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July 20, 2006

Via Hand Delivery

Blanco Bayó
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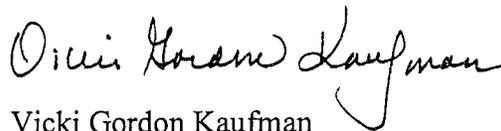
Re: Docket No. 000121A-TP

Dear Ms. Bayó:

Enclosed for filing and distribution are the original and 15 copies of the response of the CLEC Coalition (ITC^DeltaCom, NuVox, FDN, Covad and Xspedius) to Staff's request for proposed changes to BellSouth's current Performance Assessment Plan. Attachment 1 provides the proposed changes and rationale. Attachment 2 is a mark-up or red line of the SQM.

Please contact me if you have any questions. Thank you for your assistance.

Sincerely,


Vicki Gordon Kaufman

VGK/pg

cc: Parties of Record w/enc.

DOCUMENT NUMBER-DATE

06419 JUL 20 06

FPSC-COMMISSION CLERK

CLEC Proposed Changes
Six Month Review

	Proposed Change	Rationale/Further Explanation
1	<p>Force Majeure</p> <p>Metrics compared to a retail analog will not be included in force majeure exemptions.</p>	<p>CLECs maintain that BellSouth should be required to pay remedies for SEEM performance measures with retail analogs during a Force Majeure event (FME). There is no provision in the Act, the FCC rules or in the state commissions' enabling statutes or rules that exempts BellSouth from providing parity service before, during or after an FME. Indeed, BellSouth itself has acknowledged that it must provide nondiscriminatory service despite an FME. Discrimination in an FME is as harmful, if not more harmful, to CLECs than discrimination in the absence of an FME. Therefore, SEEMs should apply so BellSouth is properly incented to perform. As the Florida PSC staff has already concluded, "[W]ithout protection of the SEEM plan, CLECs are put at greater risk of not receiving parity treatment."</p> <p>If BellSouth is indeed providing parity service as required in an FME, it should have no concerns regarding the application of SEEM. Nonetheless, BellSouth objects. BellSouth claims restoration after an FME was not contemplated in the formulation of the Performance Plans and restoration may involve activities inherently and incidentally discriminatory, though beneficial to the greatest number of customers based on existing conditions. The CLECs disagree, and note that force majeure has always been an issue in performance metrics proceedings, and that earlier versions of SEEM in Georgia and Louisiana required BellSouth to petition for and prove the need for force majeure relief.</p> <p>Regarding the inherently discriminatory issue, BellSouth has provided no evidence that its "greater good" restoration scenario is in reality an issue affecting performance results. Importantly, in the wake of the hurricanes in the 2005 season, several CLECs experienced incidents they believed illustrated discriminatory treatment, and the Florida PSC staff concluded that several of the examples presented legitimate cases of discrimination – none of those were related to "restoration," but, rather, were straightforward order-and-provisioning issues.</p> <p>CLECs also maintain that even if an FME serves to relieve BellSouth of its SEEMs obligations for all or certain metrics, an FME should not trigger a "restart" of the consecutive months' violation ("CMV") factor in the SEEMs calculation. Rather, with metrics excluded from</p>

CLEC Proposed Changes
Six Month Review

		<p>SEEMs for an FME, the CMV should simply remain in effect during the FME and then continue as before after the FME abates, as though the FME never occurred. To do otherwise rewards BellSouth for its continuing poor performance when interrupted by the mere happenstance of an FME. CLECs believe that after prior years' hurricanes, the CMV factor has not been, and should not have been, restarted. CLECs now seek to have this principle confirmed in the Performance Plan.</p> <p>For those measures that remain subject to Force Majeure, CLECs recommend that BellSouth shall have the burden of demonstrating that the performance standard was not met due to causes beyond BellSouth's control before being relieved of its obligation to pay remedies.</p>
2	<p>Commingling</p> <p>Create new metric for commingled products.</p>	<p>The TRO defines commingling as "...the connecting, attaching, or otherwise linking of an unbundled network element, or a combination of unbundled network elements, to one ore more facilities or services that a requesting telecommunications carrier has obtained at wholesale from an ILEC...</p> <p>It is the understanding of the CLECs that these products are not being measured and enforced through remedies. As these products have begun and will continue to be used to provide local service, it is imperative that BellSouth's performance be subject to metrics and enforcement mechanisms. (Details of the CLECs' proposed metric are included in SQM red-line document.)</p>
3	<p>Special Access Measures</p> <p>Add to SEEM plan</p>	<p>Like commingled products, special access is increasingly being used to provision local service, and BellSouth's performance should be incented by the same enforcement mechanisms which support other forms of local service provisioning.</p>
4	<p>AT&T/Bellsouth Merger</p> <p>After the merger is completed, remove AT&T's performance results from the CLEC aggregate results used to calculate SQM and SEEM results.**</p>	<p>As BellSouth may well provide better service to its parent company, the inclusion of performance results for AT&T in the CLEC data is likely to skew performance results, masking discriminatory performance and adversely affecting the remedy payment amounts to which CLECs would otherwise be entitled.</p> <p>In Order No. PSC-01-1019-FOF-TP, page 199, the</p>

CLEC Proposed Changes
Six Month Review

	<p>However, pursuant to Section 4.7 of the SEEM plan, BellSouth shall provide monthly performance results for each metric for each BellSouth CLEC affiliate.</p>	<p>Commission recognized that affiliate results, if in significant volume, could skew overall performance results, warranting their exclusion from calculation of CLEC aggregate results.</p> <p>**Alternatively, before the next review, Staff could require that BellSouth calculate the remedies both ways to determine if this is a problem. If the better performance results for AT&T have skewed the Tier 1 remedies, the remedies that would have been due to CLECs should be paid in a lump sum and AT&T removed from the plan as the CLECs initially requested.</p>
5	<p>Increase penalties in fee schedules in proportion to the increase in revenues resulting from the merged companies.</p>	<p>The merger of BellSouth and AT&T will result in a more powerful and wealthy company. The current level of remedy payments will have substantially less impact on the financials of the company, and therefore on its incentive to provide non-discriminatory service and thus avoid payment of those remedies. Increasing the fee schedule proportionately will at least attempt to "keep whole" the financial incentive for BellSouth to maintain its current level of performance.</p>
6	<p>Monthly changes to PMAP</p> <p>Change the process of monthly notification and implementation of changes to six months or annually (whichever coincides with overall PAP review process.)</p>	<p>Based on considerable experience, CLECs have concluded that the current process, which was created to keep them informed and involved, is inadequate. It creates incremental, continual and disjointed change, and thus prevents CLECs' ability to understand the cumulative and overall impacts on the metrics. CLECs believe that accumulating and discussing these proposed changes periodically in a workshop setting will permit the true impact of the changes to be reviewed, discussed, and understood. It is likely to improve the ability of auditors to review and evaluate the changes as well. Exceptions could be permitted (with the concurrence of CLECs and Staff), should BellSouth encounter a problem that is having significant impact on reported results.)</p>
	<p>Metric Specific Changes (also see red-line SQM)</p>	
7	<p>OSS-1 (OSS Response Interval)</p>	<p>Added systems to be measured. Added Tier 1 due to CLEC loss of productive hours.</p>
8	<p>PO-3 Batch</p>	<p>Change performance standard from diagnostic to 99.5 same</p>

CLEC Proposed Changes
Six Month Review

	Migration Availability	as OSS-2 Interface Availability
9	O-3 Flow-through	Although CLECs did not ask for specific changes to this measure, they are gravely concerned about level of flow-through, the increase in required manual service order submission, and the lack of a task force to improve the situation. CLECs request that BellSouth present at the workshop the current state of electronic and manual order processing, and its plans for the future so that appropriate measure(s) can be established.
10	O-8 Reject Interval	Proposed improvements to benchmark standards Removed obsolete link, included business hours in SQM for ease of use. Clarified hours.
11	O-9 FOC Timeliness	Proposed improvements to one benchmark standard. Removed obsolete link, included business hours in SQM for ease of use. Clarified hours.
12	O-12—Speed of Answer	CLECs request discussion of the 20% ordering calls, when and how it was established, if and when it has been reviewed. CLECs want this added as a Tier 1 measure due to negative effect on labor costs—open for discussion on call allocation methodology, etc.
13	P-2A-- % Given Jeopardy notices > 48 hours	Clarified type of hours Propose that non-dispatch be included
14	P-2B--% Orders Given Jeopardy Notices	Removed unnecessary exclusion
15	P-3A--% Missed Appointments (Commingling)	It is the understanding of the CLECs that these products are not being measured and enforced through remedies. As these products have begun and will continue to be used to provide local service, it is imperative that BellSouth's performance be subject to metrics and enforcement mechanisms.
16	P-4 Order Completion Interval	Removed obsolete link, include business hours in SQM for ease of use Changed interval to match Order Interval Guide Clarified type of days
17	P-7C Hot Cut Troubles	Clarified type of day
18	P-9 % Troubles in X Days	Clarified type of day
19	P-11 Service Order Accuracy	Due to significant increase in required manual order submission, add manual or non-mechanized orders.

CLEC Proposed Changes
Six Month Review

20	P12 a and b	2 new metrics designed to monitor an untenable rejection situation
21	P-13B LNP % OOS	Changed benchmark.
22	M&R-1 % Missed Appointments	Clarified definition Request clarification of business rules
23	M&R-2 Customer Trouble Report Rate	See clarification questions in measure. Proposed changes, if any, will be raised after answers.
24	M&R-3 MAD	Clarified definition See clarification questions in measure. Proposed changes, if any, will be raised after answers.
25	M&R-4 Repeat Troubles	Clarified type of days
26	M&R-5 OOS>24 Hours	Clarified type of hours
27	B-1 Invoice	Limited exclusions in areas where CLECs are receiving inadequate service Clarified calculation
28	B-5 Usage Data Delivery Timeliness	Clarified calculation
29	B-10 % adjustments made in 45 days	Changed performance standard to meet needs of CLECs. Reasonable turnaround of adjustment is necessary, and the current benchmark of 45 days is too long as it is business days. (9 weeks).
30	CM-5 Notification of Outages	Added two interfaces
31	CM-7 % accepted or rejected within 10 days	See clarification questions in measure. Proposed changes, if any, will be raised after answers
32	CM-8 % rejected	See clarification questions in measure. Proposed changes, if any, will be raised after answers
33	CM-9 Number of defects in production releases	See clarification questions in measure. Proposed changes, if any, will be raised after answers
34	CM-11 % implemented in 60 weeks	Change interval to 48 weeks as the number of requests have declined.
35	Appendix C-OSS Table	Add systems

Attachment 2

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CLEC “Red Line”

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

**Measurement Descriptions
Version 4.01**

Issue Date: April 28, 2006

Effective Date: May 1, 2006

Note: This version (4.01) of the Florida SQM complies with Order No. PSC-06-0172-FOF-TP regarding non-vacated change of law issues ordered by the Florida Public Service Commission (FPSC) on March 2, 2006 and the FPSC’s April 4, 2006 vote on its staff

recommendation in Docket No. 041269-TP. The reason for this version is to remove de-listed products from the SQM reports.

Introduction

BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)¹. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. PSC-06-0172-FOF-TP regarding non-vacated change of law issues ordered by the Florida Public Service Commission (FPSC) on March 2, 2006 and the FPSC's April 4, 2006 vote on its staff recommendation in Docket No. 041269-TP.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3rd Party audits, Orders of the FPSC, FCC and the appropriate Courts of Law.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by BellSouth Performance Measurements and the reports that flow from them.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's PMAP website (<http://pmap.bellsouth.com>) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month.

For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth shall retain the performance measurement Supporting Data Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The State/Federal Commissions have been given access to the website.

¹Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.

