service order activity remains high with the start of a new year and the first of the month. Rain is expected with a 20 percent chance today and a 40 percent chance tomorrow. It does not appear that we are going to get a break.

Subject: **FLORIDA SERVICE EMERGENCIES UPDATE**

The Florida Region was in a service emergency 15 days out of the 31 days in December. Attached are trouble counts and service order activity for the days that we had declared the latest service emergency (Attachment #2).

During 1997, we declared seven service emergencies related to weather and all seven were declared in the last ninety days of 1997. Without question, those areas that were hardest hit were St. Petersburg and Clearwater.

I know my continued position on this subject may not be popular, but the TAC Focus program presently in place, by itself, does not have sufficient in-depth analysis to provide the maintenance program that we need to fix areas like St. Petersburg and Clearwater. We have got to identify those outside plant issues and find the dollars to fix outside plant and prevent the amount of trouble that we have experienced this year in the future. This is affecting our ability to deliver quality and cost objectives. As we discussed, we have already started working with headquarters and remote operations staff to identify and build business cases to correct these problems.

I have also attached a plan that local remote operations support put together that addresses staffing requirements for the effect of El Nino that up until recently was not accepted as a weather phenomenon (Attachment #3). It is now! These additional contractors will position us to reasonably handle the trouble reports associated with the projected abnormal rainfall. In the event the additional contractors are not required, we will get our capital program completed a little sooner. I don't believe we can lose with this approach.

I'll keep you posted.

Peter A. Daks
Regional President-Florida

PAD:bam
Attachment

Exhibit REP-35
Docket No. 991376-TL

SERVICE ASSURANCE 1/98 RECOMMENDATIONS

January 28, 1998

To: Woodrow W. Williams - HQB10C41 - Irving, Texas

Subject: FLORIDA REGION OSP ISSUES

Below, you will find a list of the issues, findings and recommendations made by the Service Assurance team during two separate field visits to the Florida Region. The first visit was made in May of 1997, and the second visit just occurred this month.

Also included below, are the comments shared with the Region senior management team after the first visit. This information is listed under the Florida Internal review section of this memo.

Several of the issues are highlighted in bold print, and they represent some the more critical issues that must be resolved immediately.

May 1997 Review

Issue - Increased trouble activity during bad weather.

Findings:

OSP trouble increased approximately 50% during the week of recent rains over the previous week with rain.

38 central offices were identified as having a higher OSP trouble activity percentage than the region average during this time period.

The disposition codes of CPE and Excludes were the highest percentage of trouble activity during the rains. NSW (04) was third at 17.9% followed by OSP (06) at 15.7%.

Recommendations:

OSP trouble - FAPS identified through TAC Focus should be worked ASAP.

15 of the 38 exchanges identified as having higher OSP trouble during rainy weather should be targeted for Quickseal opportunities.

Further analyzation of disposition sub codes needs to be done to help determine the root cause of why certain areas have a higher percentage of the trouble than the Regional average. A review of

CONFIDENTIAL

the analyzation of these sub codes needs to be done. They should look for opportunities to correct the discrepancies in the CPE and Exclude codes with an eye towards recent recommendations targeted at No Access and CPE codes that might have been billing opportunities.

Issue - Analysis of the high rejection rate for FAPs

Findings:

Most of the isolators are doing an excellent job of determining the cause of the trouble and the solutions needed. **However, there is a lack of understanding at this level of the process of funding and payback.**

When proper recommendations for correction from the isolators are made, the engineering and OP organization are re-engineering the plant for large scale replacement using capital dollars. When the engineering doesn't meet payback, there is a lack of communications with the local isolators to ensure that only the trouble causing portions of plant have been addressed.

When the FAP is determined not to meet payback with this redesign, it is being funded unnecessarily on capital and worked on work orders.

The amount of splicing hours needed as determined by engineering appear to be extremely excessive.

The cost of splicing hours are open as seen on the FAPs noted as NCE was listed as $44 per hour. This seems excessive. An average of approximately $22 per hour incurred labor rate should be used for company personnel to do the job. If the SSP contract is the reference price, this would still seem excessive.

Recommendations"

Establish TAC isolators for each area utilizing existing personnel at this time. These individuals then need to be trained in the following: TAC Focus TAP identification process, Expectations of the isolators, i.e., determining the priority areas for trouble reduction. These isolators need to have the test gear that will allow them to identify water in sections of air core cable instead of assuming (as it is now) that all air core has water in it and needs to be replaced. The isolators must be thoroughly trained in this test gear. Most vendors will conduct on-site training sessions free of charge on this function. The following would allow the isolators to know what can be accomplished with the funds available and target these issues:

The cost to rehab each terminal
The cost per foot of cable replacement
The money available based on a three year payback

CONFIDENTIAL

Examine how IP personnel determine the amount of labor hours needed and the cost of these and communicate this to the isolators.

If using loaded labor rate for work performed, this is incorrect. Incurred labor rate for work performed and loaded labor rate for savings realized (perhaps BA could assist in this education).

There is an option to use company personnel when the cost is less. Even with overtime rates, the total dollars spent would be considerably less and would be funded through TAC Focus so it would not negatively impact Region budgets.

Communication between IP and Customer Operations needs to be improved for the purpose of determining ongoing or planned work order activity and how it relates to FAP activity.

There is an opportunity to combine these funds to minimize the impact on both budgets and maximize the efficiency of the work performed.

IP's design process should be halted immediately if it does not meet payback. A joint review should be done with Customer Operations to ensure only the trouble portions of the plant are being addressed before being returned as NCE.

Issue: Cables previously identified as needing replacement, being replace on "C" budget but order closed before "M" or "X" time completed.

Findings:

In the Winter Haven area, there was a situation where two (2) 50 pair cables were bad and had been replaced by a 100 pair cable. The cable was placed over a year ago, but has not been cut around due to no "M" or "X" beget money.

Recommendations:

All work order associated with working cable and/or that have "M" or "X" time involved need to be reviewed and accepted by the Local Manager before closing.

Florida region Internal Analysis

Florida has the highest NCE rate in the nation at 27%

Isolators doing excellent job of determining the cause of the trouble

need better understanding of funding process
need to identify minimal expense in order to meet payback
test results required to determine water damage

CONFIDENTIAL

Unnecessary expense being added by Engineering, i.e.,

aerial cable being replaced with buried
stubs replaced when new PEDS and wire work requested

Internal Recommendations:

Utilize a core group of isolators to be trained in all aspects of TAC Focus, especially the funding and payback process

Realize funding is only available for work required - not the "nice" to have

Engineer replacement only as requested on FAP

January 1997 Review

Process Issues:

Clearing code misinterpretation and misuse

OSP Clearing scree information lacking or incorrect

Lack of understanding of the TAC Focus process

Delay in the turn around time on issued FAPs

H.P.U. push overriding the need for quality

Technicians leaving problems with splices, terminals and protectors causing problems later.

Frustration in field about lack of action on identified FAPs and FIFs/UPCs

Plant design not allowing for cost effective maintainable network (i.e., distribution box feeding another distribution box due to lack of office count creating incorrect patterns in count from TAC Focus, SOD Box construction has no access points at the ends for trouble isolation.)

Locating of cables, involved in on-going road moves, being performed on the initial call and then left alone. No constant watch to prevent outages.

High volume of buried drop trouble. No locating of buried drops and no billing on drops which will provide recouped cost and be a deterrent for future offenders.

Older workforce being in a position to leave in the next few years without competent trained

CONFIDENTIAL

personnel available to take over.

No dedicated workforce for preventive maintenance activity.

Technical Issues:

Fault location expertise is in need of improvement

4TEL not being used across the board for trouble isolation slowing clearing times.

Bonding and grounding specifications are not understood at the technician level.

The recommendations made from the second visit are outlined in the Trouble Reduction Plan. We are continuing to provide staff assistance to help resolve some these issues. However, I believe many of these must be addressed and resolved by the Region management team. Please let me know if you require any additional information, or if you have any recommendations for the next steps.

Eric D. Kirkland
Manage-OSP/Network Facilities Support
Service Assurance

CONFIDENTIAL

Exhibit REP-36
Docket No. 991376-TL

$267.4M BUDGET CUT '98

CONFIDENTIAL

Ginn

INTRACOMPANY CORRESPONDENCE

GTE Network Services

November 7, 1997

Reply to:
HQE04H14 - Irving, TX

To: Larry Henry - HQA02L02 - Irving, TX
Red Keith - HQE04B52 - Irving, TX
Brad Krall - HQE04G28 - Irving, TX
Rob McCoy - HQI08A23 - Irving, TX
Barry Paulson - HQE04E04 - Irving, TX
Larry Sparrow - HQE04E57 - Irving, TX

Subject: 1998 REVENUE AND INCURRED EXPENSE TARGETS

With your help, we have settled on 1998 revenue and expense targets for Network Services, subject to final review and approval or modification by the Office of the Chairman (OOC).

