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Legal Department

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General Attorney

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BellSouth Telecommunications, Inc.  
160 South Monroe Street  
Room 400  
Tallahassee, Florida 32301  
(404) 335-0793

RECORDS AND REPORTING

*Pate*  
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FPSC-RECORDS/REPORTING

February 12, 1999

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

*Hendrix*  
DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

RE: Docket Nos. 981642-TP and 981745-TP

Dear Mrs. Bayo:

Enclosed are an original and 15 copies of BellSouth Telecommunications, Inc.'s Direct Testimony of David A. Coon, D. Daonne Caldwell, Alphonso J. Varner, R. F. (Rook) Barretto, W. Keith Milner, Jerry Hendrix, Ronald M. Pate, and Pamela A. Tipton. Please file these documents in the captioned docket.

*Milner*  
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FPSC-RECORDS/REPORTING

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served on the parties shown on the attached Certificate of Service.

Sincerely,

*Bennett Ross / ER*

Bennett L. Ross

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FPSC-BUREAU OF RECORDS

*Barretto*  
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FPSC-RECORDS/REPORTING

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- AFA \_\_\_\_\_
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- CAF \_\_\_\_\_
- CMU Stuwanza
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG 3
- LIN Stag
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC Coon
- WAS \_\_\_\_\_

Enclosures

cc: All Parties of Record  
M. M. Criser, III  
N. B. White  
W. J. Ellenberg (w/o enclosures)

*Caldwell*

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

*Varner*

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FPSC-RECORDS/REPORTING

FPSC-RECORDS/REPORTING

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**BELLSOUTH TELECOMMUNICATIONS, INC.**  
**DIRECT TESTIMONY OF DAVID A. COON**  
**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET NOS. 981642-TP AND 981735-TP**  
**FEBRUARY 12, 1999**

**Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC.**

**A. My name is David A. Coon. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am Director - Interconnection Services for BellSouth Telecommunications, Inc. ("BellSouth") and am responsible for managing certain aspects of BellSouth's performance measurements.**

**Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.**

**A. My career at BellSouth spans over 20 years and includes positions in Network, Regulatory, Finance, Corporate Planning, Small Business Services and Interconnection Operations. I have extensive experience in the development and use of quantitative measurements and results including the establishment, analysis and monitoring of BellSouth process measures.**

1 I received a Bachelors Degree in Civil Engineering from Ohio University  
2 and a Masters Degree in Engineering Administration from George  
3 Washington University. I received the Certified Management  
4 Accountant (CMA) designation in 1996 from the Institute of  
5 Management Accountants.

6  
7 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY BEING FILED  
8 TODAY?

9 A. I will respond to joint issues raised by Intermedia and e.spire.

10

11 **ISSUE A. 11: WHAT PERFORMANCE MEASURES SHOULD BE**  
12 **INCLUDED IN THE PARTIES RESPECTIVE AGREEMENTS? (Intermedia 8)**

13

14 Q. WHAT IS YOUR POSITION ON INTERMEDIA AND E.SPIRE'S  
15 REQUEST REGARDING JOINT ISSUE A. 11?

16

17 A. BellSouth maintains it's position that the appropriate measurements for  
18 inclusion in the respective agreements should be BellSouth's Service  
19 Quality Measurements (SQM) attached to this testimony as Exhibit  
20 DAC-1.

21

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23 **ISSUE A. 12: SHOULD PENALTY PROVISIONS BE INCLUDED IN THE**  
24 **PARITES' RESPECTIVE AGREEMENTS? IF SO, WHAT PENALTIES**  
25 **SHOULD BE IMPOSED? (Intermedia 9)**

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**Q. WHAT IS BELL SOUTH'S POSITION ON INTERMEDIA AND  
E.SPIRE'S REQUEST FOR THE IMPOSITION OF PENALTIES?  
(JOINT ISSUE A. 12)**

**A. The only penalties or remedies that should be included in an  
interconnection agreement are those mutually agreed upon by the  
parties. Penalties are not required by the 1996 Act and represent a  
supplemental enforcement scheme that is wholly unnecessary. The  
implication is that without penalty provisions, BellSouth will have no  
incentive to provide non-discriminatory access. Should the parties  
believe BellSouth is not achieving the performance standards specified  
in the interconnection agreement, they have adequate recourse before  
this Commission, through the resolution of disputes provision of the  
interconnection agreement, or in a court of law.**

**Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

**A. Yes.**

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\* These reports are subject to change due to regulatory requirements and/or to correct errors and etc.