Revision History

Version	Effective Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	<p>This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.)</p> <p>This is the final version, which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002.</p>
V3.00	June 20, 2003	<p>This version incorporates changes based on the 6 month review of FL PAP beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP.</p> <p>This is the final version, which will be filed in Florida, August 8, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22, 2003 and May 15, 2003.</p>
V4.00	October 1, 2005	This version of the SQM incorporates the stipulated changes to the FL PAP directed by the FPSC in Order No. PSC-05-0488-PAA-TP issued on May 5, 2005 Docket No. 000121A-TP.
V4.01	May 1, 2006	This version of the SQM removes De-listed UNE-P from the FL SQM Plan.

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Section 1: Operations Support Systems (OSS)

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Definition

The response interval is the average/percentage of time to retrieve pre-order/order/maintenance and repair information from a given legacy system.

Exclusions

- Syntactically Incorrect queries
- Scheduled OSS Maintenance
- Test Transactions/Records

Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth interface systems to obtain, from BellSouth's legacy systems, the information required to handle Pre-Ordering/Ordering/Maintenance and Repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the appropriate response has been transmitted through the same point to the requester.

The average response interval for retrieving Pre-Order/Order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, CAFÉ, SOEG, TAFI, CPSS and CRIS.

The percent response interval for retrieving Maintenance and Repair information from a given legacy system is determined by dividing the number of responses returned within 10 seconds by the total number of queries submitted in the reporting period and multiplying by 100.

The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP Gateway, MARCH, OSPCM, Predictor, SOCS, TAFI, CPSS and NIW.

Calculation

Pre-Ordering/Ordering OSS Response Interval = (a - b)

- a = Date and time of legacy response
- b = Date and time of legacy request

Pre-Ordering/Ordering Average Response Interval = (c / d)

- c = Sum of response intervals
- d = Number of legacy requests during the reporting period

Maintenance & Repair OSS Response Interval = (a - b)

- a = Query Response date and time
- b = Query Request date and time

Maintenance & Repair Percent Response Interval (per category) = (c / d) X 100

- c = Number of responses returned within 10 seconds
- d = Number of queries submitted in the reporting period

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Report Structure

- Pre-Ordering/Ordering OSS Average Response Interval
- Maintenance & Repair OSS Percent Response Interval
- Legacy System/Interface Specific
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

Legacy System/Interface

- Pre-Ordering/Ordering OSS Response Average Interval
 - Regional LevelParity + 2 seconds
- Maintenance & Repair OSS Response Percent within 10 Seconds
 - Regional Level, Per OSS Interface.....Parity with Retail

(See Appendix C: OSS Interface Tables)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface and for all Legacy systems accessed by them are captured. ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.)

Scheduled availability is posted on the Interconnection website: (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.
- Scheduled OSS Maintenance

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.

- Full outages are defined as occurrences of either of the following:
 - Application/Interface application is down or totally inoperative
 - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- Loss of Functionality outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Calculation

OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair) = (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Legacy System/Interface Specific
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Regional Level, Per OSS Interface.....	≥ 99.5%

(See Appendix C: OSS Interface Availability Tables for SQM)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

PO-2 [LMT]: Loop Makeup - Response Time - Electronic

Definition

This report measures the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually Submitted Inquiries – By FAX
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ordering interface gateways. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ordering interface gateways.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an LSR must be submitted by the CLEC.

Calculation

Response Interval = (a - b)

- a = Date and time the LMUSI returned to CLEC
- b = Date and time the LMUSI is received

Percent within Interval = (c / d) X 100

- c = Total LMUSIs received within the interval
- d = Total number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
- Interval for electronic LMUSIs:
 - 0 - <= 1 minute

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Loops..... Benchmark: 95% <= 1 Minute

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

PO-2 [LMT]: Loop Makeup - Response Time - Electronic

PO-3 [BMA]: UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)

Definition

This measure captures the functional availability of the UNE Bulk Migration Batch Scheduler application as a percentage of scheduled availability for the same system. Scheduled availability is posted on the PMAP website (<http://pmap.bellsouth.com/content/documentation.aspx>).

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Scheduled Downtime for Maintenance

Business Rules

The Interface Availability calculations are based upon availability of UNE Bulk Migration Batch Scheduler application utilized by CLECs for pre-ordering "Functional Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is available to users. "Scheduled Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is scheduled to be available. Outages occur when: The application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)

Calculation

Interface Availability = (a - b) / a X 100

- a = Scheduled Availability Minutes
- b = Full Outage Minutes

Report Structure

- Geographic Scope
- Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- UNE Bulk Migration Batch Scheduler Availability..... 99.5

Deleted: Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

PO-3 [BMA]: UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)

Section 2: Ordering

O-2 [AKC]: Acknowledgement Message Completeness

Definition

This measure provides the percent of transmissions/LSRs received via ordering interface gateways, which are acknowledged electronically.

Exclusions

- Manually Submitted LSRs
- Test Transactions/Records

Business Rules

Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of EDI may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented.

Calculation

Acknowledgement Completeness = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by ordering interface gateways, respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by ordering interface gateways, respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Acknowledgments Benchmark: 99.75%

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

O-2 [AKC]: Acknowledgement Message Completeness

O-3 [FTT]: Percent Flow-Through Service Requests

Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability LSRs submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Planned Manual Fallout
- CLEC System Fallout
- Test Transactions/Records
- LSRs that received a Z Status

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) submitted through one of the mechanized ordering interface gateways, that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example: fax and courier) or are not designed to flow through (for example: Planned Manual Fallout).

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed initially. When an LSR is submitted by a CLEC, source systems will perform basic edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, source systems will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

Planned Manual Fallout*: Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, the source systems will determine if the LSR should be forwarded to LCSC for manual handling.

*See LSR Flow-Through Matrix on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is due to BellSouth system functionality, the LCSC representative will correct the error and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = $a / [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC data entry error
- f = The number of LSRs that receive a Z status

Percent Achieved Flow Through = $a / [b - (c + d + e)] \times 100$

- a = The number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = The number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = The number of LSRs that are returned to the CLEC for auto clarification
- d = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = The number of LSRs that receive Z status

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Residence Benchmark: 95%
- Business Benchmark: 90%
- UNE-L (includes UNE-L with LNP) Benchmark: 85%
- LNP Benchmark: 95%

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

Notes:

- The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.
- The CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the "Resources" section on left side of PMAP website). Enter the name of the report in the Comments section.

O-3 [FTT]: Percent Flow-Through Service Requests

O-8 [RI]: Reject Interval

Definition

The interval for the return of a reject is the response time from the receipt of a service request [Local Service Request (LSR) or Access Service Request (ASR)] to the distribution of a reject.

Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Project IDs" for Bulk Migration
- Scheduled OSS Maintenance
- Test Transaction/Records

Business Rules

Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

For Partially Mechanized and Non-Mechanized LSR/ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation are 8 am through 6 pm Monday through Friday.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is rejected (date and time stamp of reject in ordering interface gateways). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until the LCSC Service Representative clarifies the LSR back to the CLEC via ordering interface gateways.

Non-Mechanized: The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of FAX or date and time paper LSRs are received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via FAX Server.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Reject Interval = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

O-8 [RI]: Reject Interval

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Florida Performance Metrics

Percent within Interval = (c / d) X 100

- c = Service requests rejected in reported interval
- d = Total service requests rejected in report period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
0 - <= 1 hour
- Partially Mechanized:
0 - <= 8 business hours
- Non-Mechanized:
0 - <= 24 12 business hours
- Local Interconnection Trunks:
0 - <= 4 business days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
- State

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O-8 [RI]: Reject Interval

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Fully Mechanized.....	97% <= 1 Hour
• Partially Mechanized.....	95% <= 8 business Hours
• Non-Mechanized.....	95% <= 24 12 business Hours
• Local Interconnection Trunks	90% <= 4 business Days

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SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

O-9 [FOCT]: Firm Order Confirmation Timeliness**Definition**

The interval for return of a Firm Order Confirmation (FOC) is the response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) to distribution of a FOC. The interval will include an electronic facilities check.

Exclusions

- Service Requests canceled by CLEC prior to a FOC being returned
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations
- Test Transactions/Records
- Scheduled OSS Maintenance

Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

For Partially Mechanized and Non-Mechanized LSR/ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation are 8 am through 6 pm Monday through Friday.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

Non-Mechanized: The elapsed time from receipt of a valid paper LSR not submitted via electronic systems (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via FAX Server.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and time of Firm Order Confirmation
- b = Date and time of service request receipt

O-9 [FOCT]: Firm Order Confirmation Timeliness

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Deleted: via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS

Florida Performance Metrics

Percent within Interval = (c / d) X 100

- c = Service requests confirmed in reported interval
- d = Total service requests confirmed in the report period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
0 - <= 3 **business** hours
- Partially Mechanized:
0 - <= 10 **business** hours
- Non-Mechanized:
0 - <= 24 **12 Business** hours
- Local Interconnection Trunks:
0 - <= 5 business days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
- State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale – Residence (Non-Design)
- Resale – Business (Non-Design)
- Resale – Design (Special)
- LNP (Standalone)
- UNE Analog Loop
- UNE Analog Loop with LNP
- UNE Digital Loop >= DS1
- UNE ISDN/UDC/DSL
- UNE Other
- UNE Line Splitting
- UNE EELs
- UNE xDSL (ADSL, HDSL, UCL)
- Local Interconnection Trunks 95% <= 5 Business Days

SQM/SEEM Analog/Benchmark

Fully Mechanized: 95% <= 3 **Business** Hours
Partially Mechanized: 95% <= 10 **Business** Hours
Non-Mechanized: 95% <= 24 **12 Business** Hours

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

O-9 [FOCT]: Firm Order Confirmation Timeliness

O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

Definition

This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation.

Exclusions

- Service requests canceled by the CLEC prior to FOC or Reject being sent
- ~~Fatal Rejects (leave in)~~
- LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations
- Test Transactions/Records

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Business Rules

Fully Mechanized: The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

Partially Mechanized: The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fallout for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs via FAX server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

Calculation

Firm Order Confirmation / Reject Response Completeness = (a / b) X 100

- a = Total number of service requests for which a Firm Order Confirmation or Reject is sent
- b = Total number of service requests received in the report period

Report Structure

- One report with the following four Disaggregation Levels:
 - Fully Mechanized
 - Partially Mechanized
 - Non-Mechanized
 - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Fully Mechanized.....	95% Returned
• Partially Mechanized.....	95% Returned
• Non-Mechanized.....	95% Returned
• Local Interconnection Trunks.....	95% Returned

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SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

O-12 [OAAT]: Average Answer Time - Ordering Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth Ordering Center.

Exclusions

- Volume of abandoned calls

Business Rules

The duration starts when a CLEC representative or BellSouth customer makes a choice on the ordering center's menu and is put in queue for the next service representative and stops when a BellSouth service representative answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Twenty percent of these calls stem from ordering related activity and are reported in this measurement. (CLECs request a discussion of the 20% amount)

Calculation

Answer Time for BellSouth Ordering Centers = (a - b)

- a = Time BellSouth service representative answers call
- b = Time of entry into queue

Average Answer Time for BellSouth Ordering Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls answered in the reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
 - Business Service Center
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Local Carrier Service Center..... Parity with Retail (Business Service Center)

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

O-12 [OAAT]: Average Answer Time - Ordering Centers

Section 3: Provisioning

P-1 [HOI]: Held Order Interval

Definition

This report measures delays in completing CLEC orders due to BellSouth reasons. This report is based on orders still pending, held and past their committed due date at the end of the reporting period.

Exclusions

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Orders with Appointment Code of 'A', i.e., orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.
- Listing Orders

Business Rules

This metric is computed at the close of each reporting period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each held order, the interval is determined from the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period. The total number of held order days are accumulated and then divided by the number of held orders to produce the mean held order interval. The interval is expressed in calendar days with no exclusions for Holidays or Sundays.

Calculation

Mean Held Order Interval = a / b

- a = Sum of held-over-days for all held orders
- b = Total number of held orders

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design).....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design.....	Retail Design
• UNE Analog Loop (Design).....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design).....	Retail Residence and Business - POTS (Excluding Switch Based Orders)
• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE EELs.....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail

P-1 [HOI]: Held Order Interval

Florida Performance Metrics

- UNE ISDN/UDC/IDSL..... Retail ISDN – BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design..... Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
No		

P-1 [HOL]: Held Order Interval

P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours

Definition

This report measures the percentage of jeopardy notices that BellSouth provides in advance to the CLECs indicating a committed due date is in jeopardy due to a facility delay.