Although not final until approved by the OOC, I am issuing the targets now so you can set your plans during the remainder of this year and hopefully get a fast start on 1998.

The revenue targets will be $9,185M for Retail Markets and $4,543M for Wholesale Markets. These have not changed substantially from what had been previously reviewed with Rob and Larry. We will accomplish these revenue goals while reducing total Network Services incurred expense by $267.4M and improving our quality/customer satisfaction performance. (Quality will be discussed at greater length in our upcoming planning session.)

Our plan is very aggressive on all fronts, but achieving these results is critical to GTE's success in the marketplace.

As you know, our work on demand based planning is still in progress. We will continue to manage using incurred expense targets and reports until demand based planning is fully implemented and margin targets are established.

A breakdown of the incurred expense targets is attached, along with a list of the business cases and development and enhancement projects currently approved for 1998. Your BA representative has the supporting detail for the expense goals, as well as a list of expense reduction opportunities identified by our process teams.

Please note that a total of approximately $56M of expense has been temporarily withheld from Retail and Wholesale expense budgets pending development of a mechanism for fairly distributing the dollars based on the velocity of retail to wholesale erosion. Rob, Larry and their staffs are working with BA to jointly resolve a reasonable approach.

In summary, 1998 will be a challenging year. However, I am confident that with strong leadership focus on the fundamentals, the right set of measurements and associated incentives, and world-class teamwork, we will be successful.

If you have any questions regarding these targets, please contact your BA representative, or Doug Wilder at 972/718-3325.

John

John C. Appel
President
GTE Network Services

JCA:lc
Attachment

c: Distribution List

CONFIDENTIAL

GTE Network Services
1999 Budget
Incurred Expense Targets - Operations
(Thousands)

HG Version

Region/Dept	1998 Baseline	Prelim Adj to Baseline	1998 Baseline	Inflation	Growth	Enablers	1999 Baseline	Variable	% Reduct	$ Impact	Recmnd Target	Adj for CPL	Final Target	Target as % of '98 Baseline
California														
Florida	140,232	6,800	147,032	3,951	2,568	(3,507)	150,044	140,917	-0.74%	(13,726)	136,319	2,800	139,119	94.62%
Hawaii														
Midwest														
North														
Northeast														
Northwest														
South														
Texas														
Virginia														
Sr Vice Pres														
Total Regions														

1997 Budget Development

Region/Dept	1997 Baseline	Inflation	Growth	1998 Baseline	Enablers	% Reduct	Fixed Costs	Norm % Reduct	Floor/ Ceiling $ Impact	Adj for % of Baseline	Final Target	Target as % of '97 Baseline
California												
Florida	141,839	3,811	8,012	153,662	(6,811)	-5.7%	8,562	-6.1%	648	0	146,099	102.72%
Hawaii												
Midwest												
North												
Northeast												
Northwest												
South												
Texas												
Virginia												
Sr Vice Pres												
Total Regions												

REDACTED

CONFIDENTIAL

Docket No. 991376-TL
Exhibit REP-36
Page 3

002537

4) Reflects moving CC to Red's growth and truing-up Red's wc for the Δ (ie., no stretch reduction on the $2..

FLORIDA REGION
1999 Incurred Expense Budget
Recap

Docket No. 991376-TL
Exhibit REP-36
Page 4

CONFIDENTIAL

1999 Target Development

- 1998 Baseline	$147,032
- Inflation	$3,951
- Growth	$2,568
- Adjustments	$3,047
- Enablers	($3,507)
- Stretch	($13,725)
- 1999 Target	$139,366
- Total Reduction	$7,666
- % Reduction	5.5%

Reduction Actions

- '98 Overrun above baseline additions	$11,334
- S.O. Dispatch reduction (14K Units)	(750)
- Trouble Dispatch reduction (57K Units)	(2,565)
- Repair Productivity Improvement (1.99 to 1.8)	(2,684)
- S.O. Productivity Improvement (2.31 to 2.16)	(1,290)
- Pole Contact Inventory	811
- Central Office Maint Efficiencies	(764)
- Double Time Reductions	(1,100)
- Sunday/Holiday Coverage	(500)
- Preventive Maintenance Reduction	(1,026)
- Meeting/Training	(1,106)
- Unidentified Improvements	(14,085)
Total Net Reductions	($13,725)

Employee Levels

Occ/Hrly:	Dec '99 Budget	2,920	Mgmt:	Dec '99 Budget	549
	Dec '98 Actual	2,971		Dec '98 Actual	539
	Under/(Over)	(51)		Under/(Over)	10

(Include LG 011, 021, 101, 111, 121, 201, 211, 221, 241, 261, 301, 341, Non-Occ.Hrly, Mgmt.)

Overtime Levels

Average Annual Rate:	(A) 1998 Budget	(B) 1998 Actual (thru Nov)	(C) 1999 Budget	(C-B) Inc/(Dec)
LG 101 COE	4.0%	5.1%	5.0%	-0.1%
LG 111 Cable Placer	8.0%	10.6%	5.0%	-5.6%
LG 121 Cable Splicer	10.0%	12.7%	5.0%	-7.7%
LG 201 I&R	10.4%	31.2%	11.8%	-19.4%
LG 211 Switching Tech	3.1%	11.0%	7.4%	-3.6%
LG 221 Business Tech I	10.4%	13.8%	8.0%	-5.8%
LG 241 Assignment Tech	8.8%	23.8%	10.6%	-13.3%
LG 261 Data/OS Tech	18.0%	24.8%	16.4%	-8.5%
LG 301 Service Installers	10.3%	16.6%	11.8%	-4.8%
LG 341 Business Tech II	10.3%	18.8%	9.7%	-9.1%

CONFIDENTIAL

FLORIDA REGION
1999 Incurred Expense Budget
Recap

Docket No. 991376-TL
Exhibit REP-36
Page 5

Productivity Levels

	(A) 1998 Actual	(B) '98 Normalized	(C) 1999 Budget	(C-B) Inc/(Dec)	% Change	$ Impact (@ $50 per)
Service Order HPU	2.31	2.31	2.16	-0.15	-6.7%	
Repair HPU	1.99	1.99	1.80	-0.19	-9.4%	
Dispatches (MAPPS):						
Service Orders (OPMS code SON11)	356,640					
Note: SON11 contains only buckets 1 & 2 for LG's 201/209/301						
Service Orders (Buckets 1 - 4)	357,556	357,556	343,910	(13,646)	-3.8%	($682,300)
Repair (Buckets 5 -8)	636,959	574,959	565,012	(9,947)	-1.7%	
Note: LG's 201/209/301 only						
Repair (Buckets 5 -8) - All LG's	724,700					
Dispatches (TAS):						
Repair (OPMS code TAS411G)	821,615	741,641	728,812	(12,829)	-1.7%	($641,450)

Key Issues/Risks/Assumptions/Comments/Etc.

- Florida Region is actively seeking additional improvement opportunities to achieve the assigned target. The budgeted activity and employee count noted above, is based on a budget with an unidentified gap of $14.1M.
- Total dispatched units that are at risk associated with the budget gap is in excess of 147,000 residential units.
- Overtime/Contractor levels may be greater than budgeted due to delays in staffing.
- Trouble Activity Reductions are based on the assumption the weather will be "normal" for Florida.
- Florida will have the Provisioning Business Case approved in the amount of $2,733K to support the current Capital reduction.
- Any additional access line gain will have associated overlays.
- Any new business support activities and/or new products will be funded with budget overlays.
- Florida's 1998 Normalized Spending level of $165.5M is effectively reduced by $16M to get to Florida Regions current planned spending level of $153.5M which includes the impact of inflation at $4M.

Summary

Given the current action plans/enablers developed by either HQ and/or the region, Florida has been unable to close this $14.1M gap. The Region continues to seek additional cost reductions enablers/process improvements which are balanced with service levels.

Exhibit REP-37
Docket No. 991376-TL

REPORTS BEYOND CLEARING CAPACITY OF FORCE

PSC REQUIREMENTS

CONFIDENTIAL

OOS 24 HOURS

The Florida PSC requires that 95% of OOS troubles be cleared within 24 hours. The Florida Region met this objective for the months of January through May. This objective was not met June through August.

