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Sent: Tuesday, April 06, 2004 12:33 PM
To: Filings@psc.state.fl.us
Cc: Fatool, Vicki; Nancy Sims; Nancy White; Peters, Evelyn; Linda Hobbs; Carver, J; Smith, Debbie; Holland, Robyn P.; Mary Rose Sirianni; Bixler, Micheale
Subject: Docket No. 000121A-TP (OSS)
Importance: High

- A. Brenda Slaughter
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- B. Docket No. 000121A-TP: Performance Measurements for Telecommunications Interconnection, Unbundling and Resale
- C. BellSouth Telecommunications, Inc.
 on behalf of J. Phillip Carver
- D. 17 pages total
- E. BellSouth Telecommunications, Inc.'s Data Notification Report for the data month of May 2004 and a Preliminary Notification

Report for the data month of June 2004

Brenda Slaughter (on behalf of J. Phillip Carver)
 BellSouth Telecommunications, Inc.
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DOCUMENT NUMBER-DATE
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J. PHILLIP CARVER
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April 6, 2004

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

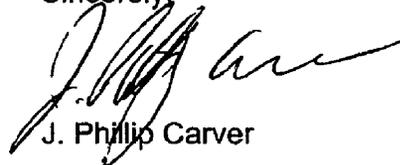
Re: Docket No. 000121A-TP (OSS)

Dear Ms. Bayó:

Enclosed is BellSouth Telecommunications, Inc.'s Data Notification Report for the data month of May 2004 and a Preliminary Notification Report for the data month of June 2004. We ask that you file these documents in the referenced docket.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,



J. Phillip Carver

Enclosures

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

DOCUMENT NUMBER-DATE

04318 APR-6 3

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

First Class U. S. Mail this 6th day of April, 2004 to the following:

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**(+) Signed Protective
Agreement**

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April 1, 2004

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the May 2004 data month and a Preliminary Notification Report for the data month of June 2004. These proposed changes will be discussed at the April 7, 2004 industry conference call.

There are two additional matters that BellSouth would like to bring to the attention of the Commission and the parties. First, in its January 2004 Data Notifications filed on December 1, 2003, BellSouth provided notice to remove Special Access services that are erroneously being included in certain of the BellSouth Retail Analog data (Item No. 9). Although BellSouth expected to implement this change with January data, the change will be implemented with March 2004 data instead.

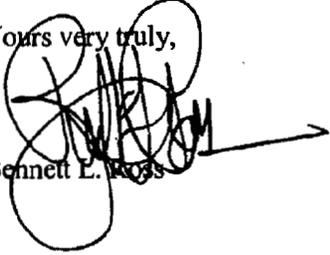
Second, in its October 2003 Data Notification filed on September 2, 2003, BellSouth provided notice of changes to the way denial and restoral orders that are bulk completed are counted. This change, which was Item No. 5 on the Proposed September 2003 Data Notification, was not implemented completely in Florida and Tennessee. BellSouth will make additional changes with June 2004 data to address this problem.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Mr. Reece McAlister
April 1, 2004
Page 2

Thank you for your attention to this matter.

Yours very truly,


Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)
Parties of Record (w/enclosure) (via electronic mail)

532660/532659/532656

PROPOSED MAY 2004 DATA NOTIFICATION

BellSouth proposes making the changes described in this document to generate results for the May 2004 data month. Results for the May 2004 data month will be posted as follows:

Preliminary results June 21, 2004
Final results June 30, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement ("SQM") Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

(1) *Affected Measures:* OSS-1

Description of Change: During the conversion process of mechanizing the OSS-1 measure, BellSouth identified several issues with the reporting of OSS-1 data. BellSouth proposes the following changes to be made to correct this reporting: (i) add additional filter to more accurately identify transactions, contract events, and timestamps for queries launched through EDI, LENS, and TAG/XML; (ii) include omitted DD and DSAP contract events in transaction reporting; (iii) eliminate extraneous contract events, such as RSAG queries by DSAP; (iv) correct reporting of RSAG Transactions as DSAP transactions in North Carolina; and (v) add additional constraints to more accurately capture and report response intervals as summation of events and to properly associate transactions and events to the appropriate reporting period. This proposed change was Item (2) on the Preliminary May Data Notification filed on March 1, 2004. (RQ5053, RQ5054, RQ5055, RQ5056, and RQ5057)

Impact of Change: For January 2004, the CRIS/LENS average call per second would increase from 2.86 to 3.02 seconds, and the TAG/DSAP average call per second would decrease from 1.48 to 0.70 seconds.