Exclusions

- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Orders jeopardized on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- ~~Orders issued with a due date of less than 48 hours~~
- Listing Orders

Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. Orders that have a due date in the reporting period are included in the calculation. The interval is calculated using the date/time the notice is released to the CLEC/BellSouth systems/FAX Server until 5 PM on the due date of the order. This report measures both non-dispatched and dispatched orders ~~only~~.

Calculation

Percentage of Orders Given Jeopardy Notice >= 48 Hours = (a / b) X 100

- a = Number of orders given jeopardy notice >= 48 consecutive hours in the reporting period
- b = Number of orders given jeopardy notices in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design).....	95% >= 48 hours
• Resale Business (Non-Design).....	95% >= 48 hours
• Resale Design.....	95% >= 48 hours
• UNE Analog Loop (Design)	95% >= 48 hours
• UNE Analog Loop (Non-Design)	95% >= 48 hours
• UNE Digital Loop >= DS1	95% >= 48 hours
• UNE EELs	95% >= 48 hours
• UNE xDSL (HDSL, ADSL and UCL).....	95% >= 48 hours
• UNE ISDN/UDC/IDSL.....	95% >= 48 hours
• UNE Line Splitting	95% >= 48 hours
• UNE Other Design	95% >= 48 hours
• UNE Other Non-Design	95% >= 48 hours
• Local Interconnection Trunks	95% >= 48 hours

P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours

SEEM Measure

SEEM	Tier I	Tier II
No		

P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours

P-2B [PJ]: Percentage of Orders Given Jeopardy Notices

Definition

This report measures the percentage of orders given jeopardy notices, due to facility delay, out of the total orders due in the reporting period.

Exclusions

- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T). (how determined)
- Disconnect Orders
- Listing Orders
- Orders jeopardized on the due date
- ~~Orders issued with a due date of less than or equal to 48 hours~~

Business Rules

Orders that have a due date in the reporting period are included in the calculation. Orders issued with a due date of less than or equal to 48 consecutive hours will be counted in the next reporting period.

Calculation

Percent of Orders Given Jeopardy Notice = (a / b) X 100

- a = Number of orders given jeopardy notices in the reporting period
- b = Number of orders with a due date confirmed-(due) in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design).....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design.....	Retail Design
• UNE Analog Loop (Design).....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design).....	Retail Residence and Business - POTS (Excluding Switch Based Orders)
• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE EELs.....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail
• UNE ISDN/UDC/IDSL.....	Retail ISDN - BRI
• UNE Line Splitting.....	ADSL Provided to Retail
• UNE Other Design.....	Diagnostic
• UNE Other Non-Design.....	Diagnostic
• Local Interconnection Trunks.....	Parity with Retail Trunks

P-2B [PJ]: Percentage of Orders Given Jeopardy Notices

SEEM Measure

SEEM	Tier I	Tier II
No		

P-28 [PJ]: Percentage of Orders Given Jeopardy Notices

P-3 [MIA]: Percent Missed Installation Appointments

Definition

This report measures the percentage of total orders for which BellSouth is unable to complete the service orders on the committed due date.

Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- Listing Orders

Business Rules

All Service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth fails to meet the original commitment time. If no access occurs after the commitment time, the report is flagged a missed appointment.

Calculation

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

- a = Number of orders where the installation appointment is not met
- b = Total number of orders completed during the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale Residence (Non-Design).....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design.....	Retail Design
• LNP (Standalone).....	Retail Residence and Business (POTS)
• UNE Analog Loop (Design).....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design).....	Retail Residence and Business – POTS (Excluding Switch Based Orders)
• UNE Analog Loop with LNP-Design.....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop with LNP-Non-Design.....	Retail Residence and Business – POTS (Excluding Switch Based Orders)
• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE EELs.....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail

P-3 [MIA]: Percent Missed Installation Appointments

Florida Performance Metrics

- UNE ISDN/UDC/IDSL..... Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X.....	X.....

P-3 [MIA]: Percent Missed Installation Appointments

P-4 [OCI]: Order Completion Interval (OCI)

Definition

This report measures the interval of time it takes BellSouth to provide service for the CLEC or its own customers.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC/End user-caused misses
- Listing Orders

Business Rules

The completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth's order completion date. Orders worked on zero due dates are calculated with a .33-day interval (8 hours). Orders can be either dispatch or non-dispatch.

Only valid business days will be included in the calculation of this interval. Valid business days are (BellSouth and CLECs to define).

P-4 [OCI]: Order Completion Interval (OCI)

Deleted: may be found at the following website:
(<http://www.interconnection.bellsouth.com/#localorderinghandbook/intervalguide>)

Calculation

Order Completion Interval = (a - b)

- a = Completion Date
- b = FOC or SOCS date time-stamp (application date)

Average Order Completion Interval = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- All Levels are reported < 6 lines/circuits; >= 6 lines/circuits (except trunks)
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|---------------------------------------|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design)* |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design)* |
| • Resale Design..... | Retail Design |
| • LNP (Standalone)..... | Retail Residence and Business (POTS)*[is this count duplicated?] |
| • UNE Analog Loop (Design) | Retail Residence, Business and Design (Dispatch) (Excluding |

Florida Performance Metrics

- UNE Analog Loop (Non-Design) Digital Loops)
- UNE Analog Loop with LNP-Design Retail Residence and Business (Dispatch)
- UNE Analog Loop with LNP-Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP-Non-Design Retail Residence and Business (Dispatch)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL and UCL)
 - without conditioning <= 5 **Business Days**
 - with conditioning <= ~~12~~ **11 Business Days**
- UNE ISDN/UDC/IDSL Retail ISDN - BRI
- UNE Line Splitting without Conditioning ADSL Provided to Retail
- UNE Line Splitting with Conditioning <= ~~12~~ **11 Business Days**
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-4 [OCII]: Order Completion Interval (OCI)

P-5 [CNI]: Average Completion Notice Interval

Definition

This report measures the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- Listing Orders

Business Rules

The interval begins with the completion date and time and the interval ends with release of the notice of completion status to the CLEC. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems to the Work Management Center (WMC), either completing or rejecting the order. If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The end time for mechanized orders is the time stamp when the notice was delivered to the CLEC interface. For non-mechanized orders the end time will be date and timestamp of order update from the C-SOTS system. For the retail analog, the start time begins when the technician completes the order and ends when the order status is changed to complete in SOCS.

Calculation

Completion Notice Interval = (a - b)

- a = Date and time of notice of completion
- b = Date and time of work completion

Average Completion Notice Interval = c / d

- c = Sum of all completion notice intervals
- d = Number of orders with notice of completion in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Reporting intervals in hours
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design).....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design.....	Retail Design

P-5 [CNI]: Average Completion Notice Interval

Florida Performance Metrics

- LNP (Standalone)..... Retail Residence and Business (POTS)
- UNE Analog Loop (Design) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) Retail Residence and Business – POTS (Excluding Switch Based Orders)
- UNE Analog Loop with LNP - Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP- Non-Design Retail Residence and Business – POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL and UCL) ADSL Provided to Retail
- UNE ISDN/UDC/IDSL Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
No		

P-5 [CNI]: Average Completion Notice Interval

P-7 [CCI]: Coordinated Customer Conversions-- Hot Cut Duration

Definition

This report measures the average time it takes BellSouth to disconnect loops from the BellSouth switch, connect the loops to the CLEC, and notify the CLEC after the conversion is complete. This measurement applies to service orders where the CLEC has requested BellSouth to provide a coordinated conversion.

Exclusions

- Canceled Service Orders
- Delays caused by the CLEC [what is used to determine?]
- Non-Coordinated Conversions
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

Coordinated conversions are scheduled between the CLEC and BellSouth. The start time will be captured when the physical conversion begins and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

Calculation

Coordinated Customer Conversions Interval = (a - b) / c

- a = Completion date and time of CLEC notification
- b = Start date and time of conversion
- c = Number of loops per order

Percent Coordinated Customer Conversions = (d / e) X 100

- d = Total number of Coordinated Customer Conversions (loops) within <= 15 minutes
- e = Total number of Coordinated Customer Conversions (loops) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Coordinated Customer Conversions (Loops)	95% <= 15 Minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

P-7 [CCI]: Coordinated Customer Conversions -- Hot Cut Duration

P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

Definition

This report measures the percentage of orders where BellSouth begins the conversion of a loop on a coordinated and/or a time specific order within a timely manner of the CLEC requested start time.

Exclusions

- Any order canceled by the CLEC
- Delays caused by the CLEC
- Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent loops on multiple loop orders after the first loop
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

The cut is considered "on time" if it starts <= 15 minutes before or after the requested start time. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the "on time" interval. If Integrated Digital Loop Carrier (IDLC) is involved, BellSouth must notify the CLEC by 10:30 AM on the day before the due date and then the "on time" interval is <= 2 hours before or after the requested start time.

Calculation

Percent within Interval = (a / b) X 100

- a = Total number of coordinated unbundled loop orders converted "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Product Reporting Level
 - Non-IDLC95% within + or - 15 minutes of scheduled start time
 - IDLC95% within + or - 2 hours of scheduled start time

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time

Definition

This report measures outages associated with Coordinated Customer Conversions prior to service order completion, which can be isolated to BellSouth's side of the network.

Exclusions

- Conversions where service outages are due to CLEC caused reasons
- Conversions where service outages are due to end-user caused reasons
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.

Calculation

Recovery Time = (a - b)

- a = Date and time the initial trouble is cleared and the CLEC is notified
- b = Date and time the initial trouble is opened with BellSouth

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times
- d = Number of troubles referred to BellSouth

Percentage of Items with No Troubles = (e / f) X 100

- e = Total items in the reporting period that did not have a trouble during a coordinated conversion
- f = Total items for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Coordinated Customer Conversions (Loops) <= 5 Hours

SEEM Measure

SEEM	Tier I	Tier II
No		

P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time

**P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles
Received within 5 Business Days of a Completed Service Order**

Definition

This report measures the percentage of provisioning troubles received within 5 business days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion and ensures the quality and accuracy of Hot Cut Conversion activities.

Exclusions

- CLEC Canceled Orders
- Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth
- Disconnect Orders

Business Rules

The first trouble report received on a circuit ID within 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate.

Calculation

Percentage of Provisioning Troubles within 5 business Days of Service Order Completion = (a / b) X 100

- a = The sum of all Hot Cut Circuits with a trouble within 5 days following service order(s) completion
- b = The total number of Hot Cut Circuits completed in the previous reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE Loops	<= 3%

SEEM Measure

SEEM	Tier I	Tier II
No		

P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order

P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)

Business Rules

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

Calculation

Percent Completed and Notified on Due Date = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Non-Coordinated Conversions..... 95% Completed on Due Date with CLEC Notification

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion

Definition

This report measures the quality and accuracy of the provisioning process by calculating the percentage of troubles received within "X" business days of service order completion.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

The first trouble report received after the completion of a service order is counted in this measure. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Candidates are identified by searching the prior report period for all completed service orders and then searching for all trouble reports received within 5 business days (POTS Non-Designed services) or 14 business days (Designed services) of the service order completion date.

Calculation

Percent Provisioning Troubles within "X" Days of Service Order Completion = (a / b) X 100

- a = Total completed orders receiving a trouble report within "X" days of the service order(s) completion
- b = All service orders completed in the previous reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch /Non-Dispatch (except trunks)
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|--|--|
| • Resale Residence (Non-Design)..... | Retail Residence (Non-Design) |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design) |
| • Resale Design..... | Retail Design |
| • LNP (Standalone)..... | Retail Residence and Business (POTS) |
| • UNE Analog Loop (Design)..... | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design)..... | Retail Residence and Business - POTS (Excluding Switch Based Orders) |
| • UNE Analog Loop with LNP Design..... | Retail Residence, Business and Design (Dispatch) (Excluding |

P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion

Florida Performance Metrics

- UNE Analog Loop with LNP Non-Design..... Digital Loops
Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL and UCL)..... ADSL Provided to Retail
- UNE ISDN/UDC/IDSL..... Retail ISDN-BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design..... Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion

P-11 [SOA]: Service Order Accuracy

Definition

This report measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only LSRs that require manual handling (Partially Mechanized or non mechanized) by a BellSouth service representative in the LCSC are measured.