A study identified the top 4 reasons for missed OOS/24

- CARRYOVER
  - The volume of reports is beyond the clearing capacity of the available workforce. Additional manpower is borrowed from IP and utilized in areas with the highest volumes. Manpower is moved between districts and divisions to assist with high trouble volumes as well.
- NOOS CHANGED TO OOS
  - A job aid has been provided to the field technicians to assist them in making the correct OOS/NOOS decision. Lengthy commitment times during inclement weather may lead to faults deteriorating to an OOS condition.
  - ROS will perform periodic audit to ensure the correct determination of the OOS/NOOS status.
- CARE ERRORS
  - Examples of AWAS/CASS/TAS appointment errors are provided to CARE as coaching opportunities. A CARE system enhancement installed on August 18th will assist in reducing these errors.
- REPAIRS INCOMPLETED BY TECHNICIANS
  - Technicians must contact their coach for authorization to incomplete a repair. Customers should not be left OOS. Technicians have been instructed on the proper method for determining the "cleared" time to be used when clearing reports when the customer's service has been restored but additional activity is required. A study by the Inland DRM in May found that 5% of the missed OOS/24 were attributed to technicians incompleting jobs.

Exhibit REP-38
Docket No. 991376-TL

FAILING TEST, GTE HAS RULES CHANGED

June 3, 1999

Failing test, GTE has rules changed

By JO BECKER

Section: CITY & STATE; METRO & STATE; TAMPA & STATE
Edition: 0 SOUTH PINELLAS
Page: 1B; 1B; 1B
Estimated Printed Pages: 4

Index Terms:
business report state change consumer

Article Text:

TALLAHASSEE - After quality reports point out deficiencies, the bay area's largest phone provider persuades the state to change report card procedures.

For two of the past three years, the Tampa Bay area's largest local phone company has received failing grades on state quality reports that evaluate everything from billing accuracy to the timeliness of installations and repairs.

But upon receiving its second failing grade this year, **GTE**-Florida Inc. did something schoolchildren can only dream about: It persuaded state regulators to change the way they compute phone companies' report cards. Under the new system, **GTE** is expected to pass with flying colors.

GTE, the state's second-largest local phone service provider, is not alone in its failure to meet the state's minimal quality standards. BellSouth, the state's largest local phone service provider, has failed in each of the past three years.

Sprint, the third-largest local phone service provider, failed miserably in 1996, was not graded the following year, and passed last year.

Depending on whom you talk to, the failing grades are the result of an unfair grading system or the predictable fallout from a 1995 decision by state lawmakers to deregulate the telephone industry.

Before 1996, the state's **Public Service Commission** could use the service report cards to deny rate increases to companies with poor grades. But with deregulation, the **Public Service Commission** no longer has the authority to regulate phone rates.consumers before the PSC. "Now, they don't give a rat, and they don't give a rat because the **Public Service Commission** is letting them get away with it."

But **GTE** officials argue that deregulation is the best way to ensure customers receive good service. That's because deregulation is expected to lead to more competition, though

the big three companies still control more than 90 percent of the local phone service market in Florida.

"I'm going to have customers who have a choice, so I want to provide excellent service," said Beverly Menard, GTE's assistant vice president of regulation. "The company takes these reports very seriously."

Some companies went further than **GTE** in seeking changes in the grading system. BellSouth wanted to scrap the system altogether.

The reports, which are based on test calls made by PSC staff, evaluate local phone companies' service in 75 categories. Companies receive overall scores from zero to 100, with 75 being the minimal to pass.

Although the PSC no longer uses the reports to set phone rates, it can fine companies up to $25,000 a day for each quality of service rule they violate. But that has not been done.

"For some reason, it never happens," said Charlie Beck, of the Public Counsel's Office, which represents consumers before the PSC. "You could argue that it is cost-beneficial for the companies not to deal with their problems."

Phone companies such as **GTE** complain that the reports do not accurately represent customer satisfaction. That's because failing in one category can cause a company to fail overall.

In GTE's case, its primary shortcoming stemmed from the way it bills consumers who use phone cards. The PSC staff found that some customers were being charged for more call time than they should have been.

GTE blamed a computer glitch for the overbilling. It is unclear how many customers may have been affected by the problem, but **GTE** officials estimate that it affected much less than 1 percent of all long distance calls.

The company's officials said they are working on the problem and will give rebates to affected customers. The company estimates that the total amount of rebates due is under $2,000.

GTE argued that the problem was given too much weight in the grading system; calling card calls make up less than 1 percent of the company's monthly calls. But the PSC lumps calling card calls and direct dial calls into the same category, giving each equal weight and then assigning a grade.

Though that system has been in place since 1993, PSC staff members agreed with **GTE** and plan to rewrite the rule and regrade all the companies. Only GTE's grade is expected to be affected.

GTE has fared poorly in nationwide customer satisfaction surveys, as well. J.D. Power and Associates, a market-research firm that surveyed more than 14,000 customers around the

country last year, gave low ratings to **GTE** Corp. in 1998 and two previous years. By contrast, BellSouth Corp. ranked No. 1.

GTE - which is in the middle of a merger with Bell Atlantic - has a seven-county service area in Florida that includes Pinellas, Hillsborough and Pasco counties. BellSouth - which wanted to scrap the grading system altogether - provides service in Hernando County.

William Talbott, executive director of the PSC, said the agency's staff has not recommended fining companies that have repeatedly failed to meet standards because the steps are time consuming. Instead, Talbott said, the commission has focused on fining companies that switch customers' phone service without consent or add services without authorization.

"They have limited resources and they have concentrated on levying fines in areas where there were bigger problems or more money involved," Talbott said. "It's a matter of priorities."

This year's reports were scheduled to be discussed by the Public Service commissioners once during the legislative session and again in May, but the discussions were postponed amid the phone company's lobbying campaign to change the grading system. Talbott said he will not ask the commissioners to vote to okay that decision unless they make that request.

Phone service quality

These are the quality of service grades the state gave the state's three largest local phone service providers over the last three years. The lowest score is 0, the highest is 100. A passing grade is 75. **GTE** is the Tampa Bay area's largest provider, though BellSouth serves portions of the North Suncoast.

BellSouth **GTE** Sprint

1996 76 32 0

1997 70 76.2 ++

1998 54 67.4+ 77

+ After a change in the way grades are calculated, **GTE** is expected to pass with an 84.8.

++ Sprint was not graded in 1997 due to problems in service created by Hurricane Andrew.

Source: **Public Service Commission**

Caption:
quality of service grades the state gave the three largest local phone service providers over the past three years with drawing of a ringing telephone

Exhibit REP-39
Docket No. 991376-TL

LINES CROSSED FOR PHONE COMPANY

June 7, 1999

Series: EDITORIALS

Lines crossed for phone company

Section: EDITORIAL
Edition: 0 SOUTH PINELLAS
Page: 10A
Estimated Printed Pages: 2

Index Terms:
EDITORIAL

Article Text:

You can't knock **GTE** for its creativity.

But lobbyists for Tampa Bay's local telephone monopoly aren't playing fair, and state regulators shouldn't let them get away with it.

Along with Florida's other two big local phone monopolies, BellSouth and Sprint, **GTE** Corp. has earned failing grades in recent customer service evaluations. But instead of just trying to fix the problems, **GTE** found a new and clever solution - change the **rules.**

That may work in pingpong or playground basketball, but it isn't right when hundreds of thousands of consumers stand to lose.

In this case, GTE's problems centered on a billing error that overcharged some customers for calls placed with calling cards.

The company maintains that the problem was merely a computer glitch, that not many customers were affected, and that such a small error alone (about 1,000 calls a month totaling just $2,000) should not prompt an embarrassing "F."

GTE executives complained the evaluation was too strict.

So they took their complaint quietly to **Public Service Commission** staffers, who in turn changed the **rules.** Instead of a failing 67.7 out of 100 (75 is the minimum to pass), the company suddenly earned an 84.8. Voila!

But if the PSC lets this stand, what's next? Saying it's okay for technicians to make customers wait five days before fixing their lines? Giving the company a break when its 411 operators consistently give wrong numbers?

GTE does not have the most stellar track record. The company didn't get good marks for its service call answer time this year, and last year it barely passed overall. In 1996, **GTE**

got a miserable 31.9.

The PSC and its staff, meanwhile, has a history of cozying up to the industries it supposedly oversees.

In 1993, for example, Commissioner Tom Beard stepped down amid revelations about his relationship with a Southern Bell manager, whom he later married, and his friendships with Bell executives.

In 1997, the agency was criticized when it was revealed that a staff lawyer who had advised the agency to let Florida Power Corp. raise rates was engaged to marry a company manager who worked on the application.

Since the Legislature deregulated the state's local telephone companies in 1995, consumers have been left with little protection from these monopolies.

The **Public Service Commission** now has minimal power over the industry, but the evaluation reports are one important remaining tool to keep the companies accountable.

The PSC staff erred in delaying the official release of the latest evaluations to give **GTE** a chance to change the **rules.** Instead of complying with the company, the commission should go the other direction: Make the reports more accessible than ever, even post them on the Internet.

