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ORIGINAL

November 28, 2000

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RECORDS AND REPORTING

BY HAND DELIVERY

Ms. Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No. 000121-TP

Dear Ms. Bayo:

Enclosed for filing in the above docket are the original and fifteen (15) copies of Attachment One to the Comments of ALLTEL Communications, Inc. filed November 22, 2000, which were inadvertently omitted. I apologize for any inconvenience that this omission may have caused.

Please acknowledge receipt and filing of the above by stamping the duplicate copy of this letter and returning the same to this writer.

Thank you for your assistance in this matter.

Sincerely,




J. Jeffrey Wahlen

Enclosures

cc: All parties of record

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FPSC-RECORDS/REPORTING

ALLTEL Communications Inc.
Proposed Additional Performance Measurements

Database Updates

Title: Average DA/Listings Database Update Interval -- NEW

Area	Requirement Description
Description:	Average Directory and Directory Assistance (DA/Listings) Database Update Interval measurement is the average time that it takes to update Director listings for adds, changes, and deletes. The measure is due to the impacts that a customer has when Directory listings are not updated promptly. When a customer is placed into service, calls for his new number to Directory Assistance (DA) are denied if the data is not forwarded to the DA Operator's system.
Method of Calculation:	$((\text{Completion Date \& Time}) - (\text{Update Submission Date \& Time})) / \text{Count of Updates Completed in Reporting Period}$
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none">• Service Order generated updates• Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	Parity for service order generated updates: Benchmark for direct gateway input updates: 95% in 8 calendar days
Business Rules:	
Notes:	Level 1

ALLTEL Communications Inc.
Proposed Additional Performance Measurements

Database Updates

Title: Percent DA/Listings Database Accuracy -- New

Area	Requirement Description
Description:	Percent of DA/Listing Database Accuracy measurement is the percent of accuracy of Directory adds, changes and deletes. The customer's listing accuracy is vital to ensuring that a customer's number, name, business, etc can be located in the Directory. Since the Directory is printed yearly, any error has impacts to the customer for a year.
Method of Calculation:	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	Parity
Business Rules:	Excludes CLEC caused errors
Notes:	Level 1

ALLTEL Communications Inc.
Proposed Additional Performance Measurements

Collocation

Title: Virtual Collocation Repair Timeliness -- New

Area	Requirement Description
Description:	Virtual Collocation Repair Timeliness measurement is the mean time to repair a Collocation switch problem. In Virtual Collocation sites, when an equipment malfunction is determined through alarms, customer reports, testing, etc. When this happens, the BellSouth Technician completes the replacement of the PCB (Printed Circuit Board). When delays in repairing the switching equipment is encountered, the customers served from that site could experience degraded or loss of service.
Method of Calculation:	$\text{Sum}((\text{Virtual Collocation Trouble Cleared Date and Time}) - (\text{Virtual Collocation Trouble Submission Date and Time})) / \text{Count of Virtual Collocation Troubles Submitted} \times 100$
Report Period:	Quarterly
Report Structure:	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Report By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 95% within 4 hours
Business Rules:	Excludes Troubles canceled by CLEC
Notes:	Level 1

Certificate of Service

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U. S. Mail or hand delivery (*) this 28th day of November, 2000, to the following:

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