Deleted: electronically submitted

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through)
- "Projects" with no LSR

Business Rules

The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.

Selected CLEC Affecting Service Attributes

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. If any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order will be scored as a miss.

BellSouth will maintain a list of LCSC/System workarounds which will not be considered service affecting. This list will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
 - Directory Delivery Address
 - Listing Activity
 - Alphanumeric Listing Identifier Code
 - Record Type
 - Listing Type
 - Listed Telephone Number
 - Listed Name, Last Name
 - Listed Name, First Name
 - Address Indicator
 - Listed Address House Number
 - Listed Address House Number Suffix
 - Listed Address Street Directional
 - Listed Address Street Name

P-11 [SOA]: Service Order Accuracy

Florida Performance Metrics

- Listed Address Thoroughfare
- Listed Address Street Suffix
- Listed Address Locality
- Yellow Pages Heading
- Features
 - Feature Activity
 - Feature Codes
 - Feature Detail*
- Hunting
 - Hunt Group Activity
 - Hunt Group Identifier
 - Telephone Number Identifier
 - Hunt Type Code
 - Hunt Line Activity
 - Hunting Sequence
 - Number Type
 - Hunting Telephone Number
- E911 Listing
 - Service Address House Number
 - Service Address House Number Suffix
 - Service Address Street Directional
 - Service Address Street Name
 - Service Address Thoroughfare
 - Service Address Street Suffix
 - Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

P-11 [SOA]: Service Order Accuracy

Calculation

Percent Service Order Accuracy = (a / b) X 100

- a = Orders completed without error
- b = Orders completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - Region

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale.....	95% Accurate
• UNE.....	95% Accurate

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-12-A [POC]: Percent Orders Clarified Multiple Times

Definition

This report measures the percentage of rejected service requests for which BellSouth rejected the service request in error.

Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")
- Order activities of BellSouth or the CLEC associated with internal or administrative use [how determine??] of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- Listing Orders

Business Rules

All Service requests are screened for errors and when returned placed in "duration" for 48 hours. During the duration, the order is not available for any expedite, update or change. In those instances where the CLEC's service request was rejected in error or multiple times the service delivery date is delayed.

Invalid rejections are those rejections that would not have occurred if BellSouth the provided the capability to review the entire service request for errors. Rejections in error are those that are rejected despite accurate data or are rejected because a BellSouth system such as RSAG has provided the CLEC with erroneous data.

Calculation

Percent Service Requests Clarified in Error/Invalid Clarifications = (a / b) X 100

- a = Number of service requests with erroneous or invalid rejections
- b = Total number of service requests rejected

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|---------------------------------------|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • UNE Analog Loop (Design) | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design) | Retail Residence and Business - POTS (Excluding Switch Based Orders) |
| • UNE Analog Loop with LNP-Design | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop with LNP-Non-Design | Retail Residence and Business - POTS (Excluding Switch Based Orders) |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE EELs | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |

P-3 [MIA]: Percent Missed Installation Appointments

Formatted: Bullets and Numbering

Formatted: Bullets and Numbering

Formatted: Bullets and Numbering

Formatted: Bullets and Numbering

Florida Performance Metrics

- UNE ISDN/UDC/IDSL Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

P-12 B [POC]: Percent Service Requests Clarified Multiple Times

Definition

This report measures the percentage of service requests that BellSouth clarifies multiple times.

Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")
- Order activities of BellSouth or the CLEC associated with internal or administrative use [how determine??] of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- Listing Orders

Business Rules

CLECs are experiencing a significant amount of clarifications in error, and unnecessary clarifications due to inadequate OSS capability by BellSouth. This situation increases CLEC costs and delays service delivery.

All Service requests are screened for errors and when returned placed in "duration" for 48 hours. During the duration, the order is not available for any expedite, update or change. In those instances where the CLEC was clarified in error the service delivery date is delayed. By measuring the number of times a service request was clarified, a view to the amount of delay the CLEC experience is exposed.

Calculation

Percent Service Requests with multiple clarifications = $(a / b) \times 100$

- a = Number of service requests with multiple clarifications
- b = Total number of service requests clarified during the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• LNP (Standalone)	Retail Residence and Business (POTS)
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Orders)
• UNE Analog Loop with LNP-Design	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop with LNP-Non-Design	Retail Residence and Business - POTS (Excluding Switch Based Orders)
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE FFLs	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail

P-3 [MIA]: Percent Missed Installation Appointments

Formatted: Bullets and Numbering

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Formatted: Bullets and Numbering

Florida Performance Metrics

- UNE ISDN/UDC/ADSL Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

P-3 [MIA]: Percent Missed Installation Appointments

P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes

Definition

This report measures the percentage of time that BellSouth performs electronic system updates within 60 minutes of receiving LNP activations.

Exclusions

- CLEC Caused Errors
- NPAC errors unless caused by BellSouth
- Standalone LNP orders with more than 500 number activations
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders
- Scheduled OSS Maintenance

Business Rules

The interval starts when the ESI Number Manager broadcast message is sent to BellSouth's gateway. The end time is the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole.

Calculation

Percent Out of Service < 60 Minutes = (a / b) X 100

- a = Number of orders containing activations provisioned in less than 60 minutes
- b = Total orders containing LNP Activations

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• LNP >= 98%

Deleted: 96.5

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes

P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

Definition

This report measures the percentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers prior to the due date.

Exclusions

- Remote Call Forwarding, DIDs, and ISDN Data TNs
- CLEC or customer caused misses or delays
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Zero due dated expedited orders requested by the CLEC
- Listing Orders

Business Rules

The number of LNP orders where the 10-digit trigger was applied prior to the due date, divided by the total number of LNP orders where the 10-digit trigger was applicable.

Calculation

Percentage of 10-Digit Trigger Applications = (a / b) X 100

- a = Count of LNP orders for which a 10-digit trigger was applied prior to due date
- b = Total LNP orders for which 10-digit triggers were applicable

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• LNP.....	> 95%

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

Definition

This report measures the percentage of time translations are removed from BellSouth's switch within 4 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Listing Orders
- CLEC Caused Errors
- NPAC Errors, unless caused by BellSouth
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via Activate Messages
- LSRs where the CLEC did not contact BellSouth within 30 minutes after Activate Message

Business Rules

Disconnect Timeliness is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'activate') for each telephone number ported until each number is disconnected in the BellSouth switch. Non-business hours will be excluded from the duration calculation for unscheduled LNP ports.

Calculation

Disconnect Timeliness = (a / b) X 100

- a = Number of non-triggerable orders with translations removed in less than 4 hours
- b = Total number of non-triggerable orders during report period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- LNP (Normal Working Hours and Approved After Hours)..... 95% <= 4 Hours
- LNP (Unscheduled After Hours Ports)..... 95% <= 4 Hours (excluding non-business hours)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

Section 4: Maintenance & Repair

M&R-1 [MRA]: Percent Missed Repair Appointments

Definition

This report measures the percentage of customer trouble reports due in current reporting period and not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time BellSouth personnel clear the trouble and close the customer trouble report in their workstation. If this is after the commitment time, the report is flagged as a 'missed commitment' or a 'missed repair appointment'. If no access occurs after the commitment time, the report is flagged a missed appointment. Please clarify

Calculation

Percentage of Missed Repair Appointments = (a / b) X 100

- a = Count of customer troubles not cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design).....
- Resale Business (Non-Design).....
- Resale Design.....
- UNE Analog Loop (Design)
- UNE Analog Loop (Non-Design)
- UNE Digital Loop >= DS1
- UNE EELs

SQM/SEEM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- Retail Digital Loop >= DS1
- Retail DS1/DS3

M&R-1 [MRA]: Percent Missed Repair Appointments

Florida Performance Metrics

- UNE xDSL (HDSL, ADSL and UCL) ADSL Provided to Retail
- UNE ISDN/UDC/IDSL Retail ISDN – BRI
- UNE Line Splitting/Sharing ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

M&R-1 [MRA]: Percent Missed Repair Appointments

M&R-2 [CTRR]: Customer Trouble Report Rate

Definition

This report measures the percentage of customer troubles closed within a calendar month.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

Customer Trouble Report Rate contains all closed customer direct (define) reports, including repeat reports, divided by the total "number of service" lines.

Calculation

Customer Trouble Report Rate = (a / b) X 100

- a = Count of initial and repeated customer trouble reports closed in the current reporting period (Clarify what is in and what is out)
- b = Number of lines in service at end of the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|--------------------------------------|--|
| • Resale Residence (Non-Design)..... | Retail Residence (Non-Design) |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design) |
| • Resale Design..... | Retail Design |
| • UNE Analog Loop (Design)..... | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design)..... | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop >= DS1..... | Retail Digital Loop >= DS1 |
| • UNE EELS..... | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL and UCL)..... | ADSL Provided to Retail |
| • UNE ISDN/UDC/IDSL..... | Retail ISDN – BRI |
| • UNE Line Splitting/Sharing..... | ADSL Provided to Retail |
| • UNE Other Design..... | Diagnostic |
| • UNE Other Non-Design..... | Diagnostic |
| • Local Interconnection Trunks..... | Parity with Retail Trunks |

M&R-2 [CTRR]: Customer Trouble Report Rate

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

M&R-2 [CTRR]: Customer Trouble Report Rate

M&R-3 [MAD]: Maintenance Average Duration

Definition

This report measures the average duration of customer troubles closed during the reporting period.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

The duration starts on the date and time of receipt of a repair request and stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work systems).

For tickets administered through WFA, (CLECs and BellSouth), durations do not include No Access, Delayed Maintenance and Referred Time. (Clarify)

Calculation

Maintenance Duration = (a - b)

- a = Date and time of service restoration
- b = Date and time customer trouble ticket was opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total closed customer troubles in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|--------------------------------------|--|
| • Resale Residence (Non-Design)..... | Retail Residence (Non-Design) |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design) |
| • Resale Design..... | Retail Design |
| • UNE Analog Loop (Design)..... | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design)..... | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop >= DS1..... | Retail Digital Loop >= DS1 |
| • UNE EELs..... | Retail DS1/DS3 |

M&R-3 [MAD]: Maintenance Average Duration

Florida Performance Metrics

- UNE xDSL (HDSL, ADSL and UCL)..... ADSL Provided to Retail
- UNE ISDN/UDC/IDSL..... Retail ISDN – BRI
- UNE Line Splitting/Sharing..... ADSL Provided to Retail
- UNE Other Design..... Diagnostic
- UNE Other Non-Design..... Diagnostic
- Local Interconnection Trunks..... Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

M&R-3 [MAD]: Maintenance Average Duration

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Calendar Days

Definition

This report measures the percentage of customer trouble reports received within calendar 30 days of a previous trouble report.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within calendar 30 days of an original customer trouble report. Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

Calculation

Percent Repeat Customer Troubles within 30 Days = (a / b) X 100

- a = Count of repeat customer trouble reports, within a continuous 30 calendar day period
- b = Total customer trouble reports cleared or closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|--------------------------------------|--|
| • Resale Residence (Non-Design)..... | Retail Residence (Non-Design) |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design) |
| • Resale Design..... | Retail Design |
| • UNE Analog Loop (Design)..... | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design)..... | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop >= DS1..... | Retail Digital Loop >= DS1 |
| • UNE EELs..... | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL and UCL)..... | ADSL Provided to Retail |
| • UNE ISDN/UDC/IDSL..... | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing..... | ADSL Provided to Retail |
| • UNE Other Design..... | Diagnostic |
| • UNE Other Non-Design..... | Diagnostic |
| • Local Interconnection Trunks..... | Parity with Retail Trunks |

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days

M&R-5 [OOS]: Out of Service (OOS) > 24 Clock Hours

Definition

This report measures the amount of Out of Service Customer Troubles (no dial tone, cannot be called, or cannot call out) and is represented as a percentage of Total OOS Customer Troubles cleared in excess of 24 clock hours. (All design service troubles are considered to be out of service).