Record Number: 9906076257860760772361

E-Mail Text Only Display List Previous Next

Exhibit REP-40
Docket No. 991376-TL

VERIZON PROBLEMS MID '99

CURRENT CHALLENGES

- Labor
  - Culture That Does Not Support Change
  - Partnership That Is Not Supported by Union Leadership
  - Inflexible Work Rules with CZT and BZT
  - Bargaining Issues
- Mature and Growing Competitive Market
  - Direct Bypass by 14 Facility Based CLECs
  - Growing Cable Modem Market Hampering ADSL Sales and Replacing 2nd Lines
  - Reduction of Capital Due To Net Line Gain Formulas
- OSP Condition and Modernization
  - High Trouble Volumes
  - Poor Quality in Previous Construction and Repair
  - Significant Bonding and Grounding Issue, including HDSL Grounding Issues
  - Maintenance Required on DLCs

001912

FLORIDA REGION

KEY IMPROVEMENT INITIATIVES

- Implementation of Job Specific Standards of Performance
  - Coaching for Performance Pilot
  - Stepped Up Quality Inspections
- Implementation of District Specific Tappers to Reduce Non-Productive Dispatches
- Temporary Closure Attack Team
- Aggressive TAC Program
- DMS Attack Team
- Employee Bonding and Grounding Training
- Actively Pursuing Business Cases Targeting Reduced Trouble
  - DMS Urban Maintenance and Modernization
  - Bonding and Grounding Improvement
  - Air Pressure

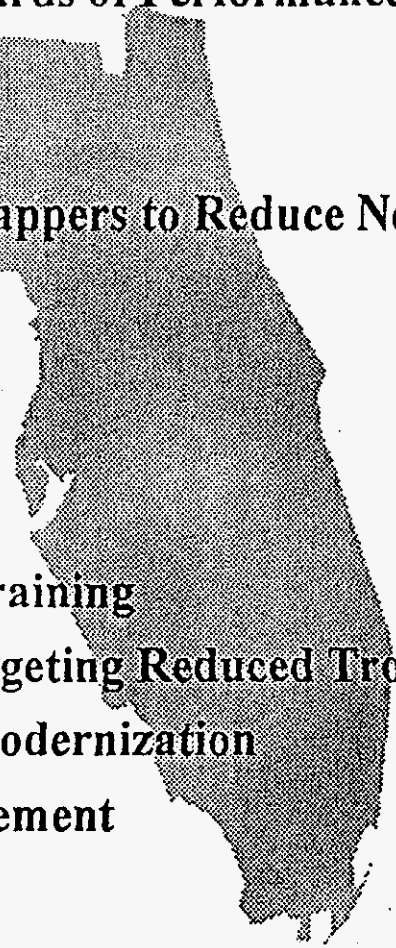


Exhibit REP-41
Docket No. 991376-TL

COST CONTROLS -- LESS COMPETITIVE EXCHANGES

Docket No. 991376-TL
Exhibit REP-41
Page 1

INTRACOMPANY CORRESPONDENCE

GTE Telephone Operations

May 13, 1996

Reply To
FLTC0100
Tampa, FL

To: John C. Appel - HQE04H14 - Irving, Texas

Subject: PUC/PSC MEASURES - FLORIDA REGION

Florida Region is exceeding the majority of PSC service performance standards, however, as of March, we are unfavorable to the following:

- **% Out of Service Cleared in 24 Hours**

  We are working with BellSouth and other major LECs to advocate to the Florida Commission revisions to current service standard rules (reference open Docket 950778-TL). Movement to fewer objectives and less rigid standards is being advocated with emphasis on the marketplace and customer satisfaction being the drivers for service standard objectives. The standard for % OOS Cleared in 24 Hours is being recommended to be lowered from 95% to 90%.

  At the Region level, we have exceeded 92% in all months except January when we had the service emergency. At an Exchange level, which is how the Commission monitors our results, we are falling short of the standard primarily in our less competitive exchanges as we exercise cost controls directing our focus on the extremely competitive markets. After setting new standards, we expect the Commission will take a stronger advocacy role for the less competitive exchanges as the LECs and CAPs battle for the more desirable markets. We believe that, given the expected revisions to the standard, we will be able to meet or exceed the standard in all exchanges.

- **Business Office Answer Time**

  High activity levels, caused by payment arrangement requests after the holidays (January), questions about the AT&T billing takeback, and an internal problem where payments were not posted to customer accounts all contributed to our missing this standard in three of the last six months. The internal problem was corrected and we should be back on track for April results.

As to the issue of inaccurate reporting, we have been unable to comply with Commission requirements for answer times in offices with IVRUs, specifically our Business Offices and CARE Center. It is our understanding, working with Headquarters staff, that software changes required to capture the information have been delayed. This matter has recently been put on hold pending a decision from the Commission on its re-evaluation of all service standards.

Overall, we have been closely working with the PSC and they are not actively pursuing the areas where we are below the standard.

Peter A. Daks
Regional President-Florida

PAD:jh

c: Dave Bowman

CONFIDENTIAL

003838

END

Exhibit REP-42
Docket No. 991376-TL

PHONE CUSTOMERS STEAMING ABOUT SERVICE

WSJ.com THE WALL STREET JOURNAL. TECH CENTER

TOSHIBA

May 3, 2001

Crossed Lines and Messed-Up Bills Lead to Increase in Phone Complaints

By SHAWN YOUNG
Staff Reporter of THE WALL STREET JOURNAL

Screenwriter William Keating and his neighbors have concocted a far-fetched explanation for their phone woes: There's really only one decent phone line in their little corner of Hollywood, and the phone company has been swapping it among them in an electronic shell game.

In reality, Mr. Keating and his landlady, Linda Abrams, say they have been complaining on and off for two years about their Pacific Bell service going on the fritz for an hour, a day, a week at a time, especially in rainy weather. A repairman would trudge over. The phones would work for a month or two, then conk out again.

What's been your experience with home-telephone service in the last five years? Participate in the **Question of the Day**.

Consumers Have Yet to Find Relief From Phone and Cable Monopolies

"I have three phone lines," says Mr. Keating. "That's what it takes to have uninterrupted service." Ms. Abrams has been through dead lines, call forwarding that didn't forward, having one of her lines crossed with Mr. Keating's computer line, Internet connections that constantly disconnected and strangers' conversations that barged in on her phone. "I could tell you the details of a Hollywood deal," she says, if only she knew whose deal it was.

Phone customers across the country are steaming about service that has sunk to new lows in recent years. The percentage of customers who say they are dissatisfied with the quality of their local phone service rose to nearly 17% last year from about 10.5% in 1997, according to the Federal Communications Commission. And since more people are

Tools:
E-Mail
Mobile & Wireless
Printer Delivery
Business Box
Market Browser
WSJ Yogi

Resources:
Help
New Features
Your Account
Contact Us
WSJ.com Gifts
Glossary
Special Reports
Weather

Free WSJ.com Sites:
Books
Careers
College
Homes
Online Investing
Opinion
Personal Tech
Starting a Business

The Print Journal:
Subscribe
Customer Service

More Dow Jones Sites:
Barron's Online
Publications Library
Reprints
SmartMoney
Dow Jones & Co.

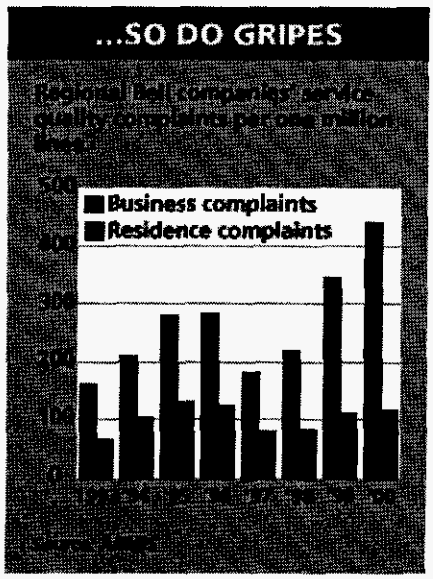
Corrections

Privacy Policy

depending on phone companies for more services -- fax lines, cellphones, Internet connections, voice mail, calling cards, call forwarding -- there are more chances that things go wrong.

This, of course, isn't the way the great reshaping of the U.S. communications system was supposed to turn out. Through the Telecommunications Reform Act, legislators envisioned an explosion of new local-phone and cable-TV companies that would provide better service at lower rates. Instead, most Americans still have no choice but the same companies that have enjoyed a monopoly for decades. And one of the few competitive areas of local residential service, high-speed Internet connections called digital subscriber lines, has turned into a thicket of delayed installations and unreliable service. Yet when things go wrong, it often seems there's no one to complain to.

"What I'd really like is to be able to talk to someone," says Terry Smith, a consultant in San Clemente, Calif., who helps businesses manage phone services. "The level of customer service is the worst I've ever seen it," he says. Years of layoffs, mergers and job-hopping in the phone industry have created a work force in which "anyone who knows anything is long gone," he contends.