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**PRE-ORDERING AND ORDERING OSS**

<b>Function:</b>	<b>Average Response Interval for Pre-Ordering and Ordering Legacy Information &amp; OSS Interface Availability</b>
<b>Measurement Overview:</b>	<p>As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, product and feature availability, and the validity of the street address. Typically, this type of information is gathered from the supporting OSS's while the customer (or potential customer) is on the telephone with the customer service agent. This information may be gathered via stand-alone pre-order inquiries or as part of the ordering function. Pre-ordering/ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for the CLEC interface systems to obtain from legacy systems the pre-ordering/ordering information necessary to establish and modify service. This measurement also captures the availability percentages for the BST systems that the CLEC uses during pre-ordering and ordering. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.</p>
<b>Measurement Methodology:</b>	<p><b>1. Average OSS Response Interval = <math>\frac{\text{Sum}[(\text{Date \&amp; Time of Legacy Response}) - (\text{Date \&amp; Time of Request to Legacy})]}{(\text{Number of Legacy Requests During the Reporting Period})}</math></b></p> <p>The response interval for retrieving pre-order/order information from a given legacy is determined by summing the response times for all requests (contracts) submitted to the legacy during the reporting period and then dividing by the total number of legacy requests for the reporting period. The response interval starts when the client application (LENS for CLECs; RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period that take less than 2.3 seconds and the number that take more than 6 seconds are also captured.</p> <p><b>Definition:</b> Average response time for accessing legacy data associated with appointment scheduling, service &amp; feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).</p> <p><b>2. OSS Interface Availability = <math>\frac{\text{Actual Availability}}{\text{Scheduled Availability}} \times 100</math></b></p> <p><b>Definition:</b> Percent of time OSS interface is actually available compared to scheduled availability. Availability percentages for CLEC interface systems and for all legacy systems accessed by them are captured.</p>

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**PRE-ORDERING AND ORDERING OSS**

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• Not CLEC specific.</li> <li>• Not product/service specific.</li> <li>• Regional Level</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Legacy contract type (per reporting dimension)</li> <li>• Response interval</li> <li>• Regional Scope</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Legacy contract type (per reporting dimension)</li> <li>• Response interval</li> <li>• Regional Scope</li> </ul>

**LEGACY SYSTEM ACCESS TIMES FOR RNS**

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISNET	Feature/Svc	x	x	x	x
OASIS	OASISBSN	Feature/Svc	x	x	x	x
OASIS	OASISCAR	Feature/Svc	x	x	x	x
OASIS	OASISLPC	Feature/Svc	x	x	x	x
OASIS	OASISMTN	Feature/Svc	x	x	x	x
OASIS	OASISOCP	Feature/Svc	x	x	x	x

**LEGACY SYSTEM ACCESS TIMES FOR LENS**

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HALCRIS	CSR	x	x	x	x
COFFI	COFFUSOC	Feature/Svc	x	x	x	x
P/SIMS	PSIMSORB	Feature/Svc	x	x	x	x

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**PRE-ORDERING AND ORDERING OSS**

**OSS Interface Availability**

<b>OSS Interface</b>	<b>% Availability</b>
LENS	X
LEO Mainframe	X
LEO UNIX	X
LESOG	X
EDI	X
HAL	X
BOCRIS	X
ATLAS/COFFI	X
RSAG/DSAP	X
SOCS	X