Provisioning Measurements

- (2) *Affected Measures:* P-7A (Florida, North Carolina, and Tennessee)

Description of Change: Currently, for this measure, BellSouth reports both IDLC and Non-IDLC data on the same report. BellSouth also produces the same Non-IDLC data in another report. BellSouth proposes to remove the Non-IDLC data from the IDLC report, as it is duplicative. This proposed change was Item (3) on the Preliminary May Data Notification filed on March 1, 2004. (RQ4872)

Impact of Change: None

- (3) *Affected Measures:* P-12 (North Carolina)

Description of Change: Currently, LNP Percent Missed Installation Appointments data is being reported for North Carolina, even though this measure is not part of the North Carolina SQM. BellSouth proposes to remove this measure consistent with the SQM. This proposed change was Item (4) on the Preliminary May Data Notification filed on March 1, 2004. (RQ4885)

Impact of Change: None

- (4) *Affected Measures:* P-11 (Florida, Georgia, and Tennessee)

Description of Change: Currently, BellSouth classifies any LEO order as partially mechanized for this measure if it has a character string of "t-signout" in the audit log. BellSouth has determined that some orders with this code were being completed without service representative intervention. BellSouth proposes providing an additional check by looking at the SOCS history file for user ID's to verify that the order is partially mechanized. This proposed change was Item (5) on the Preliminary May Data Notification filed on March 1, 2004. (RQ4959)

Impact of Change: For January 2004, in the region, 220 fully mechanized orders in Florida, Georgia, and Tennessee were included in the partially mechanized volume of the Service Order Accuracy metric. The change to the metric is less than 0.01%.

- (5) *Affected Measures:* P-7C

Description of Change: BellSouth has discovered that it is overstating circuit counts for this measure. BellSouth proposes to change the lookup tables to accurately determine the appropriate circuit count. This proposed change was Item (6) on the Preliminary May Data Notification filed on March 1, 2004. (RQ4988)

Impact of Change: For December 2003, in Georgia, the trouble report rate would change from .57% to 1.07%. For the same period in Florida, the trouble report rate would change from .46% to .88%.

(6) *Affected Measures:* P-7A

Description of Change: Currently, BellSouth is producing summary rows on the one-month aggregate report for this measure, even though these rows contain no data and are not required by the SQM. BellSouth proposes removing these summary rows from the report. This proposed change was Item (7) on the Preliminary May Data Notification filed on March 1, 2004. (RQ5000)

Impact of Change: None

(7) *Affected Measures:* P-7 (Louisiana only)

Description of Change: Currently, for the CLEC MSA reports, some interval buckets are being duplicated. BellSouth propose to eliminate duplication of interval buckets. This proposed change was Item (8) on the Preliminary May Data Notification filed on March 1, 2004. (RQ5003)

Impact of Change: None

M&R Measurements

(8) *Affected Measures:* MR1, 2, 3, 4 & 5 (North Carolina and Tennessee)

Description of Change: Currently, BellSouth is counting troubles and line counts in both the UNE Digital Loop and UNE Other-Design disaggregations. BellSouth proposes to correct this problem by eliminating these circuits and troubles from the UNE Other-Design disaggregation. This proposed change was Item (9) on the Preliminary May Data Notification filed on March 1, 2004. (RQ4972)

Impact of Change: Numerator and denominator values for the UNE Other-Design disaggregations will be reduced for the measures impacted. Based on December 2003 data, North Carolina and Tennessee CTRR numerators will be reduced to "0" and line counts will be reduced by approximately 97%.

Billing Measurements

- (9) *Affected Measures:* B-10

Description of Change: Currently, some billing adjustments that are disputed by BellSouth are erroneously being captured in this measure. BellSouth proposes to change the code to exclude these billing disputes consistent with the SQM. This proposed change was Item (10) on the Preliminary May Data Notification filed on March 1, 2004. (RQ5015)

Impact of Change: For December 2003, 89 disputes in the region that were not due within the December reporting period should have been excluded from this metric. The results for the region would have increased from 90.71% to 92.75%.

Special Access Measurements

- (10) *Affected Measures:* SA-7 (Florida, Georgia, and Tennessee)

Description of Change: Currently, the code is not marking the records that are past due from a previous month in the current month's report. The report is displaying all circuits that are candidates for the Past Due Circuits measure from the previous month, including those circuits that are past due. BellSouth proposes to display all the circuits due in the current month, but have an original committed due date in a previous month, as the volume for this measure consistent with the SQM. Once the base is established, the report will display any circuit that was past due and canceled, as the numerator for the measure. The metric is determined by dividing the volume into the numerator, times 100. This proposed change was Item (11) on the Preliminary May Data Notification filed on March 1, 2004. (RQ4859)

Impact of Change: For November 2003, in Florida, the volume of circuits for the Percent Cancellations after FOC due date would decrease from 50 to 2.

PRELIMINARY JUNE 2004 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the June 2004 data month. Results for the June 2004 data month will be posted as follows:

Preliminary results July 21, 2004
Final results July 30, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

(1) *Affected Measures:* O-7 & O-8

Description of Change: Currently, BellSouth is calculating the Reject Interval for non-mechanized Trunk ASRs from the initial received date, without considering subsequent versions. BellSouth proposes to correctly identify and align the appropriate response timestamp with the corresponding version of the ASR. This modification will also allow for the proper reporting of these measures by assuring that the Reject occurred in the correct reporting period. (RQ4862)

Impact of Change: BellSouth continues to investigate the impact of the proposed change and will quantify this impact as soon as possible.