Mr. Smith has been trying for seven months to get a response from AT&T Corp. on behalf of a major university in California. The university keeps getting a $50-a-month long distance charge from AT&T even though it receives its long-distance service from Qwest Communications International Inc., although it buys some data services from AT&T. So Mr. Smith keeps calling AT&T. The people he reaches always say they can't help. They tell him to fax the bill and a written description of the problem. He has done this for seven months running. "Nobody responds, never a call, never an e-mail," he says.

"We apologize for the inconvenience," says Don Ferenci, a spokesman for New York-based AT&T. "I don't know why the faxed requests from the consultant slipped through the cracks."

In Ms. Abrams's and Mr. Keating's cases, SBC Communications Inc., the San Antonio, Texas-based parent company of Pacific Bell, says it replaced a worn-out cable last month in response to complaints from residents. "We have a roving program to upgrade these things," says Pacific Bell spokesman John Britton. SBC is spending $2 billion this year on maintaining, improving and expanding its California network, Mr. Britton says. Indeed, Mr. Keating says, repair people arrived promptly and were helpful. But for two years, the repairs were patchwork.

Both Mr. Keating and Ms. Abrams got credits on their bills to compensate for the faulty service. Ms. Abrams, however, wonders whether SBC isn't making a lot of money on customers who don't go through the ordeal she endured to track down small sums.

The same thought has occurred to Walter and Gladys Benkstein of Pleasant Prarie, Wis. They signed their Florida vacation home up for the same WorldCom Inc. nine-cent-a-minute MCI long-distance plan they have in Wisconsin and were shocked to see charges as high as $7.43 for a one-minute call. Mr. Benkstein called WorldCom repeatedly. "They keep saying there's nothing they can do and they won't let me talk to anyone higher up," says the retired metal polisher. When he finally reached a supervisor, "that was the one that got really nasty with me," he says. The supervisor threatened to disconnect him and turn the bill over to a collection agency, he says.

WorldCom, based in Clinton, Miss., says its records show the charges are correct because the Benksteins used operator assistance. They say they didn't. "We've never had a technological glitch that only affected one person," says WorldCom spokeswoman Claire Hassett. The rudeness Mr. Benkstein says he encountered is "not standard operating procedure," she says.

Mr. Benkstein's experience exemplifies an increasingly typical problem for consumers as they hunt for bargains in a thicket of restrictions and fine print that rivals the airlines' worst.

Slippery discount plans, malfunctioning equipment and elusive customer service may be costly for customers, but they don't necessarily cost phone companies much. The fines that state and federal regulators impose generally amount to little more than a scolding and provide virtually no incentive to improve, says Gene Kimmelman, co-director of the Washington office of Consumers Union. "It's cheaper for the phone company to pay

the fine than offer the service," he says.

Even in extraordinary circumstances like those in parts of the Midwest, where long waits for phones, repairs and customer service from SBC's Ameritech unit have become a major political and consumer issue, the fines just don't add up to much. From December to April, SBC paid a highly unusual $52.4 million in state and federal penalties for providing substandard service. But its revenue in the two-quarter period ended March 30 was $27.2 billion.

The statistical picture of the major carriers' service is mixed. Complaints against the Bells have risen from 150 for every one million lines in 1993 to nearly 450 per million lines last year, according to the FCC. In the Midwest, state regulators say complaints about SBC's service are slowing down, but only after spiking to record levels last year. State regulators say BellSouth Corp. and Qwest are making substantial improvements this year to what had for years been substandard service. Even though Qwest cut its complaint rate in half last year, it was still the highest among the Bells at more than 500 per million lines, the FCC says.

That comes as little surprise in Lee County, a rural part of southern Iowa with a population of about 38,000 where Qwest provides local phone service through its former U S West operation. Residents often receive the fast busy signals and recordings that indicate their calls won't go through. The families of patients at Fort Madison Community Hospital sometimes have to make multiple attempts to check on their loved ones, says the hospital's chief executive, Jim Platt. "If our doctors want to consult with other doctors, they have to call four or five times," Mr. Platt says.

Qwest says it has re-engineered overloaded switches in the area to boost their capacity and expects to have the problem fixed this week. "We hope we've fixed this," says Augie Cruciotti, executive vice president for local networks.

Competition is generally regarded as the best medicine for bad service, but it is no cure-all. Just ask the 100,000 former customers of NorthPoint Communications Group Inc., a provider of DSL service that competed against the Bells. It filed for bankruptcy protection in January and shut off its service with little or no notice when it ran out of money in March, leaving consumers as well as tens of thousands of businesses without Internet connections. One customer who declined to be identified says his company got letters from NorthPoint after it had sought bankruptcy protection telling them NorthPoint didn't

expect day-to-day operations to be affected. The letter also reminded them of steep cancellation penalties in their contracts. Now, many of these disconnected customers are still waiting to replace the service with new carriers.

DSL is the core of many customers' frustrations. Consumers and small businesses are seething over interminable delays for hookups, hours-long waits for technical support, repeated outages, connections that don't reach the advertised speeds, and a blame game in which DSL upstarts and giant phone companies point at each other when things go wrong.

Even simple stuff can turn crazy. What became a monthlong DSL horror for Alan Weinkrantz, owner of a five-person public-relations firm in San Antonio, started last fall when he moved into a larger office within his building. Despite a lot of advance notice to SBC, the DSL service that was supposed to move with Mr. Weinkrantz didn't.

It turned out that when Mr. Weinkrantz had called about the move, the customer service employee, whom SBC concedes didn't have adequate training, failed to tell him that moving the DSL service would take 30 to 45 days. The employee also hadn't realized she had to cancel his service so it could be restarted at a new location.

"I was flabbergasted," Mr. Weinkrantz says. "We relocated our offices not across town or across the street, but down one flight of stairs. They never said: Oh, by the way, you'll be disconnected for a month."

SBC admits to repeated bungling with Mr. Weinkrantz, but says it has improved dramatically since then. "The customer care piece is the piece we're working hardest on," says Dale Robertson, senior vice president of SBC Advanced Solutions Inc., SBC's DSL unit.

Write to Shawn Young at shawn.young@wsj.com

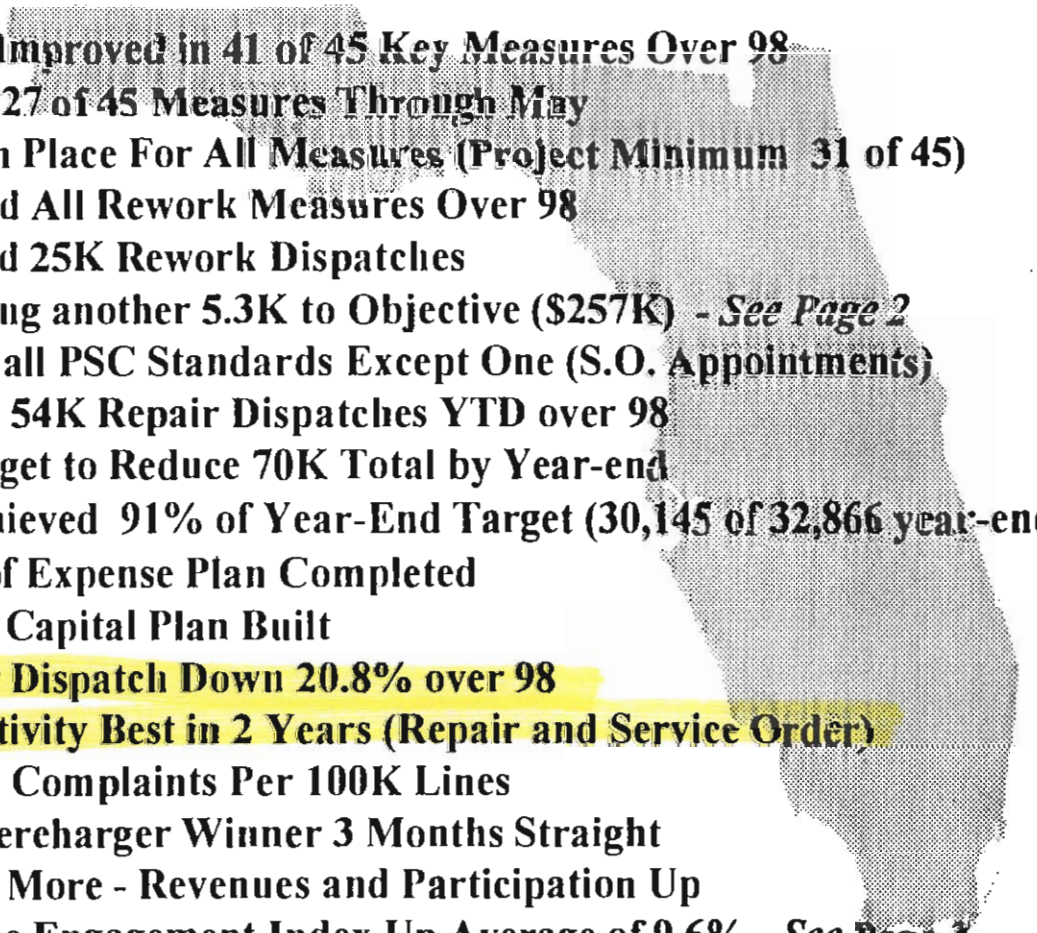
SAVE THIS EMAIL THIS FORMAT FOR PRINTING

Return to top of page

GTE FLORIDA REGION

KEY PERFORMANCE INDICATORS

POSITIVE TRENDS THROUGH MAY!