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**ORDERING**

<b>Function:</b>	<b>Ordering</b>
<b>Measurement Overview:</b>	<p>When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to applicable BST results, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary.</p>
<b>Measurement Methodology:</b>	<p><b>1. Percent Flow-through Service Requests = <math>\Sigma</math> (Total Number of valid Service Requests that flow-through to the BST OSS) / (Total Number of valid Service Requests delivered to BST OSS) X 100.</b></p> <p><b>Definition:</b> <u>Percent Flow-through Service Requests</u> measures the percentage of orders submitted electronically that utilize BSTs' OSS without manual (human) intervention.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>• Mechanized tracking for flow-through service requests and manual SOER error audit reports (3/31/98). Mechanized tracking for SOER errors and flow-through (4/30/98).</li> <li>• BST mechanized order tracking.</li> </ul> <p><b>2. Percent Rejected Service Requests = <math>\Sigma</math> (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100.</b></p> <p><b>Definition:</b> <u>Percent Rejected Service Requests</u> is the percent of total orders received rejected due to error or omissions.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>• Manual tracking for non flow-through service requests</li> <li>• Mechanized tracking for flow-through service requests</li> <li>• BST retail report not applicable.</li> </ul> <p><b>3. Reject Interval = <math>\Sigma</math> [ (Date and Time of Service Request Rejection) - (Date and Time of Service Request Receipt) ] / (Number of Service Requests Rejected in Reporting Period).</b> Requests are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours.</p> <p><b>Definition:</b> <u>Reject Interval</u> is the average reject time from receipt of service order request to distribution of rejection.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>• Non-Mechanized Results are based on actual data from all orders.</li> <li>• Mechanized Results are based on actual data for all orders from the OSS.</li> <li>• BST retail report not applicable.</li> </ul>

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**ORDERING**

<p><b>Measurement Methodology:</b></p>	<p><b>4. Firm Order Confirmation Timeliness = <math>\Sigma</math> [ (Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Receipt) ] / (Number of Service Requests Confirmed in Reporting Period)</b></p> <p><b>Definition:</b> <u>Interval for Return of a Firm Order Confirmation (FOC Interval)</u> is the average response time from receipt of valid service order request to distribution of order confirmation. Results are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"><li>• Non-Mechanized Results are based on actual data from all orders.</li><li>• Mechanized Results are based on actual data for all orders from the OSS.</li><li>• BST retail report not applicable.</li></ul> <p><b>5. Speed of Answer in Ordering Center = <math>\Sigma</math> (Total time in seconds to reach LCSC) / (Total # of Calls) in Reporting Period.</b></p> <p><b>Definition:</b> Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"><li>• Mechanized tracking through LCSC Automatic Call Distributor.</li><li>• Mechanized tracking through BST retail center support systems.</li></ul>
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**ORDERING**

<p><b>Reporting Dimensions:</b></p> <ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate (Where Applicable)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order.</li> <li>• <math>\leq 10</math> and <math>\geq 10</math> Circuit Categories not available in a pre completion order mode.</li> <li>• Resale Res and Bus reporting categories require adherence to OBF standards.</li> <li>• "Other" category reflects service requests which do not have service class code populated.</li> <li>• Dispatch, No Dispatch <math>\leq 10</math> and <math>\geq 10</math> Circuit Categories not available in a pre completion order mode.</li> </ul>	<p><b>Excluded Situations:</b></p> <ul style="list-style-type: none"> <li>• Firm Order Confirmation Interval: Invalid Service Requests, and orders received outside of normal business hours</li> <li>• Percent Flow-through Service Requests: Rejected Service Requests</li> <li>• % Rejected Service Requests: Service Requests canceled by the CLEC</li> <li>• Supplements on Manual Orders</li> </ul>
<p><b>Data Retained Relating to CLEC Experience:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Interval for FOC</li> <li>• Reject Interval</li> <li>• Total number of LSRs</li> <li>• Total number of Errors</li> <li>• Adjusted Error Volume</li> <li>• Total number of flow through service requests</li> <li>• Adjusted number of flow through service requests</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order.</li> </ul>	<p><b>Data Retained Relating to BST Performance:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Interval for FOC</li> <li>• Reject Interval</li> <li>• Total number of LSRs</li> <li>• Total number of Errors</li> <li>• Adjusted Error Volume</li> <li>• Total number of flow through service requests</li> <li>• Adjusted number of flow through service requests</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order.</li> </ul>

