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October 18, 2002

Ms. Blanca S. Bayó
Director, Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No. 000121A-TP (OSS)

Dear Ms. Bayó:

On October 16, 2002, BellSouth Telecommunications filed an Errata and Response to Action Items in the Operations Support Systems (OSS) Performance Measures Docket No. 000121A-TP. We have since made some revisions to Exhibit 1, which was attached to that filing. The revisions affect the first six pages of Exhibit 1 labeled "Provisioning". These revised pages are attached and should be used instead of the corresponding pages filed on October 16, 2002.

As information, these revisions were provided directly to the Florida Public Service Commission Staff and the attendees of the Staff's Six Month Review Workshop on October 17, 2002.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

J. Phillip Carver
J. Phillip Carver (KA)

Enclosures

Cc: All parties of record
Marshall M. Criser, III
Nancy B. White
R. Douglas Lackey

DOCUMENT NUMBER

11371 OCT 18 2002

FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE
Docket No. 000121A-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

U. S. Mail this 18th day of October, 2002 to the following:

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J. Phillip Carver (ICA)

**(+) Signed Protective
Agreement**

#237366

P-3: Percent Missed Initial Installation Appointments

(This metric was not ordered by FPSC)

Definition

“Percent missed initial installation appointments” monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Order types may be coded C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Initial Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The “due date” is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

Calculation

Percent Missed Installation Appointments = (a / b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >=10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except Trunks)

Data Retained

Relating to CLEC Experience

- Report month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (Cmpltn DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the ~~raw data file~~ Supporting Data File (SDF).



Florida Performance Metrics

Relating to BellSouth Performance

- Report month
BellSouth Order Number
Committed Due Date (DD)
Completion Date (CMPLTN DD)
Status Type
Status Notice Date
Standard Order Activity
Geographic Scope

SQM Disaggregation - Analog/Benchmark

Table with 2 columns: SQM LEVEL of Disaggregation and SQM Analog/Benchmark. Lists various service categories like Resale Residence, LNP, INP, 2W Analog Loop, UNE Digital Loop, etc., and their corresponding retail benchmarks.

SEEM Measure

Seem Tier I Tier II

No.....

SEEM Disaggregation

SEEM Analog/Benchmark

- Not ApplicableNot Applicable

BellSouth proposes to delete this measure.**P-3A: Percent Missed Installation Appointments Including Subsequent Appointments****Definition**

“Percent missed installation appointments” monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The “due date” is the commitment time (if applicable) on the confirmed due date.

Calculation

Percent Missed Installation Appointments = (a / b) X 100

- a = Number of Appointments in Reporting Period past the Original (Date/Time as applicable) Committed and Subsequent Committed Due Date
- b = Number of Appointments on Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >=10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except Trunks)
- Geographic Scope
 - State

Data Retained**Relating to CLEC Experience**

- Report Month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the ~~raw data file~~ Supporting Data File (SDF).



Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	- Dispatch In
- Switch Based	- Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
- Without Conditioning	- Without Conditioning
- With Conditioning	- With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN (includes UDC)	Retail ISDN - BRI
• UNE UDC / IDSL	Retail ISDN - BRI and PRI
• UNE Line Sharing Without Conditioning	ADSL Provided to Retail
With Conditioning	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting Without Conditioning	ADSL to Provided Retail
With Conditioning	ADSL Provided to Retail
• EELs	Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation

SEEM Analog/Benchmark

- Resale Residence



Florida Performance Metrics

Exhibit 1
Provisioning

- Resale BusinessRetail Business
Resale DesignRetail Design
Resale PBXRetail PBX
Resale CentrexRetail Centrex
Resale ISDN.....Retail ISDN
LNP (Standalone).....Retail Residence and Business (POTS)
INP (Standalone).....Retail Residence and Business (POTS)
2W Analog Loop DesignRetail Residence and Business Dispatch
2W Analog Loop Non-DesignRetail Residence and Business - POTS Excluding Switch-Based Orders
2W Analog Loop With LNP - DesignRetail Residence and Business Dispatch
2W Analog Loop With LNP- Non-DesignRetail Residence and Business - POTS Excluding Switch-Based Orders
2W Analog Loop With INP-Design.....Retail Residence and Business Dispatch
2W Analog Loop With INP-Non-DesignRetail Residence and Business - POTS Excluding Switch-Based Orders
UNE Digital Loop <DS1Retail Digital Loop <DS1
UNE Digital Loop >=DS1Retail Digital Loop >=DS1
UNE Loop + Port Combinations.....Retail Residence and Business
- Dispatch In..... - Dispatch In
- Switch Based..... - Switch Based
UNE Switch Ports..... Retail Residence and Business (POTS)
UNE Combo Other.....Retail Residence, Business and Design Dispatch
UNE xDSL (HDSL, ADSL and UCL).....ADSL Provided to Retail
- Without Conditioning - Without Conditioning
- With Conditioning..... - With Conditioning (BellSouth does not offer this service to Retail)
UNE ISDN (Includes UDC)Retail ISDN - BRI
UNE UDC/DSL.....Retail ISDN - BRI and PRI
UNE Line Sharing Without ConditioningADSL Provided to Retail
With Conditioning.....ADSL Provided to Retail
Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
Local Interconnection TrunksParity with Retail
UNE Line Splitting Without ConditioningADSL Provided to Retail
With Conditioning.....ADSL Provided to Retail
UNE Other DesignRetail Design
UNE Other Non-DesignRetail Residence and Business
EELsRetail DS1/DS3