- Results Improved in 41 of 45 Key Measures Over 98
- Meeting 27 of 45 Measures Through May
  - Plans In Place For All Measures (Project Minimum 31 of 45)
- Improved All Rework Measures Over 98
  - Reduced 25K Rework Dispatches
  - Targeting another 5.3K to Objective ($257K) - *See Page 2*
- Meeting all PSC Standards Except One (S.O. Appointments)
- Reduced 54K Repair Dispatches YTD over 98
  - On Target to Reduce 70K Total by Year-end
- TAC achieved 91% of Year-End Target (30,145 of 32,866 year-end target)
  - 100% of Expense Plan Completed
  - 75% of Capital Plan Built
- Cost Per Dispatch Down 20.8% over 98
  - Productivity Best in 2 Years (Repair and Service Order)
- Reduced Complaints Per 100K Lines
- CSI Supercharger Winner 3 Months Straight
- Sell One More - Revenues and Participation Up
- Employee Engagement Index Up Average of 9.6% - *See Page 3*

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 16
COMPANY: Pouchan
WITNESS:
DATE: 9-15-01

001902

Kimberly Caswell
Vice President and General Counsel, Southeast
Legal Department

verizon

FLTC0007
201 North Franklin Street (33602)
Post Office Box 110
Tampa, Florida 33601-0110

Phone 813 483-2606
Fax 813 204-8870
kimberly.caswell@verizon.com

May 4, 2001

Ms. Blanca S. Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 991376-TL
Initiation of Show Cause Proceedings against Verizon Florida Inc. for Apparent Violation of Service Standards

Dear Ms. Bayo:

Please find enclosed for filing an original and one copy of Verizon Florida Inc.'s Notice of Service of Responses to Citizens' Fifth Set of Interrogatories in the above matter. Service has been made as indicated on the Certificate of Service. If there are any questions regarding this matter, please contact me at 813-483-2617.

Sincerely,

Kimberly Caswell

cc: Kimberly Caswell

KC:tas
Enclosures

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 17
COMPANY/ WITNESS. Poucher
DATE: 9-10-01

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of Show Cause Proceedings against Verizon Florida Inc. for Apparent Violation of Service Standards	)	Docket No. 991376-TL Filed: May 4, 2001

NOTICE OF SERVICE OF VERIZON FLORIDA INC.'S
RESPONSES TO CITIZENS' FIFTH SET OF INTERROGATORIES

NOTICE IS HEREBY GIVEN that a true and correct copy of Verizon Florida Inc.'s (formerly, GTE Florida Incorporated) Responses to Citizens' Fourth Set of Interrogatories, which were legally propounded by Citizens on March 30, 2001, were sent via overnight delivery on May 3, 2001, to Charles J. Beck, Deputy Public Counsel, Office of Public Counsel, 111 W. Madison Street, Room 812, Tallahassee, FL 32399-1400.

The original and one copy of this Notice were also sent via overnight delivery on May 3, 2001 to the Director, Division of Records & Reporting, at the Commission. Further service on other parties of record is as set forth on the Certificate of Service, appended hereto.

Respectfully submitted on May 4, 2001.

By:
for Kimberly Caswell
Post Office Box 110, FLTC0007
Tampa, Florida 33601
Telephone: 813-483-2617

Attorney for Verizon Florida Inc.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against Verizon Florida Inc. for apparent violation of service standards	))))	Docket No. 991376-TL

Verizon Florida Inc.'s Responses to Citizens' Fifth Set of Interrogatories (Nos. 10-17)

Provide the name, address and relationship to the Company of each person providing answers to the following inquiries and identify which question(s) each person answered.

Questions 10-17:

Russell Diamond
Business Analysis Manager – Florida Region
201 North Franklin Street
Tampa, FL 33602

INTERROGATORIES

10. How many labor hours, including overtime and temporary employees, were charged by Verizon employees and contractors for Verizon labor groups 201 and 301, stated separately, for each of the years 1996, 1997, 1998 and 1999, stated separately?

Response:

	1996	1997	1998	1999
Labor Group 201	1,938,325	1,924,889	1,971,391	1,928,425
Labor Group 301	561,893	669,762	694,782	663,190
Contractor 209	15,649	38,404	160,641	62,486

11. Please identify any significant work functions that were added or deleted from the responsibilities of the Verizon labor groups 201 and 301 between January 1, 1996 and December 31, 1999 that would have significantly impacted the budget.

Response:

No significant functions have been added or taken away from these labor groups.

12. What was the actual average headcount for the employees included in the Verizon labor groups 201 and 301, stated separately, for each of the years 1996, 1997, 1998 and 1999? (For purposes of this interrogatory, the average

CONFIDENTIAL

headcount should include the full time equivalent employees, including overtime, temporary employees and contract labor used to perform the work functions contained within the labor group 201 and 301 responsibilities).

Response:

As defined for purposes of this interrogatory, the headcounts in groups 201 and 301 were as follows:

	1996	1997	1998	1999
Labor Group 201	939	944	1,025	957
Labor Group 301	270	322	334	319

13. What was the actual year end headcount for Verizon's labor group 201 employees on the payroll as of December 31, 1995, 1996, 1997, 1998 and 1999?

Response:

	1995	1996	1997	1998	1999
Labor Group 201	NA	818	710	730	711
Labor Group 301	NA	229	233	287	316

Data are not available for year-end 1995. However, the documents provided in response to item 43 of Citizens' Fifth Set of Requests for Production of Documents contain information on headcount for the end of January 1996.

14. What was the actual year end headcount for Verizon's labor group 301 employees on the payroll as of December 31, 1995, 1996, 1997, 1998 and 1999?

Response:

See response to number 13.

15. What were the actual year end headcount of temporary and contract employees, stated separately, on Verizon's payroll who performed job functions of Verizon labor groups 201 and 301 as of December 31, 1995, 1996, 1997, 1998 and 1999?

Response:

	1995	1996	1997	1998	1999
Contractor	NA	46	68	68	87

Data are not available for 1995.

16. Please state the work functions contained within the job description of Verizon labor group 201.

Response:

CZT 201 & 301 - Service Order Activities:

1. Customer contact.
   - Upon arrival
   - Upon completion
   - Ensure customer satisfaction

2. Facilities procurement and verification.
   - Facilities changes
   - Facilities records updates

3. Installation of service to the Network Interface Device (NID).
   - Terminal activity
   - Network premise wire activity
   - Drop activity
   - Protector activity

4. Inside wire and jacks work.
   - Reallocation of existing wires and jacks for multiple lines
   - Installation of wire and jacks

5. Completion of work assignment.
   - Upload completed job
   - Download next job assignment

CZT 201 – Repair Activities:

6. Isolation of trouble at the Network Interface Device to locate and repair faults at:
   - Central office equipment
   - Network facilities
   - Network premise wire and/or NID
   - Inside wire and jacks for accounts with inside wire maintenance or billing when appropriate

17. Please state the work functions contained within the job description of Verizon labor group 301.

Response:

See response to number 16.

VERIFICATION

STATE OF FLORIDA)
) ss.
COUNTY OF HILLSBOROUGH)

BEFORE ME, the undersigned authority, personally appeared Michelle A. Robinson, who deposed and stated that the answers to the Fifth Set of Interrogatories (Nos. 10-17) served on Verizon Florida Inc. by Citizens in Docket No. 991376-TL were prepared at her request and she is informed that the responses contained therein are true and correct to the best of her information and belief.

DATED at Tampa, Florida, this 3 day of May, 2001.

Michelle A. Robinson

Sworn to and subscribed before me this 3d day of May, 2001.

Teresa Ann Scobie
Notary Public
State of Florida

OFFICIAL NOTARY SEAL
TERESA ANN SCOBIE
NOTARY PUBLIC STATE OF FLORIDA
COMMISSION NO. CC777388
MY COMMISSION EXP. OCT. 21,2002

Name Typed or Printed/Commission No.