Exclusions

- Trouble reports canceled at the CLEC request
- BellSouth trouble reports associated with administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

Customer trouble reports that are out of service and cleared in excess of 24 clock hours. The clock starts when the customer trouble report is created in LMOS/WFA and is counted if the elapsed time exceeds 24 clock hours.

Calculation

Out of Service (OOS) > 24 clock Hours = (a / b) X 100

- a = Total Cleared Customer Troubles OOS > 24 clock hours
- b = Total OOS Customer Troubles in reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• Resale Residence (Non-Design).....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design	Retail Design
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design).....	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE EELS	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL provided to Retail
• UNE ISDN/UDC/IDSL.....	Retail ISDN - BRI
• UNE Line Splitting/Sharing.....	ADSL Provided to Retail
• UNE Other Design	Diagnostic
• UNE Other Non-Design	Diagnostic
• Local Interconnection Trunks	Parity with Retail Trunks

M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth repair center.

Exclusions

- Volume of abandoned calls

Business Rules

The duration starts when a CLEC representative or BellSouth customer makes a choice on the repair center menu and is put in queue for the next repair attendant and stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Eighty percent of these calls stem from maintenance related activity and are reported in this measurement.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth repair attendant answers call
- b = Time of entry into queue

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls in the reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- CLEC Average Answer Time BellSouth Average Answer Time

SEEM Measure

SEEM Tier I Tier II
No

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Section 5: Billing

B-1 [BIA]: Invoice Accuracy

Definition

This measure reports the accuracy of billing invoices rendered by BellSouth to wholesale and retail customers.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, ~~adjustments to satisfy the customer, adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes~~)
- Test Accounts

Business Rules

Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors and manual OC & C's (Other Charges and Credits) indicative of back-billing errors or manual back-billing greater than 3 bill periods appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.

Calculation

Invoice Accuracy = $[(a - b) / a] \times 100$

- a = Absolute value of total billed revenues during data month
- b = Absolute value of total billing error related adjustments entered during data month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
- Number of Adjustments

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

CLEC Invoice Accuracy

- Resale..... Retail Invoice Accuracy
- UNE..... Retail Invoice Accuracy
- Interconnection..... Retail Invoice Accuracy

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

B-1 [BIA]: Invoice Accuracy

B-2 [BIT]: Mean Time to Deliver Invoices

Definition

This report measures the mean interval for timeliness of billing invoices delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

Exclusions

None

Business Rules

Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice.

To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = Bill Cycle Period Date

Mean Time to Deliver Invoices = (c / d)

- c = Sum of all invoice timeliness intervals
- d = Count of invoices transmitted in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

The average delivery intervals are compared as follows:

- Resale CRIS Retail CRIS
- UNE CRIS Retail CRIS
- Interconnection UNE CABS Retail CABS

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

B-2 [BIT]: Mean Time to Deliver Invoices

B-5 [BUDT]: Usage Data Delivery Timeliness

Definition

This report measures recorded usage data that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording.

Exclusions

None

Business Rules

The timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Timeliness Current Month = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent during the reporting period.

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Usage Data Delivery Timeliness..... >= 95% in Six Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

B-5 [BUDT]: Usage Data Delivery Timeliness

B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 45 22 Business Days

Definition

This report measures timely responses to carrier bill adjustment requests.

Exclusions

- Adjustments initiated by BellSouth

Business Rules

This measure applies to CLEC wholesale bill adjustment requests. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. The clock starts when BellSouth receives the CLEC Billing Adjustment Request (BAR) form and the clock stops when BellSouth either makes an adjustment through BOCRIS or ACATS (generally next CLEC bill unless adjustment request after middle of the month) or BellSouth denies the request in BDATS or ACATS and BellSouth notifies the CLEC of the BAR resolution. BellSouth will report separately those adjustment requests that are disputed by BellSouth. (BAR form and instructions are found at www.interconnection.bellsouth.com/forms/html/billing&collections.html).

Calculation

Percent Billing Adjustments Responded to within 45 Business Days = (a / b) X 100

- a = Total number of BAR requests received in the data month that were responded to in 45 22 business days
- b = Total number of BAR requests received in the data month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Percent Billing Adjustment Requests responded to90% <= 45 22 business days

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days

Section 6: Trunk Group Performance

TGP-1 [TGP]: Trunk Group Performance

Definition

This report displays Trunk Group blocking performance for both BellSouth and CLECs.

Exclusions

- Trunk groups blocked due to unanticipated significant increases in CLEC traffic (An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous month's traffic when the increase was not forecasted by the CLEC)
- Orders delayed or refused by CLEC
- Trunk groups for which valid data is not available for an entire reporting period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Final groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24-time-consistent hours across a reporting cycle

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

TGP-1 [TGP]: Trunk Group Performance

Deleted: study

Deleted:

Florida Performance Metrics

BellSouth Affecting Categories:

	Point A	Point B
Category 1:.....	BellSouth End Office	BellSouth Access Tandem
Category 9:.....	BellSouth End Office	BellSouth End Office
Category 10:.....	BellSouth End Office	BellSouth Local Tandem
Category 16:.....	BellSouth Tandem	BellSouth Tandem

TGP-1 [TGP]: Trunk Group Performance

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurement days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Aggregate and CLEC Specific.....

SQM/SEEM Analog/Benchmark

BellSouth Aggregate
Any 2 consecutive hours in a 24-hour period where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where CLEC uses that Trunk Group) and 16 for CLECs and 1, 9, 10 (where BellSouth uses that Trunk Group) and 16 for BellSouth

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

Section 7: Collocation

C-1 [ART]: Collocation Average Response Time

Definition

This report measures the time it takes BellSouth to respond to the receipt of a complete and accurate collocation application. BellSouth must respond as to whether or not space is available within the required number of calendar days after having received a bona fide application for collocation.

Exclusions

- Any application canceled by the CLEC

Business Rules

The interval begins on the date BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The interval stops on the date BellSouth returns a response. The interval will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all response times
- d = Count of responses returned within the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Virtual-Initial	15 Calendar Days
• Virtual-Augment	15 Calendar Days
• Physical Caged-Initial	15 Calendar Days
• Physical Caged Augment	15 Calendar Days
• Physical Cageless-Initial	15 Calendar Days
• Physical Cageless-Augment	15 Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
No		

C-1 [ART]: Collocation Average Response Time

C-2 [AT]: Collocation Average Arrangement Time

Definition

This report measures the average time (in calendar days) for provisioning a collocation arrangement.

Exclusions

- Any bona fide firm order canceled by the CLEC
- Any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval

Business Rules

The interval (in calendar days) for collocation arrangements begins on the date that BellSouth receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

Calculation

Arrangement Time = (a - b)

- a = Date collocation arrangement is complete
- b = Date order for collocation arrangement submitted

Average Arrangement Time = (c / d)

- c = Sum of all arrangement times
- d = Total number of collocation arrangements completed during reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Virtual-Initial	60 Calendar Days
• Virtual Augment (without space increase).....	60 Calendar Days
• Virtual-Augment (with space increase).....	60 Calendar Days
• Physical Caged-Initial	90 Calendar Days
• Physical Caged-Augment (without space increase)	45 Calendar Days
• Physical Caged-Augment (with space increase).....	90 Calendar Days
• Physical Cageless-Initial	90 Calendar Days
• Physical Cageless-Augment (without space increase).....	45 Calendar Days
• Physical Cageless-Augment (with space increase).....	90 Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
No		

C-2 [AT]: Collocation Average Arrangement Time

C-3 [MDD]: Collocation Percent of Due Dates Missed

Definition

This report measures the percentage of missed due dates for collocation arrangements.

Exclusions

- Any bona fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percentage of total collocation arrangements which BellSouth is unable to complete by the BellSouth committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Calculation

Percent Due Dates Missed = (a / b) X 100

- a = Number of completed collocation arrangements that were not completed by the committed due date in the reporting period
- b = Total number of collocation arrangements completed in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Virtual-Initial	≥ 95% on time
• Virtual- Augment	≥ 95% on time
• Physical Caged-Initial	≥ 95% on time
• Physical Caged-Augment	≥ 95% on time
• Physical Cageless-Initial	≥ 95% on time
• Physical Cageless-Augment	≥ 95% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

C-3 [MDD]: Collocation Percent of Due Dates Missed

Section 8: Change Management

CM-1 [NT]: Timeliness of Change Management Notices

Definition

This report measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes (for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

The interval begins on the notification date and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the interval would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Notices	98% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

CM-1 [NT]: Timeliness of Change Management Notices

CM-3 [DT]: Timeliness of Documentation Associated with Change

Definition

This report measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

The interval begins on the date the business rule documentation is released and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the interval would restart.

Documentation standards and timeframes can be found in the Change Control Process, on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

Calculation

Timeliness of Documentation Associated with Change = (a / b) X 100

- a = Change Management documentation sent within required timeframes after notices
- b = Total number of Change Management documentation sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Documentation.....	98% on Time

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

CM-3 [DT]: Timeliness of Documentation Associated with Change

Florida Performance Metrics

SEEM	Tier I	Tier II
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No

CM-6 [SEC]: Percentage of Software Errors Corrected in "X" Business Days

Definition

This report measures the percentage of all outstanding software errors, due and overdue, to be corrected by BellSouth in "X" business days within the report period.

Exclusions

- Software corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

Business Rules

The interval begins when a Software Error is validated per the Change Control Process (CCP) and ends when the error is corrected and the notice is posted to the change control website. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP if agreed to by the CLEC or ordered by the Commission. A copy of the most current CCP can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percentage of Software Errors Corrected in "X" Business Days = (a / b) X 100

- a = Total number of software errors corrected in "X" business days, as defined for each severity level (Severity 2, Severity 3, and Severity 4)
- b = Total number of Severity 2, Severity 3, and Severity 4 software errors corrected

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Errors	95% within Interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

CM-6 [SEC]: Percentage of Software Errors Corrected in "X" Business Days

CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Business Days

Definition

This report measures the percentage of change requests, other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.

Exclusions

- Change requests canceled or withdrawn before a response from BellSouth is due

Business Rules

The acceptance/rejection interval begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found on the Interconnection website: (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The interval ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions that have been responded to within the reporting period. [what is data input for this measure?]

Calculation

Percentage of Change Requests Accepted or Rejected within 10 Business Days = (a / b) X 100

- a = Total number of change request responses due in the reporting period that were accepted or rejected within 10 business days
- b = Total number of change requests due in the reporting period

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Requests Accepted/Rejected	95% within Interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Days

CM-8 [CRR]: Percent Change Requests Rejected

Definition

This report measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected within the report period. [CLECs do not submit Type 2, and BellSouth is supposed to use Type 4, so should this read Type 5 CR's used?]

Exclusions

- Change requests canceled or withdrawn before a response from BellSouth is due

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejection per the Change Control Process, a copy of which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within the reporting period.

Calculation

Percent Change Requests Rejected = (a / b) X 100

- a = Total number of change requests rejected in the reporting period
- b = Total number of change requests responded to within the reporting period

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Reason – Cost [can we get dollar or clarity on how this calculation is applied?] Diagnostic
- Reason – Technical Feasibility Diagnostic
- Reason – Industry Direction Diagnostic
- [need to discuss OOS-Out of Scope]

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SEEM Measure

SEEM	Tier I	Tier II
No		

CM-8 [CRR]: Percent Change Requests Rejected

CM-9 [NDPR]: Number of Defects in Production Releases (Type 6 CR)

Definition

This report measures the number of defects in production releases. This measure will be presented as the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, Severity 3, and Severity 4 Defects can be found in the Change Control Process document.

Exclusions

None [are documentation defects being excluded?]