(2) *Affected Measures:* O-11 (Alabama, Kentucky, Mississippi, and South Carolina)

Description of Change: Currently, in the states where multiple responses under this measure are reported, Local Interconnection Trunks are not included as a product on the Aggregate and 12 month reports. Additionally, they are not included on the multiple response regional reports for this measure. BellSouth proposes to correct both these reporting problems. (RQ5123)

Impact of Change: None.

(3) *Affected Measures:* O-7

Description of Change: Currently, a CLEC can respond to a fatal reject with the same CC, PON and Version. For LSRs that have LNP requests, BellSouth is not always able to associate this LSR with the appropriate receipt time. BellSouth proposes to add an additional key to correctly identify the receipt time of this LSR. (RQ5124)

Impact of Change: For January 2004, 49 of 2451 (2%) LNP fatal reject records in the region were not counted as a result of this issue.

(4) *Affected Measures:* O-9 & O-11

Description of Change: Currently, BellSouth is not correctly associating the confirmed timestamps with ASRs submitted for Local Interconnection Trunks. BellSouth proposes to correct the code to capture responses for Local Interconnection Trunks. (RQ5134)

Impact of Change: For January 2004, the result for Local Interconnection Trunks under Measure O-11 would change from 84.78% to 100% in Tennessee.

Provisioning Measurements

(5) *Affected Measures:* P-4 (Louisiana)

Description of Change: Currently, the MSA Aggregate One Month reports for OCI display an incorrect Average Interval for both BST and CLECs. BellSouth proposes to correct the average interval to display the correct average per product. (RQ5024)

Impact of Change: For December 2003 data, the average interval for Alexandria, LA, MSA-Resale Business Non-Dispatch, the metric would change from 0.0 to 2.0 and for Retail Business, the metric would change from 0.0 to 1.73 days.

(6) *Affected Measures:* P-7C

Description of Change: Currently, BellSouth is not displaying all disaggregations on the 12-month report when there is no data to place on the historical report. BellSouth proposes to display all disaggregations on the 12-month report even when no data is present in the reporting period. (RQ5029)

Impact of Change: None.

- (7) *Affected Measures:* P-7, P-7A, P-7C & P-8

Description of Change: BellSouth proposes adding new fields to the raw data and Other Supporting Data File (CTOVR_CMPLTN_DTTM, CTOVR_KEY, SO_CMPLTN_DT). The addition of these fields will have no immediate impact on replicating the SQM reports but would be available for use with future enhancements. (RQ5044)

Impact of Change: None.

- (8) *Affected Measures:* P-2B

Description of Change: Currently, for % Orders Given Jeopardy Notice, the numerator includes orders where the committed date of facility resolution is within the reporting period. BellSouth proposes to implement coding to capture orders with a due date in the reporting period instead of the committed date of the facility resolution in the reporting period consistent with the SQM. (RQ5107)

Impact of Change: For December 2003, in Florida, for % Jeopardy – Mechanized, UNE Loop + Port Combinations, Dispatched, the numerator would change from 233 to 176. This would cause the result to change from 6.95% to 5.25%.

- (9) *Affected Measures:* P-2A (Florida and Tennessee)

Description of Change: Currently, for % Orders Given Jeopardy Notice \geq 48 Hours, BellSouth is using the committed due date of the facility resolution to determine which orders to include in the denominator of this measure. BellSouth proposes to capture orders with the committed due date in the reporting period in Florida and Tennessee for both the numerator and denominator consistent with the SQM. (RQ5107)

Impact of Change: For December 2003 in Florida, the Percent Jeopardy Notice >48 Hours Mechanized, the UNE Loop + Port Combination Dispatch disaggregation, the denominator would change from 233 to 176. This would cause the result to go from 75.5% to 100%.

- (10) *Affected Measures:* P-11 (Florida, Georgia, and Tennessee)

Description of Change: BellSouth is currently including "C" orders written in response to LSRs with an ACT of 'C' and an LNA of 'D'. Since these orders are disconnect orders and disconnect orders are excluded from this measure consistent with the SQM, BellSouth proposes to change the code to correct the problem. (RQ5132)

Impact of Change: For January 2004 Regional data, 34 orders would be excluded from the volume of this measure. Excluding these records would have less than a .01% effect on this measure.

Special Access Measurements

(11) *Affected Measures:* SA-7 (Tennessee)

Description of Change: Currently, the 12-Month SRS Report for Past Due Circuits, “% Cancellations After FOC Due Date” is not being produced in Tennessee. BellSouth proposes to produce this report. (RQ5120)

Impact of Change: None.

PARTIES OF RECORD

Docket No. 7892-U

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