**PROVISIONING**

<p><b>Function:</b></p>	<p><b>Average Completion Interval and Order Completion Interval Distribution</b></p>
<p><b>Measurement Overview:</b></p>	<p>The "average completion interval" measure monitors the time required by BST to deliver install and openable service components requested by the CLEC, regardless of whether resale services or unbundled network elements are employed. When the service delivery interval of BST is measured for comparable services, then conclusions can be drawn regarding whether or not CLECs have a reasonable opportunity to compete for customers. The "order completion interval distribution" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.</p>
<p><b>Measurement Methodology:</b></p>	<p>1. <b>Average Completion Interval = <math>\Sigma</math> [(Completion Date &amp; Time) - (Order Issue Date &amp; Time)] / (Count of Orders Completed in Reporting Period)</b></p> <p>2. <b>Order Completion Interval Distribution = <math>\Sigma</math> (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100</b></p> <p>The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from BST issues a FOC or SOCA date time stamp receipt of a order from the CLEC to BST's actual order completion date. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed within the reporting period.</p> <p>The distribution of completed orders is determined by first counting, for each specified reporting dimension, the total numbers of orders completed within the reporting interval and the interval between the issue date of each order and the completion date. For each reporting dimension, the resulting count of orders completed for each specified time period following the issue date is divided by the total number of orders completed with the resulting fraction expressed as a percentage. D&amp;F orders are excluded from this measurement. Bellsouth does not have established intervals for these orders. The customer chooses their disconnect date including 0 day disconnect.</p> <p><b>Definition:</b> Average time from issue date of service order to actual order completion date.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>Mechanized metric from ordering system.</li> </ul>

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**PROVISIONING**

<p><b>Reporting Dimensions:</b></p> <ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order.</li> <li>• ISDN Orders included in Non Design - GA Only</li> <li>• Dispatch/No Dispatch categories are not applicable to trunks.</li> <li>• Product Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<p><b>Excluded Situations:</b></p> <ul style="list-style-type: none"> <li>• Canceled Service Orders</li> <li>• Initial Order when supplemented by CLEC</li> <li>• Order Activities c. BST associated with internal or administrative use of local services</li> <li>• D &amp; F orders</li> </ul>
<p><b>Data Retained Relating to CLEC Experience:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Order Submission Date</li> <li>• Order Submission Time</li> <li>• Order Completion Date</li> <li>• Order Completion Time</li> <li>• Service Type</li> <li>• Activity Type</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<p><b>Data Retained Relating to BST Performance:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Average Order Completion Interval</li> <li>• Order Completion by Interval</li> <li>• Service Type</li> <li>• Activity Type</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>

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**PROVISIONING**

<b>Function:</b>	<b>Held Order Interval Distribution and Mean Interval</b>
<b>Measurement Overview:</b>	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
<b>Measurement Methodology:</b>	<p>1. <b>Mean Held Order Interval</b> = <math>\Sigma</math> (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.</p> <p>This metric is computed at the close of each report 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" via a valid completion notice and have passed the currently "committed completion date" for the order. <i>Held orders due to end-user reasons are included and identified in this report.</i> For each such order the number of calendar days between the committed completion date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held, if identified. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval.</p> <p>2. <b>Held Order Distribution Intervals</b></p> <p>(# of Orders Held for <math>\geq</math> 90 days) / (Total # of Orders Pending But Not Completed) X 100.</p> <p>(# of Orders Held for <math>\geq</math> 15 days) / (Total # of Orders Pending But Not Completed) X 100.</p> <p>This "percentage orders held" measure is complementary to the held order interval but is designed to reflect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days are counted, unless otherwise noted as an exclusion. The total number of pending and past due orders are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days.</p> <p><b>Definition:</b> Average time orders continue in a "non-complete" state for an extended period of time.</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>• Mechanized metric from ordering system.</li> </ul>

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**PROVISIONING**

<p><b>Reporting Dimensions:</b></p> <ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Product Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<p><b>Excluded Situations:</b></p> <ul style="list-style-type: none"> <li>• Any order canceled by the CLEC will be excluded from this measurement.</li> <li>• Order Activities of BST associated with internal or administrative use of local services.</li> </ul>
<p><b>Data Retained Relating to CLEC Experience:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Order Submission Date</li> <li>• Committed Due Date</li> <li>• Service Type</li> <li>• Hold Reason</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<p><b>Data Retained Relating to BST Performance:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Average Held Order Interval</li> <li>• Standard Error for the Average Held Order Interval</li> <li>• Service Type</li> <li>• Hold Reason</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**PROVISIONING**