My Commission Expires:

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of Verizon Florida Inc.'s Notice of Service and Responses to Citizens' Fifth Set of Interrogatories in Docket No. 991376-TL were sent via overnight delivery on May 3, 2001 to:

Lee Fordham, Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Charles J. Beck, Deputy Public Counsel
Office of Public Counsel
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400

Kimberly Caswell

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 991376-TL EXHIBIT NO. 18
COMPANY/
WITNESS: Poucher
DATE: 9-10-01

CONFIDENTIAL

5-14-96

Conducted a conference call with Florida Region regarding performance versus budget. Participants were Pete Oakes Russ Desmond, Jerry Wilder and Larry Yost from Florida and John Appel, Jeff Miller, & Dave Bowman from Headquarters. Florida's results as shown on the attached additional analysis (shared with Pete and his team) are unfavorable to the Region average on Service Order HPU, Repair HPU, Service Orders with Trouble in Seven Days, CFM Trouble Reports per 100, and % No access on Dispatched Trouble. In addition, overtime in the Region is very high YTD with Labor Group 20 (S+M/Cable Maintenance) running at 21.41% and Labor Group 301 (Service Installers) running at 21.97%. Overtime is a symptom or result of unfavorable HPU's and repair activity. Team in Florida reviewed a set of planned or implemented actions that should help but thus far have not yielded positive results. Told all that I want a set of commitments for improved results in each of the above areas through September when we have our Operations Review in Florida on 5-22-96. Indicated that HPU and non-revenue-producing work volumes suggest a lack of adequate managerial focus by the Florida Team and

5-14-96 (Continued)

CONFIDENTIAL

slow movement toward improvement that should have gained momentum in 1995. Highlighted regions slow roll toward reducing reliability problems in our network there. Indicated that I will ask for a special analysis of reliability in Florida and it will be a topic during our 5-22 review.

Released others on the call and had a private conversation with Pete. Explained that the situation there is serious, from my view, and requires his full, continuous attention. Added that he should expect more from his General Managers, as I do. Told him I am close to a "no confidence" vote on our team in Florida and need to see a sharp turn in performance, quickly. He indicated that he understood the seriousness and significance and will give performance improvement his full attention.

5-15-96

Called Steve Nigg and asked him to prepare a complete network reliability analysis on Florida, as well as a set of recommendations for improvement, for discussion in our ops review there on 5-22. Asked him or his representative to attend the review.

19

FROM EXECUTIVE OFFICE 07.01.1996 07:18 P. 1

To: John Appel@TEL.EXEC@TXIRV
From: Hyrt Mullins@TCC.EXEC
Cc: Russ Diamond@BA.NTWKOPS
Bcc:
Subject: Florida June Results - Bi-Weekly Update
Attachment:
Date: 6/28/96 3:49 PM

John,

In updating you on how the Florida Region is progressing with its plan for 1996, the results for June are very good both from a budget and from a service results perspective as follows:

- Initial look at June incurred expense has Florida very favorable and on our recovery plan.

- Overtime for June came in at only 8.4% for 201 and 11.6% for 301. However, due to intense weather with heavy lightning and rainfall, overtime in 201 has increased significantly for weeks 6/16 and 6/23. I am concerned with the potential impact on July's results.

- Through 6/23 we have achieved 93% of our planned June dispatched unit reductions.

- We have seen the first two weeks of productivity data and both service order and repair HPU's are improving. We are having trouble getting updated MAPPS productivity out of staff and are addressing this issue.

- Based on the weekly report through June 22, service results are very good for business clearing times (7.2), and business commitments (96.8), and idence commitments met (96.6). Total service order trouble in 7 days is so good (7.5). Business installation commitments met are holding steady (95.2), while days to install are very good for both business (3.5) and residence (1.6). CFM troubles are up slightly (4.6) with Repeats steady (21.1).

- We are having some deterioration in results on the residence clearing times as we attempt to hold down overtime and concentrate on business and all commitments. Our clearing times for residence have increased to 20.3.

John, the region typically runs 1600 troubles in dispatch daily, however currently we are up to 4200. This does not appear to be totally weather related, but may be negotiations related. At this time the Inland Division has triple the trouble as Coastal Division. We will continue to work on this issue, but I did want to keep you informed.

We are continuing to work on our plans to reduce the repair activities and improve HPU's. As these improve we should be able to improve our clearing residence times.

Peter A. Daks

CONFIDENTIAL

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 19
COMPANY/ WITNESS: Poucher
DATE: 9-10-01

003841

20

FROM EXECUTIVE OFFICE 08.23.1996 10:21 8-23-96 JCA P. 1

To: Leticia Carrizales@TEL.EXEC@TXIRV
From: Myrt Mullins@TCC.EXEC
Cc: Russ Diamond@BA.NTWKOPS
Bcc:
Subject: Florida Region Bi-Weekly Update
Attachment:
Date: 8/23/96 10:21 AM

John,

In updating you on how the Florida Region is progressing with its plan for 1996, the results mid-way into August continue to be good.

- Overtime for August is 12.6% for 201's and 15.3% for 301's. This is slightly higher than plan as we try to balance overtime levels with clearing times.

- Clearing intervals for residential customers has improved to 18.9 NTD through August 17, and out OOS Cleared in 24 hours is back up in the 86% range. Clearing intervals for residence was 24.9 in July with OOS a 75.1%.

- Productivity for both service order and repair continue to improve.

- Based on the weekly report through August 17, service results are good for business clearing times (7.6), business commitments (95.8), and residence commitments met (95.9). Total service order trouble in 7 days is also good (7.4). Business installation commitments met are holding steady (94.7), with days to install-business at 3.6, and residence at 2.4. CFM Troubles and Repeats are not consistent with prior months due to recent definition changes, but are at 4.1 and 20.6 respectively.

hn, I know you called the other day about commission complaints. We are seeing a significant reduction as our clearing intervals have improved. Attached are two summary reports that show this improving trend through August 22.

Also attached is a summary of the vandalism we have recently seen potentially as a result of contract negotiations.

We are continuing to move forward in a positive direction.

Pete

Attachments (3)

CONFIDENTIAL

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 20
COMPANY/ WITNESS: Touche
DATE: 9-10-01

GTE FLORIDA, INC.
FPSC CUSTOMER INQUIRIES - ACTIVITY REPORT

Received

1996	Inquiries Logged During the Month			Inquiries Logged Year-to-Date		
	Service	Billing	Total	Service	Billing	Total
January	86	37	123	86	37	123
February	54	45	99	140	82	222
March	70	39	109	210	121	331
April	52	32	84	262	153	415
May	22	60	82	284	213	497
June	70	10	80	354	223	577
July	63	13	76	417	236	653
August as of 08/22	18	12	30			
September						
October						
November						
December						

When a customer contacts the FPSC with a complaint, regardless of its nature, it is logged with the Consumer Affairs division as an "Inquiry". Based on information provided by the utility in the complaint response, the FPSC analyst will determine if there has been a violation of a FPSC Rule, FPSC Order or company tariff. If there has been a violation then the analyst will categorize the inquiry as an "infraction".

FN: \Wpfiles\complrpt\inqact.96

CONFIDENTIAL

GTE FLORIDA, INC.
FPSC 1996 INFRACTIONS - ACTIVITY REPORT

1996	Infractions Closed During the Month			Infractions logged Year-to-Date		
	Service	Billing	Total	Service	Billing	Total
January	7	2	9	7	2	9
February	13	5	18	20	7	27
March	24	17	41	44	24	68
April	27	7	34	71	31	102
May	19	4	23	90	35	125
June	35	5	40	125	40	165
July	38	1	39	163	41	204
August						
September						
October						
November						
December						

Based on information provided by the utility in the complaint response, the FPSC analyst will determine if there has been a violation of a FPSC Rule, FPSC Order or company tariff. If there has been a violation then the analyst will categorize the inquiry as an "infraction".

CONFIDENTIAL

VANDALISM SUMMARY

Week of 7/15 - Tampa - Seminole Heights, 21st and 40th - 3 Cables cut - 1,000 pairs total.

8/12 - Tampa - on Albion, one block south of Morrison - 1 crossbox vandalized - approx. 150 pairs cut.

8/12 - Tampa - On Marti between Prospect and Neptune - 1 crossbox vandalized - approx. 150 pairs cut.

8/12 - Tampa - 5300 block of West Cleveland - 2 air valves vandalized - broken off - causing reverse vacuum and water intrusion - 200 pairs impacted - 26 hours to repair.

8/12 - St. Petersburg - 1162 55th Ave. - 15 jumpers cut

8/13 - St. Petersburg - 7150 52nd Ave. North - 50 jumpers cut.

8/14 - St. Petersburg - 7150 52nd Ave North - 9 jumpers cut.

