

Eric Fryson

From: WOODS, VICKIE (Legal) [vf1979@att.com]
Sent: Thursday, December 06, 2012 4:34 PM
To: Filings@psc.state.fl.us
Subject: 000121A-TP AT&T Florida's Letter to Ms. Cole providing notice of changes to its Operations Support System ("OSS") in the SE Region
Importance: High
Attachments: EAST-#1051806-v1-000121A-TP_Revisions_to_SQM_Planj.PDF

- A. Vickie Woods
Legal Secretary to Suzanne L. Montgomery and Tracy W. Hatch,
BellSouth Telecommunications, LLC d/b/a AT&T Florida
150 South Monroe, Rm. 400
Tallahassee, FL 32301-1558
(305) 347-5560
vf1979@att.com
- B. Docket No. 000121A-TP: In Re: Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies (BellSouth Track)
- C. BellSouth Telecommunications, Inc.
on behalf of Tracy W. Hatch
- D. 13 pages total in PDF format (Letter, Certificate and Attachments 1 and 2)
- E. BellSouth Telecommunications, LLC d/b/a AT&T Florida's Letter to Ms. Cole providing notice of changes to its Operations Support System ("OSS")
in the Southeast Region

.pdf

DOCUMENT NUMBER - DATE

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FPSC-COMMISSION CLERK



Tracy W. Hatch
General Attorney

AT&T Florida
150 South Monroe Street
Suite 400
Tallahassee, FL 32301

T: (850) 577-5508
thatch@att.com

December 6, 2012

Ms. Ann Cole
Commission Clerk
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 000121A-TP
In Re: Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange Telecommunications companies (BellSouth Track)

Dear Ms. Cole:

BellSouth Telecommunications, LLC d/b/a AT&T Florida ("AT&T Florida") hereby provides notice that AT&T Florida has recently implemented certain changes to its Operation Support Systems ("OSS") in the Southeast region. Specifically, as of August 31, AT&T retired the Loop Maintenance Operations System ("LMOS") interface that stores the assignment and selected account information for use by downstream OSS and AT&T personnel during provisioning and maintenance activities. As a result of the retirement of LMOS, this completes the migration to the Work Force Administration/Control ("WFA/C") System interface. Also included in this migration is the Network and Services Database ("NSDB") which serves as the database for WFA/C and is a central database for customer circuit and services information. These changes to AT&T Florida's OSS do not substantively change the SQM Plan. The changes are made in accordance with the Administrative Provisions of the SQM Plan approved by the Commission pursuant to Orders Nos. PSC-10-545-PAA-TP and PSC-10-0652-CO-TP.

Although the OSS changes do not substantively change the SQM Plan, the SQM Plan documentation must be updated to reflect the retirement of the LMOS interface. Accordingly, AT&T has made minor, administrative updates to the SQM Plan documentation. For the Commission's convenience, a red-lined version of the pages of the SQM Plan which have been updated is included in this filing. (Attachment 1). In addition, the updated SQM Plan will be available for review at the following website: <http://pmap.wholesale.att.com/content/documentation.aspx>. It is important to note that from a performance measurement perspective, the migration to the WFA/C interface will have *no impact* on the creation or review of trouble tickets within measures currently contained in the SQM Plan.

Interested parties, including Competitive Local Exchange Carriers ("CLECs"), have been advised of these changes through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the attached Accessible Letter ("AL"): CLECSE11-230 (dated December 12, 2011) (Attachment 2).

If you have any questions regarding the administrative changes to the SQM Plan, please do not hesitate to contact Tracy Hatch at (850) 425-6360 or MaryRose Siriani at (850) 577-5503.

Sincerely,

A handwritten signature in black ink, appearing to read "Tracy Hatch", written over a printed name.