Business Rules

This metric measures the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, 3, and 4 Defects can be found in the Change Control Process, which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects.

Report Structure

- Production Releases
- Number of Type 6 Severity 1 Defects
- Number of Type 6 Severity 2 Defects without a mechanized work around
- Number of Type 6 Severity 3 Defects
- Number of Type 6 Severity 4 Defects
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Number of Type 6 Severity 1 Defects.....	0 Defects
• Number of Type 6 Severity 2 Defects.....	0 Defects
without a mechanized work around	
• Number of Type 6 Severity 3 Defects.....	0 Defects
• Number of Type 6 Severity 4 Defects.....	0 Defects

SEEM Measure

SEEM	Tier I	Tier II
No		

CM-9 [NDPR]: Number of Defects in Production Releases (Type 6 CR)

CM-10 [SV]: Software Validation

Definition

This report measures software validation test results for production releases of BellSouth local interfaces.

Exclusions

None

Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software production releases work as designed. Each transaction in the test deck is assigned a weight factor based on the weights assigned to the metrics. Within the software validation metric, weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a production release. Test deck transactions will be executed using production release software in the CAVE environment. Within seven (7) business days following completion of the production release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using production release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Failed Transactions	<= 5%

SEEM Measure

SEEM	Tier I	Tier II
No		

CM-10 [SV]: Software Validation

CM-11 [SCRI]: Percentage of Software Change Requests Implemented within 48 Weeks of Prioritization

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Definition

This report measures whether BellSouth provides CLECs timely implementation of prioritized software change requests.

Exclusions

- Software change requests implemented later than 48 weeks with the consent of the CLECs
- Software change requests where BellSouth has regulatory authority to exceed the interval

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Business Rules

The interval for each software change request begins when it has first been prioritized as described in the Change Control Process and ends when the software change request has been implemented by BellSouth and made available to the CLECs. However, the 60-week clock may be restarted if a reprioritization is requested solely at the discretion of the CLECs and a CR is moved to a later release.

Calculation

Percentage of Type 5 CLEC Initiated Software Change Requests Implemented on Time = (a / b) X 100

- a = Total number of prioritized Type 5 software change requests implemented each month that are less than or equal to 48 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 48 weeks of age from prioritization
- b = All entries in "a" above plus all Type 5 software change requests prioritized more than 48 weeks before the end of the monthly reporting period

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Percentage of Type 4 BellSouth Initiated Software Change Requests Implemented on Time = (c / d) X 100

- c = Total number of prioritized Type 4 software change requests implemented each month that are less than or equal to 48 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 48 weeks of age from prioritization
- d = All entries in "c" above plus all Type 4 software change requests prioritized more than 48 weeks before the end of the monthly reporting period

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Report Structure

- BellSouth Aggregate
- Type 4 Requests Implemented
- Type 5 Requests Implemented
- Percent implemented within 16, 32, 48 weeks
- Geographic Scope
 - Region

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SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Type 4 Requests Implemented 95% within Interval
- Type 5 Requests Implemented 95% within Interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

CM-11 [SCRI]: Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

CM-11A [PCR1]: Average Time to Implement Process Change Requests

Definition

This report measures the average time BellSouth takes to implement prioritized Process Change Requests.

Exclusions

- Process Change Requests implemented later than 60 days with the consent of the CLECs
- Process Change Requests where BellSouth has regulatory authority to exceed the interval

Business Rules

The interval for each Process Change Request begins when it has been prioritized as described in the Change Control Process and ends when the Process Change Request has been implemented by BellSouth and made available to the CLECs.

Calculation

Average Implementation Time for the Type 5 CLEC Initiated Process Change Requests = (a / b)

- a = Sum of implementation times for the prioritized Type 5 Process Change Requests implemented within the data month
- b = Total number of prioritized Type 5 Process Change Requests implemented within the data month

Average Implementation Time for the Type 4 BellSouth Initiated Process Change Requests = (c / d)

- c = Sum of implementation times for the prioritized Type 4 Process Change Requests implemented within the data month
- d = Total number of prioritized Type 4 Process Change Requests implemented within the data month

Report Structure

- BellSouth Aggregate
- Type 4 Process Change Requests implemented
- Type 5 Process Change Requests implemented
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Type 4 Process Change Requests implemented	Diagnostic
• Type 5 Process Change Requests implemented	Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

CM-11A [PCR1]: Average Time to Implement Process Change Requests

Appendix A: Glossary of Acronyms and Terms

Symbols used in calculations

-
A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division.

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate

Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLEC data for a given reporting level.

ALEC

Alternative Local Exchange Company - A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

ADSL

Asymmetrical Digital Subscriber Line - A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

ASR

Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

ATLAS

Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

Auto Clarification

A LSR that was electronically rejected from LESOG and electronically returned to the CLEC for correction.

B**BILLING**

The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS

Business Office Customer Record Information System (Front-end to the CRIS database) – System used to maintain customer account information which includes, but is not limited to bills, payment history, and memo notations made during customer contact.

BRI

Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

BRC

Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

C**CABS**

Carrier Access Billing System – The BellSouth proprietary corporate database and billing system for access and certain UNE customers and/or services.

CAFÉ

Common Access Front End – The BellSouth application CLECs use to submit ASRs for access services

CCC

Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

CCP OSS (Change Management)

Change Control Process OSS – The Change Control Process (CCP) methods and procedures, a collaborative documented process, used by BellSouth and the CLECs to initiate OSS changes to BellSouth pre-ordering, ordering, and provisioning interfaces. The process includes change requests, CLEC prioritization, release management, defect management, etc.

CCP SQM

Change Control Process SQM – The methods and procedures used by BellSouth to implement changes to performance metrics that have been ordered by a state regulatory commission. This process is documented in the PMQAP.

Centrex

A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CISC

Carrier Interconnection Switching Center – Formerly known as the LISC, the BellSouth Center dedicated to handling CLEC access service requests for interconnection trunks.

CKTID

Circuit Identifier - A unique identifier for elements combined in a service configuration.

CLEC

Competitive Local Exchange Carrier – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier

(ILEC) and other carriers in providing local service.

CLP

Competitive Local Provider – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CMDS

Centralized Message Distribution System - National system used to transfer specially formatted messages among companies.

CM OSS

Change Management OSS - See CCP OSS for definition.

CM SQM

Change Management SQM - See CCP SQM for definition.

COFFI

Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI indicates all services available to a customer.

COG

Corporate Gateway – System designed for the electronic submission of xDSL Local Service Requests.

CPSS

This system enables access, wireless, and general carriers to perform Trouble Administration tasks including creating, maintaining and viewing the status of circuit trouble reports (serial format, carrier format, telephone format, message/trunk format circuits) from a desktop via the World Wide Web. To accomplish this, CPSS-TA interacts with the BellSouth WFA systems and the carrier users.

CRIS

Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and/or services.

CRSG

Complex Resale Support Group - The group within BellSouth which serves as the interface between the LCSC and the outside plant engineering group. The responsibility of this organization is to provide the parameters for the type of facilities available to provision the service the CLEC has selected.

C-SOTS

CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database to monitor the progress of CLEC service order activity from service order issuance to order completion.

CSR

Customer Service Record – A record of the customer/end-user information including detail about the services and physical address of the end-user.

CTTG

Common Transport Trunk Group - Trunk groups between BellSouth, Independent end offices, and the BellSouth access tandems.

CWINS Center

Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

D**Design**

Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

Disposition & Cause

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Types of trouble conditions, (e.g., No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

DS0

The worldwide standard speed for one digital voice signal (64,000 bps).

DS1

24 DS0s (1.544Mb/sec.)

DOE

Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input service orders in BellSouth format.

DOM

Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

DSAP

DOE (Direct Order Entry) Support Application - A BellSouth system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSL

Digital Subscriber Line – Allows customers to provide simultaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

DUI

Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

E**EDI**

Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX

BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.

F**Fatal Reject**

LSRs electronically rejected from LEO because the required fields are not correctly populated.

Flow-Through

In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC

Firm Order Confirmation - A notification returned to the CLEC confirming the LSR has been received and accepted, including the specified commitment date.

FX

Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

G H**HDSL**

High Bit Digital Subscriber Line – A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.

IJK**I L E C**

Incumbent Local Exchange Carrier – Regional Bell Operating Company (RBOC)

I N P

Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC

I S D N

Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsimile.

L**L A N**

Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

L A U T O

The automatic processor in LNP Gateway that validates LSRs and issues service orders.

L C S C

Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.

Legacy System

Term used to refer to BellSouth Operations Support Systems.

L E N S

Local Exchange Navigation System - The BellSouth application developed to provide both preordering and ordering electronic interface functions for CLECs.

L E O

Local Exchange Ordering - A BellSouth system which accepts the output of CLEC interfaces and provides first-level validation to ensure all appropriate fields are populated.

L E R G

Local Exchange Routing Guide – The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

L E S O G

Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the service order into the Service Order Control System using terminal emulation technology.

L F A C S

Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

L I D B

Line Information Database – Contains information about the user's calling card and other billing data.

L M O S

Loop Maintenance Operations System - A BellSouth operations system that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST

Loop Maintenance Operations System Host Computer

LMU

Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI

Loop Make-up Service Inquiry - The form submitted by the CLEC to obtain the loop make-up information.

LNP

Local Number Portability - In the context of this document, the capability for a subscriber to retain their current telephone number as they transfer to a different local service provider.

LNP Gateway

Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

- (1) Linking BellSouth to the Number Portability Administration Center (NPAC).
- (2) Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.
- (3) Providing interface between NPAC and AIN SMS for LNP routing processes.

Loops

Transmission paths from the central office to the customer premises.

LRN

Location Routing Number - A 10-digit number which routes calls to the appropriate end-user's ported telephone number.

LSR

Local Service Request - A request from a CLEC for local resale service or unbundled network elements.

M**Maintenance & Repair**

The process and function by which trouble reports are sent to BellSouth and the related service problems are resolved.

MARCH

BellSouth Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches.

N**NBR**

New Business Request - Process required by BellSouth for CLECs to initiate a service, which is not included within its interconnection agreement.

NC

No Circuits - All circuits busy announcement.

NMLI

Native Mode LAN Interconnection - An intraLATA, shared fiber-based, LAN inter-networking service.

NPA

Numbering Plan Area – Area Code portion of a telephone number.

NXX

The exchange portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

O**Ordering**

The process and functions where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth

Ordering Interface Gateways

Gateways for CLECs to submit LSRs electronically

Order Types

The following order types are used in this document:

- (1) T - The “to” portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A “T” Order Type is always paired with an “F” Order Type which will have the same telephone number following the “F” Order Type Code unless the orders are within different central offices.
- (2) N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another, such as when changing from PBX to Centrex.
- (3) C - Order Type used for the following conditions: changes or partial disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer’s request.
- (4) R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no field work is involved.

OSPCM

Outside Plant Contract Management System – Provides scheduling and completion information on outside plant construction activities.

OSS

Operations Support System – Multiple support systems and databases which are used to mechanize the flow and performance of work. The term is used to refer to the overall system consisting of complex hardware, computer operating system(s), and applications which are used to provide the support functions.

Out Of Service

Customer has no dial tone and cannot call out

P**PMAP**

Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

PMQAP

Performance Measurement Quality Assurance Plan – BellSouth Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) to produce accurate and reliable service quality measurement reports.

PON

Purchase Order Number – Identifier assigned by the customer originating the service request

POTS

Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

PREDICTOR

BellSouth system used to administer proactive maintenance and rehabilitation activities on outside plant facilities.

Preordering

The process and functions by which information is obtained, verified, or validated prior to placing a service request

PRI

Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels

Provisioning

The process and functions where necessary work is performed to activate a service requested via a LSR/ASR

Q R**RRC**

Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers

RSAG

Regional Street Address Guide - The BellSouth database which contains street addresses that have been validated for accuracy with state and local government records

RSAGADDR

Regional Street Address Guide Address - RSAG software contract for address search

RSAGTN

Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search

S**SAC**

Service Advocacy Center– Resolves issues in the provisioning process

SDUM

Supporting Data User Manual

SEEM

Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs

SGG

ServiceGate Gateway – A common gateway to receive and send interconnection requests

SOCS

Service Order Control System – BellSouth system which routes service order images among BellSouth provisioning systems.