8/14 - St. Petersburg - 11850 74th Ave N. - 29 jumpers cut.

8/15 - Tampa - 702 S. Audubon - 2 jumpers cut.

8/15 - Temple Terrace - 202 St. Augustine - 150 jumpers cut.

8/15 Temple Terrace - Broadway and Bullard Pkwy. - 125 jumpers cut.

8/16 - Tarpon Springs - Corner of Shea Drive and Hudson Street in Moon Lake, FL - 56 jumpers cut.

8/16 - Tampa - Causeway Work Center - 7855 Causeway Blvd. - 18 vehicles vandalized - windows broken, 2 radios ($150 ea.), 1 portable generator ($600) and misc. Tools taken - approx. $2,000 total.

8/16 - Tampa - Airport North (Anderson Road) work center - corner of Anderson Road and Sligh Avenue - 8 vehicles vandalized - holes punched in radiators - approx. $200 each to repair - $1,600 total.

8/20 - Lake Wales -One Tower Blvd - North of Lake Shore Blvd. - Water injected into cable through air tubing at sleeve..

$25,000 REWARD SOLICITED

CONFIDENTIAL

END

003850

21

7-26-96
Daks profile
-fla

To: Leticia Carrizales@TEL.EXEC
From: Myrt Mullins@TCC.EXEC@FLTPA
Cc: Myrt Mullins@TCC.EXEC@FLTPA,Russ Diamond@BA.NTWKOPS@FLTPA
Bcc:
Subject: Florida Region-Bi-Weekly Update
Attachment:
Date: 7/26/96 11:57 AM

John,

In updating you on how the Florida Region is progressing with its plan for 1996, the results for July continue to be good.

- Overtime for July thru the 20th is 15.8% for 201's and 17.1% for 301's. This is somewhat higher than budget as we try to balance overtime levels with clearing times. The first two weeks of July had severe storms, however we have seen over a week of very good weather which will help our results.

- Productivity for both service order and repair continue to improve thru July 25. Repair is down from 1.79 in June to 1.71 and service orders is down from 2.26 to 2.22.

- Based on the weekly report through June 20, service results are good for business clearing times (7.6), business commitments (96.1), and residence commitments met (96.5). Total service order trouble in 7 days is also good (7.2). Business installation commitments met are holding steady (95.6), while days to install-business are not available, and residence is at 2.3. CFM troubles and Repeats are not consistent with prior months due to recent definition changes.

As stated in our last update clearing times for residence continue to be an issue at 29.0.

In reference to our most recent discussions on Sunday coverage, additional costs in the Divisions and DAC's will run a little over $230K for the remainder of 1996 based on our original plans. This includes raising the I&M staffing levels based on current trouble volumes from 37 to roughly 168 employees. This should come down as the full benefit of our action plan is realized.

Additionally, in balancing our overtime levels with current trouble volumes and residential clearing times/OOS in 24 hours, Florida Region is 57 equivalent employees below the needed level. This ranges daily anywhere from 26-118 equivalent employees. Again, as we realize the full benefit of our action plan, this number will be reduced.

John, we will manage our employee resources closely to meet our desired service levels. Our action plans, including our bi-weekly meetings with the area managers, are having a favorable impact and will allow us to improve our residential clearing intervals without additional cost.

Peter A. Daks
Regional President-Florida

CONFIDENTIAL

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 21
COMPANY/ WITNESS Daks
DATE: 9-10-01
003845

22

INTRACOMPANY CORRESPONDENCE

GTE

GTE Telephone Operations

Reply To

January 16, 1997

FLTC0100
Tampa, FL

To: John C. Appel - HQE04H14 - Irving, TX

Subject: **1996 BUDGET VARIANCE/BAD PAIR RECOVERY PROGRAM**

Per our discussion, below is a reconciliation of our 1996 Budget Variance and a review of our Bad Pair Recovery Program.

The primary areas which caused us to miss our commitment of reducing our annual incurred expense overrun to $700K. Aggressive actions were taken to hold down overtime and improve productivity over the last couple of months to bring our overrun down as much as possible. These efforts were hampered by our continued high service order volumes and our push in December to improve our OOS in 24 hour results.

The primary drivers that caused our overrun to rise from $700K to $1.5M are:

Infrastructure Provisioning	
- Labor	$125K
- Invoices	$105K
- Account Code Conversions	$155K
Divisions	
- Labor/Productivity	$515K
- Plant Damage Claims	$160K
Public Affairs	($225K)
Total Variance	$835K

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 22
COMPANY/ WITNESS: Poucher
DATE: 9-10-01

The IP labor overrun was primarily caused by construction forces working trouble reports in the first two weeks of December to help our OOS in 24 hour measure. While the payroll and overtime during this period was chargeable to 1997, the 1996 labor hour distribution was impacted. This increased their percent of labor charged to expense above their planned level. The invoice overrun is due to charges related to material and xerox leases not being picked up when year-end projections were made. We do have about $155K worth of charges to work orders that were initially coded to capital accounts that ended up in expense accounts. We are working with Accounting to understand why/how the changes were made.

CONFIDENTIAL

The divisions overrun was due to overly aggressive year-end projections related to overtime, productivity, and percent hours expensed. Continual improvements were made over the last couple of months, however not to the degree necessary to achieve the projections. Also included in their projection were credits for plant damage that are generally expense related. The credits did occur, however the majority of those planned on were in fact credits to capital accounts.

An offset to the overruns was an unplanned underrun in Public Affairs. This is due to an invoice submitted that we believed would make the cutoff date, however it was not included in the final December results.

John, I am disappointed that we were as far off on our 1996 commitment as we were. I am however very confident that given our improved productivity levels, manpower levels, and funding related to revenue producing activities, the 1997 expense budget will be achieved.

In reference to the Bad Pair Recovery Program, in 1996 we were able to clear 4,930 bad pairs in bulk recovery and expended approximately $300,000 in expense dollars allocated to the Florida Region. This recovery equated to $61 per bad pair. Time spent recovering these pairs is approximately half of what would be required if the pairs were recovered on an individual basis.

A comprehensive study for the 12 central offices and associated crossbox locations contained within the test site indicated we had a growth of over 14,400 lines during the six months since the program started. The bad pair recovery process was active for only four of the six months studied. It still resulted in 258 less bad pairs from where we had started after supporting substantial growth (14,400) lines.

In order to validate where the 4,930 bad pairs were used, we found 3,064 pairs were used to clear trouble reports; therefore, the remaining 1,608 pairs that were cleared in the program were assumed to be used to support the 14,400 line growth in these offices, which was our intent from the beginning.

The new Headquarters practice, soon to be implemented, will inevitably assist our regions in aggressively improving our managing process for inventory levels and controlling the number of bad pairs.

As I mentioned to you earlier, we are already looking at the number of bad pairs in MARK. Our plan is to start a re-test program in order to validate that the bad pairs is still in trouble or return those not testing trouble to our inventory.

CONFIDENTIAL

Just to recap, the Bad Pair Recovery Program supported growth by making available 4,930 pairs of which 1,608 or 33% were used for service orders. An additional 258 are available for assignment. Please keep in mind that the business case was predicated on successfully reusing 25% of those pairs recovered. Therefore, the first phase of this program exceeded expectations.

We are now developing an action plan to reclaim bad pairs on a business as usual basis through our Capital Growth Program. We are working with Staff to review our processes of reclaiming bad pairs.

If you have questions, give me a call.

ORIGINAL SIGNED BY:

Peter A. Daks
Regional President-Florida

PAD:mmm

CONFIDENTIAL

23

INTRACOMPANY CORRESPONDENCE

GTE Network Services

January 28, 1998

Reply to:
HQE04H14
Irving, TX

REDACTED

To: Red Keith - HQE04B52 - Irving, TX
Brad Krall - HQE04G23 - Irving, TX

Subject: PUC/PSC MEASURES

I just completed a review of the December 1997 PUC/PSC Measures Report. While performance was generally strong in most states, there are some trouble spots, i.e., Florida, , where Regional Operations execution is falling short of the standards. Missed Operator Services and Care answer times are also negatively affecting these states as well as some others. Bad weather was clearly a factor in some of the misses.

I am counting on you to ensure strong emphasis on meeting these objectives and good results throughout 1998. In addition, if you haven't done so already, I recommend that you direct proactive contact with the regulatory commissions, in the states where we are performing the worst, to explain why we had difficulty in December and reassure them of our commitment to achieving these objectives.

Thank you for your continuing attention to this very important area of performance.

John

John C. Appel
President
GTE Network Services

CONFIDENTIAL

JCA:lc

c: Kevin Payne - HQE01I46 - Irving, TX

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 991376-TL EXHIBIT NO. 23
COMPANY/ WITNESS: Poucher
DATE: 9-10-01

004014