Tracy W. Hatch

Enclosures

cc: All Parties of Record
Gregory R. Follensbec
Suzanne L. Montgomery

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via
Electronic Mail this 6th day of December, 2012 to the following:

Adam Teitzman
Pauline Robinson
Staff Counsels
Florida Public Service
Commission
Office of the General Counsel
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6175
Fax. No. (850) 413-6250
ateitzma@psc.state.fl.us
pevans@psc.state.fl.us

Mark Long
Florida Public Service
Commission
Office of Telecommunications
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6818
mlong@psc.state.fl.us

Peter Dunbar/Howard Adams
Pennington, Moore, Wilkinson,
Bell & Dunbar, P.A.
Post Office Box 10095 (32302)
215 South Monroe Street, 2nd Floor
Tallahassee, FL 32301
Tel. No. (850) 222-3533
Fax. No. (850) 222-2126
peter@penningtonlawfirm.com

David Konuch
Senior Counsel
Regulatory Law & Technology
Florida Cable Telecomm. Assoc.
246 East 6th Avenue
Tallahassee, FL 32303
Tel. No. (850) 681-1990
Fax. No. (850) 681-9676
dkonuch@fcta.com

Douglas C. Nelson
Sprint Nextel
233 Peachtree Street, NE
Suite 2200
Atlanta, GA 30303
Tel. No. 404 649-0003
Fax No. 404 649-0009
douglas.c.nelson@sprint.com

Vicki Gordon Kaufman
Keefe Anchors Gordon & Moyle P.A.
The Perkins House
118 N. Gadsden St.
Tallahassee, FL 32301
Tel. No. (850) 681-3828
Fax. No. (850) 681-8788
ykaufman@moylelaw.com

Dulaney O'Roark III (+)
Vice Pres. & Gen. Counsel -- SE Region
Verizon
5055 N Point Parkway
Alpharetta, GA 30022
Tel. No. (678) 259-1449
Fax No. (678) 259-1589
De.OROark@verizon.com

D. Anthony Mastando
Earthlink Business
VP-Regulatory Affairs
Senior Regulatory Counsel
Ste 400
7037 Old Madison Pike
Huntsville, AL 35806
Tel. No. (256) 382-3856
Fax No. (256) 382-3936
tony.mastando@deltacom.com

MegaPath Corporation
Ms. Katherine K. Mudge
2111 West Kramer Lane, Suite 100
Austin, TX 78758-4288
Tel. No.: (512) 794-6197
Fax No.: (512) 794-6006
katherine.mudge@megapath.com

Cbeyond Communications, LLC
Charles E. (Gene) Watkins
320 Interstate North Parkway
Suite 30
Atlanta, GA 30339
Tel. No. (678) 370- 2174
Fax No. (978) 424-2500
gene.watkins@cbeyond.net

tw telecom of florida, l.p.
Carolyn Ridley, VP Regulatory
2078 Quail Run Drive
Bowling Green, KY 42104
Tel. No.: 615-584-7372
Carolyn.Ridley@twtelecom.com

Matthew J. Feil
c/o Gunster Law Firm
215 South Monroe Street, Suite 618
Tallahassee, FL 32301
Tel. No.: (850) 521-1708
Fax No.: (850) 576-0902
mfeil@gunster.com

Law Offices of Alan C. Gold, P.A.
Alan Gold
1501 Sunset Drive Second Floor
Coral Gables, FL 33143
Tel. No. (305) 667-0475
Fax. No. (305) 663-0799
agold@acgoldlaw.com
Represents STS

Windstream NuVox Inc.
Bettye J. Willis
13560 Morris Road, Suite 2500
Milton, GA 30004-8508
Tel. No.: 501-748-5692
Fax No.: 501-748-7996
bettye.i.willis@windstream.com


Tracy W. Hatch

(+) Signed Protective Agreement



Docket No. 000121A-TP

AT&T Service Quality Measurement Plan (SQM)

Florida Performance Metrics

**Measurement Descriptions
Version 6.010**

Effective Date: ~~November 1, 2010~~ September 1, 2012

Attachment 1



Florida Performance Metrics

| | | |
|--------------|--------------------------|---|
| V6.0 | November 1, 2010 | This version of the SQM incorporates the changes to the FL PAP directed by the FPSC in Order No. PSC-10-0545-PAA-TP issued on August 25, 2010, Docket No. 000121A TP, and as confirmed by Consummating Order No. PSC-10-0652-CO-TP, issued by the FPSC on October 29, 2010. |
| <u>V6.01</u> | <u>September 1, 2012</u> | <u>This version of the SQM incorporates modifications to the OSS architecture implemented on 09/01/2012 due to the retirement of LMOS.</u> |