SOG

Service Order Generator - Designed to generate a service order for xDSL

SONGS

Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens and prompts to aid negotiation and entry of all order types.

Syntactically Incorrect Query

A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering "1234 Main St." will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main St." will be considered syntactically incorrect because invalid characters (example: alpha characters were entered in numeric slots) were used in the address field.

T**TAFI**

Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG

Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

Test Transactions/Records

Transactions created by BellSouth, or in tests originated by CLECs, where the CLEC has coordinated the test with BellSouth to enable identification of the transactions as part of a test used to test system functionality.

TN

Telephone Number

Total Manual Fallout

LSRs electronically submitted to BellSouth, which fallout, requiring manual input into a service order generator.

U V**UCL**

Unbundled Copper Loop - A dedicated metallic transmission facility from BellSouth's Main Distribution Frame (MDF) to a customer's premises

UNE

Unbundled Network Element – Those parts of BellSouth's network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body

USOC

Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment

W**WFA**

Work Force Administration – Electronic document tracking system for trouble reports

WMC

Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians)

WTN

Working Telephone Number

XYZ

XML

eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems

Appendix B: BellSouth Audit Policy

BellSouth currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If requested by a Public Service Commission, BellSouth will agree to undergo an SQM audit. The audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audit will be conducted under the following specifications:

1. The cost shall be borne by BellSouth.
2. Should an independent third party auditor be required, it shall be selected by BellSouth and the PSC.
3. BellSouth and the PSC shall jointly determine the scope of the audit.
4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP produce accurate data that reflects each State's Order for performance measurements.

Appendix C: OSS Interface Tables

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Table 1: Legacy System Access Times For RNS

System	Contract	Data	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSACCTS	CSR	X	X
OASIS	OASISBIG	Feature/Service	X	X

Table 2: Legacy System Access Times For R0S

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSOCSR	CSR	X	X
OASIS	OASISBIG	Feature/Service	X	X

Table 3: Legacy System Access Times For LENS

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSECSRL	CSR	X	X
COFFI	COFFI/USOC	Feature/Service	X	X
P/SIMS	PSIMS/ORB	Feature/Service	X	X

LENS is now a TAG application do we need to separate?

Table 4: Legacy System Access Times For TAG/XML

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
ATLAS	ATLAS-MLH	TN	X	X
ATLAS	ATLAS-DDI	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSECSRL	CSR	X	X
P/SIMS	PSIM/ORB	Feature/Service	X	X
	CAFÉ			
	CAFÉ/FAX			
	SOEG			
	CPSS			

Table 5: Legacy System Access Times for M&R (TAFI)

System	BellSouth & CLEC	Count <= 10
CRIS	x	x
DLETH	x	x
DLR	x	x
LMOS	x	x
LMOSupd	x	x
LNP Gateway	x	x
MARCH	x	x
OSPCM	x	x
Predictor	x	x
SOCS	x	x
NIW	x	x

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

OSS Interface Availability Application	Applicable to	% Availability
EDI.....	CLEC.....	x
LENS.....	CLEC.....	x
LEO.....	CLEC.....	x
LESOG.....	CLEC.....	x
TAG/XML.....	CLEC.....	x
LNP Gateway.....	CLEC.....	x
COG.....	CLEC.....	x
(Delete?) SGG.....	CLEC.....	x
DOE.....	CLEC/BellSouth.....	x
SONGS.....	CLEC/BellSouth.....	x
ATLAS/COFFI.....	CLEC/BellSouth.....	x
BOCRIS/CRIS.....	CLEC/BellSouth.....	x
DSAP.....	CLEC/BellSouth.....	x
RSAG.....	CLEC/BellSouth.....	x
SOCS.....	CLEC/BellSouth.....	x
LFACS.....	CLEC/BellSouth.....	x
RNS.....	BellSouth.....	x
ROS.....	BellSouth.....	x
CAFÉ.....	CLEC/BellSouth.....	x

OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
BellSouth TAFI.....	X
CLEC TAFI.....	X
CLEC ECTA.....	X
CLEC CPSS.....	X

BellSouth & CLEC

CRIS	X
LMOS HOST.....	X
LNP Gateway.....	X
MARCH.....	X
OSPCM.....	X
PREDICTOR	X
SOCS	X

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.
3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a $\geq 2\%$ decline in BellSouth's performance at the sub-metric level.
4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of $\leq .5$ in the z-score at the sub-metric level.
5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.
6. SQM Performance data will be reposted for a maximum of three months in arrears from date of detection. As an example, should an error be discovered during the analysis of the May data month, and this error triggers a reposting, BellSouth will correct the data beginning with the month of detection (May) and the three months preceding – April, March and February.
7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouth will correct data for May and the three preceding months – April, March and February.
8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting BellSouth to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Commission for resolution if it is estimated that the thresholds described in items 3, 4, or 5 have been met at the CLEC-specific level.

Florida Performance Metrics**Determination of when Reposting Policy Applies**

As part of the Change Notification Process, BellSouth performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) code. These impacts are used to identify changes to its reported SQM results.

To determine this impact, BellSouth performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records are identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding.

Assume that service orders were erroneously being included in a particular product disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the zscore would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked.

Appendix E: Description of Raw Data and Other Supporting Data Files

BellSouth Service Quality Measurement Plan (SQMP) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

I. Definitions and Overview

A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from legacy system data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation is standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more "user friendly" to facilitate use by SMEs, auditors and CLECs.

This supporting data represents all records that are used to calculate CLEC performance under the SQM sub-metrics.

II. Raw (Supporting) Data – General

Raw (Supporting) Data Files (SDF)

Raw (Supporting) Data Files for CLEC data will be published on the PMAP website each month. For the measures calculated in PMAP, these files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by PMAP. Some reports are calculated outside of PMAP and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.

Other Supporting Data Files (OSDF)

Other Supporting Data Files will also be provided upon CLEC request each month. These files contain CLECs initiated data/records extracted from the legacy systems, but "excluded" from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDFs. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the PMAP Web Site. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible.

A. Raw Data (SDF) Records – OSS

For OSS Metrics:

Supporting data is provided for the following metrics

- OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)
- OSS-2 [IA]: Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)
- PO-2 [LMT]: Loop Makeup – Response Time – Electronic

Florida Performance Metrics

B. Raw Data (SDF) Records - Ordering

For Ordering Metrics:

Supporting data is provided for the following metrics:

- O-2 [AKC]: Acknowledgement Message Completeness
- O-8 [RI]: Reject Interval
- O-9 [FOCT]: Firm Order Confirmation Timeliness
- O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

As a general rule, all versions of transactions are provided in the Supporting Data Files. Records for Service Requests that are related to a project, cancelled prior to being FOC'd or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.

C. Raw Data (SDF) Records – Provisioning

For Provisioning Metrics:

Supporting data is provided for the following metrics:

- P-1 [HOI]: Held Order Interval
- P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours
- P-2B [PJ]: Percentage of Orders Given Jeopardy Notices
- P-3 [MLA]: Percent Missed Installation Appointments
- P-4 [OCI]: Order Completion Interval
- P-5 [CNI]: Average Completion Notice Interval
- P-7 [CCI]: Coordinated Customer Conversions Interval – Hot Cut Duration
- P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
- P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time
- P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
- P-7D [NCDD]: Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
- P-9 [PPT]: Percent Provisioning Troubles within “X” Days of Service Order Completion
- P-11 [SOA]: Service Order Accuracy
- P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes
- P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date
- P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

D. Raw Data (SDF) Records – M&R

For Maintenance and Repair (M&R) Metrics:

Supporting data is provided for the following metrics:

- M&R-1 [MRA]: Percent Missed Repair Appointments
- M&R-2 [CTRR]: Customer Trouble Report Rate
- M&R-3 [MAD]: Maintenance Average Duration
- M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days
- M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are BellSouth generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.

Florida Performance Metrics

E. Raw Data (SDF) Records – Other

For Other Metrics:

Billing:

Supporting data is provided for the following metrics:

- B-1 [BIA]: Invoice Accuracy
- B-2 [BIT]: Mean Time to Deliver Invoices
- B-5 [BUDT]: Usage Data Delivery Timeliness
- B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days

The Billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP website. This SDF along with the reports resulting from billing supporting data can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual invoices, which identify the nature of the charges or adjustments, whether credits or debits.

Database Update Information - None

Trunk Group Performance – None

Collocation – None:

Supporting data is provided for the following metrics:

- C-1 [ART]: Collocation Average Response Time
- C-2 [AT]: Collocation Average Arrangement Time
- C-3 [MDD]: Collocation Percent of Due Dates Missed

Change Management - None

III. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)

The SDUM and Schema can be found at URL (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder.

Appendix F: BellSouth PMAP Data Notification Process

1. On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by which its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes").
2. No later than four business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time the affected parties as well as the Commission can ask questions about either the Proposed Data Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).
3. No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes.
4. The Proposed Data Changes set forth in the written notice referenced above would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice unless the Commission Staff directs BellSouth not to go forward with the changes.

Appendix G: SQM Equity Determination

This document describes the approach utilized in the determination of Equity for mean, proportion, and rate measures within the BellSouth Single Report Structure (SRS). The statistical comparison of BST performance data to CLEC performance data is based upon the "Modified Z" methodology.

A. Standard Error (S)

The Standard Error must be calculated for use as the denominator in the formula for the Z-Score. The appropriate calculation of Standard Error is dependent on the measure type as shown below:

MEAN:
$$S = StDev_{BST} \sqrt{\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}}$$

PROPORTION:
$$S = \sqrt{\hat{p}_{BST} (1 - \hat{p}_{BST}) \left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}} \right)}$$

RATE:
$$S = \sqrt{\hat{r}_{BST} \left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}} \right)}$$

n_{BST} = number of observations for BellSouth in current time period

n_{CLEC} = number of observations for CLECs in current time period

$StDev_{BST}$ = estimated standard deviation of BellSouth performance calculated using current time period's data.

\hat{p}_{BST} = estimated BellSouth performance proportion calculated using current time period's data.

\hat{r}_{BST} = estimated BellSouth performance rate calculated using current time period's data.

B. Z-Score (Z)

Once the Standard Error has been calculated, the Z-Score is then calculated using the formula below:

$$Z = \frac{BST^* - CLEC^*}{S}$$

BST^* = estimated BellSouth mean (\bar{X}_{BST}), proportion (\hat{p}_{BST}), or rate (\hat{r}_{BST}) calculated using the current time period's data.

$CLEC^*$ = estimated CLEC mean (\bar{X}_{CLEC}), proportion (\hat{p}_{CLEC}), or rate (\hat{r}_{CLEC}) calculated using the current time period's data.

C. Equity Determination

After calculation of the Z-Score, Equity is determined using the criteria shown in the table below:

	Better Performance ↑	Better Performance ↓
YES	Z ≤ 1.645	Z ≥ -1.645
NO	Z > 1.645	Z < -1.645

Exception: A Z-Score value cannot be determined if a Standard Error value is 0. In that case, Equity is determined using the "Direct Comparison" criteria shown in the table below:

	Better Performance ↑	Better Performance ↓
YES	CLEC Measure ≥ BST Measure	CLEC Measure ≤ BST Measure
NO	CLEC Measure < BST Measure	CLEC Measure > BST Measure

Appendix H: Special Access Measurements

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Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth
 - Sub Totaled by State
 - Totaled by BellSouth

Comparison reports are required for:

- CLEC/ IXC Carrier Aggregate
- BellSouth Long Distance (BSLD) Aggregate

Special Access is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing BellSouth end office switches.

Special Access Services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

Exclusions: Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.

Reporting Period: The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

ORDERING

Measurement: SA-1 FOC Receipt

Description

The Firm Order Confirmation (FOC) is the BellSouth response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. BellSouth will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at BellSouth's request due to a lack of BellSouth facilities or otherwise.

