

REQUEST: BellSouth to provide examples of "Informational Tickets".

RESPONSE: Information report types will be used to track maintenance activities necessary for administrative, historical, analytical or billing purposes. Examples of situations where this report type will be used include the following:

- When conditions on a line are being investigated not associated with an open trouble report.
- Administrative tasks specified in local procedures.
- When a CLEC requests stress testing.
- When a CLEC asks for BellSouth to schedule a technician to visit the end-user's premise to meet with a vendor.
- When a CLEC requests information.

RESPONSE PROVIDED BY: Al Varner

REQUEST: BellSouth is to clearly define the exclusion "troubles outside of BellSouth's control" which is listed in M&R-1 through M&R-4.

RESPONSE: BellSouth references the following codes when excluding "Troubles outside of BellSouth's Control":

Design services refer to the WFA Disposition and Analysis Code FAC/CC. Non-Design services refer to the LMOS Disposition and Cause Codes 412 & 413.

Design:

Code FAC/CC is defined as Customer / Contractor Caused Cut Cable. A Cut or Damaged Cable, caused by other than Bell Employees

Non Design:

Trouble Codes 0412 and 0413 (Outside Plant) are defined as Cable Damage - Non Telco Employee.

Troubles in BellSouth facilities caused by customer (codes C1-C7)

Troubles caused by vandalism (codes V1-V5)

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
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REQUEST: BellSouth to show the proposed rollups of all disaggregations for all measures.

RESPONSE: The attached document, "Modified Disaggregation Rollups.doc" shows BellSouth's proposed rollups of disaggregations for all measures. This document only lists the disaggregations that would change.

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
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REQUEST: BellSouth to define "referred time" in the Business Rules of M&R-3 (Maintenance Average Duration).

RESPONSE: Referral time is used when BellSouth isolates a trouble into independent company territory. For example, a CLEC reports a trouble to BellSouth where the circuit terminates in an independent company's territory. BellSouth clears the trouble from the CLEC point of interface through the BST network to where it is handed off to the independent company. BellSouth then opens a maintenance trouble ticket with the independent company and puts the original ticket into REF (referral), status. This time, while the independent company is clearing the trouble, is currently excluded from BellSouth's responsible duration, (the same way No Access and Delayed Maintenance are). The independent company continues to work the CLEC trouble until it is restored and then BellSouth closes the ticket with the code appropriate to whatever the cause of the trouble is.

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
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REQUEST: BellSouth to revise language in Appendix B – BellSouth Audit Policy that is referring to PMQAP. Propose language that will state the audit is for both processes and the underlying data.

RESPONSE: Attached is the revised BellSouth Audit Policy as “FL Audit Policy.doc” which refers to the inclusion of PMQAP and the underlying data during the audit. This clarification is in the first paragraph of the Audit Policy.

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
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REQUEST: BellSouth is to clarify the regional audit language. This is Item No. 3 in the Audit Policy (Appendix B of the SQM).

RESPONSE: BellSouth has clarified the regional audit language in the BellSouth Audit Policy which is described in Item No. 3. The revised Audit Policy is attached as "FL Audit Policy.doc".

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
Workshop Action Items
October 19, 2004
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REQUEST: BellSouth is to clarify language in the Reposting Policy (Appendix D of the SQM) that refers to BellSouth's policy on recalculating SEEM payments for a maximum of 3 months in arrears.

RESPONSE: BellSouth has added clarifying language in Appendix D – BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments which is attached as "FL Reposting Policy.doc".

RESPONSE PROVIDED BY: Al Varner