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

Definition

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

Exclusions

- Trouble tickets canceled at the CLEC request
- AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of AT&T's control
 - A cut or damaged cable, caused by other than AT&T employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 calendar 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 Calendar 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 (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T 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 Feature Troubles) |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE EELs | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL, UCL, and Line Splitting) | ADSL Provided to Retail |
| • UNE ISDN/UUC/IDSL | Retail ISDN - BRI |
| • 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 Calendar 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
- AT&T trouble reports associated with administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of AT&T's control
 - A cut or damaged cable, caused by other than AT&T employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

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 LMS/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 (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T 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 Feature Troubles) |
| • UNE Digital Loop >= DS1..... | Retail Digital Loop >= DS1 |
| • UNE EELS..... | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL, UCL and Line Splitting)..... | ADSL provided to Retail |
| • UNE ISDN/UDC/IDSL..... | Retail ISDN - BRI |
| • 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 Clock Hours



LFACS

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

LIDB

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

LMOS

Loop Maintenance Operations System - An AT&T operations system that stores the assignment and selected account information for use by downstream OSS and AT&T 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 AT&T to the Number Portability Administration Center (NPAC).
- (2) Allowing for inter-company communications between AT&T 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 AT&T and the related service problems are resolved.

MARCH

AT&T 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 AT&T 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.

NSDB

Network and Services Database-The database for WFA/C and is a central database for customer circuit and services information

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

OBFI

Ordering and Billing Forum Adapter-Provides gateway between XML Gateway/COBRA/Verigate and the various BIS systems to retrieve pre-order data from legacy systems.

Ordering

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

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 AT&T 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.



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

| System | AT&T & 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 |
| NSDB | 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 |
|--|----------------|----------------|
| LEX..... | CLEC..... | X |
| LASR..... | CLEC..... | X |
| WFM..... | CLEC..... | X |
| OBF..... | CLEC..... | X |
| Enhanced Verigate..... | CLEC..... | X |
| LESOG..... | CLEC..... | X |
| LNP Gateway..... | CLEC..... | X |
| XML Gateway..... | CLEC..... | X |
| COG..... | CLEC..... | X |
| SGG..... | CLEC..... | X |
| DOE..... | CLEC/AT&T..... | X |
| SONGS..... | CLEC/AT&T..... | X |
| ATLAS/COFFI..... | CLEC/AT&T..... | X |
| BOCRIS/CRIS..... | CLEC/AT&T..... | X |
| DSAP..... | CLEC/AT&T..... | X |
| RSAG..... | CLEC/AT&T..... | X |
| SOCS..... | CLEC/AT&T..... | X |
| LFACS..... | CLEC/AT&T..... | X |
| RNS..... | AT&T..... | X |
| ROS..... | AT&T..... | X |

OSS Table 2: SQM Interface Availability for Maintenance & Repair

| OSS interface | % Availability |
|----------------------------|----------------|
| AT&T TAFI..... | X |
| CLEC TAFI..... | X |
| CLEC EBTA..... | X |
| AT&T & CLEC | |
| CRIS..... | X |
| LMQS-HOST..... | X |
| LNP Gateway..... | X |
| MARCH..... | X |
| NSDB..... | X |
| OSPCM..... | X |
| PREDICTOR..... | X |
| SOCS..... | X |



Accessible Letter

| | | | |
|--------------------------|--|-------------|---------------------------------------|
| Date: | December 12, 2011 | Number: | CLECSE11-230 |
| Effective Date: | January 15, 2012 | Category: | ALL |
| Subject: | (MAINTENANCE AND REPAIR) Migrating Inventory & Ticketing from LMOS to WFA/C | | |
| Related Letters: | NA | Attachment: | NA |
| States Impacted: | Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee | | |
| Issuing AT&T ILECS: | AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region") | | |
| Response Deadline: | NA | Contact: | CLEC User Forum ATTCUF@ATT.COM |
| Conference Call/Meeting: | NA | | |

Effective January 15, 2012, AT&T Southeast Region will begin migrating inventory records and ticketing functionality from LMOS to WFA/C. This change will not alter the creation or review of trouble tickets. The migration will be implemented in a phased approach and is targeted for completion by June 1, 2012.

Please direct questions to the CLEC User Forum mailbox above.