Calculation Methodology

Percent Meeting Performance Standard:

- $\frac{[\text{Count FOCs received where } (\text{FOC Receipt Date} - \text{ASR Received Date}) \leq \text{Performance Standard}]}{\text{Total FOCs received during reporting period}} \times 100$

FOC Receipt - Distribution:

- (FOC Receipt Date – ASR Received Date), for each FOC received during reporting period, distributed by:
0 days, >0 - <=1day, >0 day - <=2 days, >0 day - <= 5 days, > 2 days - <= 10 days, > 10 days

ASRs Withdrawn at BellSouth Request due to a lack of BellSouth Facilities or Otherwise:

- Count of ASRs, which have not yet received a FOC, Withdrawn at BellSouth's Request, during the current reporting period, due to a lack of BellSouth facilities or otherwise

Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOCs Received within Standard - DS0 \geq 98.0% within 2 business days
- DS1 \geq 98.0% within 2 business days
- DS3 \geq 98.0% within 5 business days
- OCn - ICB (Individual Case Basis)
- FOC Receipt Distribution - Diagnostic
- ASRs Withdrawn at BellSouth's Request Due to a Lack of
BellSouth Facilities or Otherwise..... - Diagnostic

ORDERING

Measurement: SA-2 FOC Receipt Past Due

Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from BellSouth within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

Calculation Methodology

Percent FOC Receipt Past Due - Without Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is not open, where $(\text{End of Reporting Period} - \text{ASR Received Date} > \text{Expected FOC Receipt Interval}) / \text{Total number of ASRs received during reporting period} \times 100$

FOC Receipt Past Due - Without Open Query/Reject - Distribution:

- $[(\text{End of Reporting Period} - \text{ASR Received date}) - (\text{Expected FOC Receipt Interval})]$ for ASRs without a FOC received and a Query/Reject is not open with the CLEC or EXC Carrier, distributed by:
0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Percent FOC Receipt Past Due - With Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is open, where $(\text{End of Reporting Period} - \text{ASR Sent Date} > \text{Expected FOC Receipt Interval}) / \text{Total number of ASRs received during reporting period} \times 100$

Business Rules

- All counts are based on the latest ASR request sent to BellSouth. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
- The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
- Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
- Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOC Receipt Past Due - Without Open Query/Reject..... < 2.0 % FOC Receipt Past Due
- FOC Receipt Past Due – Without Open Query/Reject – Distribution - Diagnostic
- Percent FOC Receipt Past Due - With Open Query/Reject..... - Diagnostic

ORDERING

Measurement: SA-3 Offered Versus Requested Due Date

Description

The Offered Versus Desired Due Date measure reflects the degree to which BellSouth is committing to install service on the CLEC or IXC Carrier Desired Due Date (CDDD), when a Due Date desired is equal to or greater than the BellSouth stated interval. A distribution of the delta, the difference between the CDDD and the Offered Date, for these FOCs is required for diagnostic purposes.

Calculation Methodology

Percent Offered with CLEC or IXC Carrier Requested Due Date:

- $\frac{[\text{Count of ASRs where (FOC Due Date = CDDD)}]}{[\text{Total number of ASRs where (CDDD - ASR Received Date) = BellSouth Stated Interval}]} \times 100$

Offered versus Requested Interval Delta – Distribution:

- [(Offered Due Date – CDDD) where (CDDD – ASR Received Date) = BellSouth Stated Interval] for each FOC received during the reporting period, distributed by:
0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent Offered with CDDD (where CDDD => BellSouth Stated Interval) = 100%
- Offered versus Requested Interval Delta – Distribution..... - Diagnostic
- BellSouth Stated Intervals: To be determined by BellSouth

PROVISIONING

Measurement: SA-4 On Time Performance To FOC Due Date

Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR received. Customer Not Ready (CNR) situations are defined as Customer Not Ready (SR), No Access (SA), Customer Requests a Later Date (SL), and Customer Other (SO) which may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

Calculation Methodology

Percent on Time Performance to FOC Due Date – With CNR Consideration:

- $\frac{[(\text{Count of Circuits Completed on or before BellSouth Committed Due Date} + \text{Count of Circuits Completed after FOC Due Date with a verifiable CNR code}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100}{}$

Percent on Time Performance to FOC Due Date – Without CNR Consideration:

- $\frac{[(\text{Count of Circuits Completed on or before BellSouth Committed Due Date}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100}{}$

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent On Time to FOC Due Date - With CNR Consideration = > 98.0 % On Time
- Percent On Time to FOC Due Date - Without CNR Consideration - Diagnostic

PROVISIONING

Measurement: SA-5 Days Late

Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of BellSouth facilities is required for diagnostic purposes.

Calculation Methodology

Average Days Late:

- Σ [Circuit Completion Date – BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)

Days Late Distribution:

- Circuit Completion Date – BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code) distributed by:
 <= 1 day, 0 - < 3 days, >1 - <=5 days, >5 - <=10 days, >10 - <=20 days, >20 - <=30 days, >30 - <=40 days, >40 days

Average Days Late Due to a Lack of BellSouth Facilities:

- Σ [Circuit Completion Date – BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)

Business Rules

1. Measures are based on the latest valid ASR received and the associated FOC Due Date received from the BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Average Days Late..... < 3.0 Days
- Days Late Distribution - Diagnostic
- Average Days Late Due to a Lack of BellSouth Facilities - Diagnostic

PROVISIONING

Measurement: SA-6 Average Intervals - Requested/Offered/Installation

Description

This measure captures three important aspects of the provisioning process and displays them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average BellSouth Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

- $\text{Sum (CDDD - ASR Received Date) / Total Circuits Completed during reporting period}$

Average BellSouth Offered Interval:

- $\text{Sum (FOC Due Date - ASR Received Date) / Total Circuits Completed during reporting period}$

Average Installation Interval:

- $\text{Sum (BellSouth Completion Date - ASR Received Date) / Total Circuits Completed during reporting period}$

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. The Average Installation Interval includes all completions.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Average Requested Interval - Diagnostic
- Average Offered Interval - Diagnostic
- Average Installation Interval - Diagnostic

PROVISIONING

Measurement: SA-7 Past Due Circuits

Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received a FOC Due Date but the date has passed. Results are separated into those held for BellSouth reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of BellSouth facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

Calculation Methodology

Percent Past Due Circuits:

- $[(\text{Count of all circuits not completed at the end of the reporting period} > 5 \text{ days beyond the FOC Due Date, grouped separately for Total BellSouth Reasons, Lack of BellSouth Facility Reasons, and Total CLEC/Carrier Reasons}) / (\text{Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period})] \times 100$

Past Due Circuits Distribution:

- Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by:
<= 1 day, >1 - <=5 days, 0 days - <= 5 days, >5 - <=10 days, >10 - <=20 days, >20 - <=30 days, >30 - <=40 days, >40 days

Percent Cancellations after FOC Due Date:

- $[\text{Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled} > \text{FOC Due Date})} / (\text{Total circuits Past Due at the end of the previous reporting period})] \times 100$

Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

Levels of Disaggregation

- DSO / DS1 / DS3 (Non Optical) / DS3 (Optical OCn)

Performance Standard

- Percent Past Due Circuits - Total BellSouth Reasons < 3.0 % > 5 days beyond FOC Due Date
- Percent Past Due Circuits - Due to Lack of BellSouth Facilities.. - Diagnostic
- Percent Past Due Circuits - Total CLEC Reasons..... - Diagnostic
- Past Due Circuits Distribution..... - Diagnostic
- Percent Cancellation After FOC Due Date..... - Diagnostic

PROVISIONING

Measurement: SA-8 New Installation Trouble Report Rate

Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:

- $[\text{Count (trouble reports within 30 Calendar Days of Installation)} / (\text{Total Number of Circuits Installed in the Report Period})] \times 100$

Business Rules

1. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)
- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

Performance Standard

- New Installation Trouble Report Rate..... ≤ 1.0 trouble reports per 100 circuits installed

MAINTENANCE & REPAIR

Measurement: SA-9 Failure Rate

Description

Failure Rate measures the overall quality of the circuits being provided by the BellSouth and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized.

Calculation Methodology

Failure Rate -- Annualized:

$$\text{Failure Rate} = (a / b) * 100$$

- a = Count of trouble reports resolved during a report period
- b = Number of circuits in service at the end of the report period

$$\text{Failure Rate Annualized} = (c / d) * 100$$

- c = Average count of trouble reports closed per month during the past 12 months
- d = Average number of circuits in service per month for the past 12 months

Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical Ocn)

Performance Standard

- Failure Rate Annualized..... - Below DS3 <= 10.0%
- DS3 and Above <= 10.0%

MAINTENANCE & REPAIR

Measurement: SA-10 Mean Time to Restore

Description

The Mean Time To Restore interval measures the promptness in restoring circuits to operating levels when a problem or trouble is received by BellSouth. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to BellSouth to the time BellSouth closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as NTF / Test OK, is required for diagnostic purposes.

Calculation Methodology

Mean Time To Restore:

- $\Sigma [(Date\ and\ Time\ of\ Trouble\ Ticket\ Resolution\ Closed\ to\ the\ CLEC\ or\ IXC\ Carrier - Date\ and\ Time\ of\ Trouble\ Ticket\ Received\ by\ BellSouth) - (Customer\ Hold\ Times)] / (Count\ of\ Trouble\ Tickets\ Resolved\ in\ Reporting\ Period)$

% Out of Service Greater than 24 hrs:

- $[Count\ of\ Troubles\ where\ (Date\ and\ Time\ of\ Trouble\ Ticket\ Resolution\ Closed\ to\ the\ CLEC\ or\ IXC\ Carrier - Date\ and\ Time\ of\ Trouble\ Ticket\ Received\ by\ BellSouth) - (Customer\ Hold\ Times)\ is\ >\ 24\ hrs / (Count\ of\ Trouble\ Tickets\ Resolved\ in\ Reporting\ Period)] \times 100$

Mean Time To Restore – NTF / Test OK:

- $\Sigma [(Date\ and\ Time\ of\ Trouble\ Ticket\ Resolution\ Closed\ to\ the\ CLEC\ or\ IXC\ Carrier\ as\ NTF\ /Test\ OK - Date\ and\ Time\ of\ Trouble\ Ticket\ Referred\ to\ BellSouth) - (Customer\ Hold\ Times)] / (Count\ of\ Trouble\ Tickets\ Resolved\ in\ Reporting\ Period\ as\ NTF\ /Test\ OK)$

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when BellSouth issues notice to the CLEC or IXC Carrier that the customer's service is restored to operating parameters.
5. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user's premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

MAINTENANCE & REPAIR

Measurement: SA-11 Repeat Trouble Report Rate

Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

Calculation Methodology

Repeat Trouble Report Rate:

- $\frac{\text{[(Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days)]}}{\text{(Number of Reports in the Report Period)} \times 100}$

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as NTF/TOK, then the second trouble must be counted as a repeat trouble report if it is resolved to BellSouth reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standards

- Repeat Trouble Report Rate..... - Below DS3 <= 6.0%
- DS3 and Above <= 3.0%

GLOSSARY

Term	Definition
Access Service Request (ASR)	A request to BellSouth to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs.
Business Days	Monday through Friday excluding holidays
CDDD	Customer Desired Due Date
Customer Not Ready (CNR)	A verifiable situation beyond the normal control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready.
(SA)	No access to subscriber premises
(SR)	Customer Not Ready
(SL)	Customer Requests Later Date
(SO)	Customer Other
Facility Check	A pre-provisioning check performed by BellSouth, in response to an access service request, to determine the availability of facilities and assign the installation date.
Firm Order Confirmation (FOC)	The notice returned from BellSouth, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date.
NTF	No Trouble Found
Unsolicited FOC	An Unsolicited FOC is a supplemental FOC issued by BellSouth to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier.
Project	Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes.
Query/Reject	BellSouth response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued.
Repeat Trouble	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
Supplement ASR	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.
TOK	Test OK

Symbols Used In Calculations

Σ

A mathematical symbol representing the sum of a series of values following the symbol.

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.