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February 13, 2014

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

Docket No. 000121A - 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”), in accordance with the Administrative Provisions of the SQM Plan, hereby provide provides notice that AT&T has recently implemented certain system changes in the Southeast region. Specifically, as of March 1, 2014, AT&T will retire the Regional Ordering System (“ROS”) interface that provides service order information for use by downstream OSS and AT&T personnel during ordering activities. As a result of the retirement of ROS, this completes the migration to the AT&T Business Manager (“ABM”) System interface, which is an internal AT&T service order negotiation interface.

Although this OSS change does not substantively change the SQM Plan, the SQM Plan documentation must be updated to accurately reflect the retirement of the ROS 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 are included in this filing. 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 ABM interface will have *no impact* on the service orders within measures currently contained in the SQM Plan.

Sincerely,

s/Tracy Hatch

Tracy Hatch

Enclosures

cc: All parties of record  
Gregory R. Follensbee  
Brian W. Moore

**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 13th day of February, 2014, to the following:

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s/Tracy W. Hatch

Tracy W. Hatch

**(+) Signed Protective Agreement**



Docket No. 000121A-TP

# AT&T Service Quality Measurement Plan (SQM)

Florida Performance Metrics

Measurement Descriptions  
Version 6.0~~1~~2

Effective Date: ~~September 1, 2012~~ March 1, 2014



Florida Performance Metrics

IntroductionV6.0	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.
V6.01	September 1,2012	This version of the SQM incorporates modifications to the OSS architecture implemented on 09/01/2012 due to the retirement of LMOS.
<u>V6.02</u>	<u>March 1, 2014</u>	<u>This version of the SQM incorporates modifications to the OSS architecture implemented on 03/01/2014 due to the retirement of ROS.</u>

## Appendix A: Glossary of Acronyms and Terms

### Symbols used in calculations

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

x

A mathematical operator representing multiplication

/

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

#### **ABM**

AT&T Business Manager is a front end ordering system that provides service order negotiation for Small and Large Business customers.

#### **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 – An AT&T 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.



## 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
<a href="#">ROS</a> <a href="#">ABM</a> .....	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
<b>AT&amp;T &amp; CLEC</b>	
CRIS.....	X
LNP Gateway.....	X
MARCH.....	X
NSDB.....	X
OSPCM.....	X
PREDICTOR.....	X