<b>Function:</b>	<b>Average Jeopardy Notice Interval &amp; Percentage of Orders Given Jeopardy Notice.</b>
<b>Measurement Overview:</b>	When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. There is no equivalent BST analog for Average Jeopardy & Percent Orders Given Jeopardy Notices.
<b>Measurement Methodology:</b>	<p>3a. Average Jeopardy Interval = <math>(\Sigma (\text{Date and Time of Scheduled Due Date on Service Order}) - (\text{Date and Time of Jeopardy Notice})) / (\text{Number of Orders in Jeopardy in Reporting Period})</math>.</p> <p>3b. Numbers of Orders Given Jeopardy Notices in Reporting Period / Number of Orders Completed in Reporting Period.</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Product Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Any order canceled by the CLEC will be excluded from this measurement</li> <li>• Orders held for CLEC end user reasons</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Date and Time Jeopardy Notice sent</li> <li>• Committed Due Date</li> <li>• Service Type</li> </ul>	<ul style="list-style-type: none"> <li>• No BST Analog Exists</li> </ul>



**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**PROVISIONING**

<b>Function:</b>	<b>Installation Timeliness, Quality &amp; Accuracy</b>
<b>Measurement Overview:</b>	The "percent missed installation appointments" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
<b>Measurement Methodology:</b>	<p><b>4. Percent Missed Installation Appointments = <math>\Sigma</math> (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100</b></p> <p>Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. <i>Missed Appointments caused by end-user reasons will be included and reported separately.</i></p> <p><b>Definition:</b> Percent of orders where completions are not done by due date. See "Exclude Situations" for orders not included in this measurement</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>• Mechanized metric from ordering system</li> </ul> <p><b>5. % Provisioning Troubles within 30 days of Service Order Activity = <math>\Sigma</math> (Trouble reports on all completed orders <math>\leq</math> 30 days following service order(s) completion) / (All Service Orders in a calendar month) X 100</b></p> <p><b>Definition:</b> Measures the quality and accuracy of completed orders</p> <p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>• Mechanized metric from ordering and maintenance systems.</li> </ul>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
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**PROVISIONING**

<p><b>Reporting Dimensions:</b></p> <ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• State, Region and further geographic dissagregation as required by State Commission Order</li> <li>• Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale – Residence</li> <li>• Resale – Business</li> <li>• Resale – Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<p><b>Excluded Situations:</b></p> <ul style="list-style-type: none"> <li>• Orders canceled by the CLEC</li> <li>• Order Activities of BST associated with internal or administrative use of local services.</li> </ul>
<p><b>Data Retained Relating to CLEC Experience:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Order Submission Date</li> <li>• Order Submission Time</li> <li>• Status Type</li> <li>• Status Notice Date</li> <li>• Status Notice Time</li> <li>• Standard Order Activity</li> <li>• State, Region, and further geographic dissagregation as required by State Commission Order</li> </ul>	<p><b>Data Retained Relating to BST Performance:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• BST Order Number</li> <li>• Order Submission Date</li> <li>• Order Submission Time</li> <li>• Status Type</li> <li>• Status Notice Date</li> <li>• Status Notice Time</li> <li>• Standard Order Activity</li> <li>• State, Region, and further geographic dissagregation as required by State Commission Order</li> </ul>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**PROVISIONING**

<b>Function:</b>	<b>Coordinated Customer Conversions</b>
<b>Measurement Overview:</b>	This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement only applies to service orders with and without LNP, with and without INP and where the CLEC has requested BST to provide a coordinated cut-over.
<b>Measurement Methodology:</b>	6. <b>Average Coordinated Customer Conversion Interval</b> = $\left[ \sum \left( \left( \text{Completion Date and Time for Cross Connection of an Unbundled Loop} \right) - \text{Disconnection Date and Time of an Unbundled Loop} \right) \right] / \text{Total Number of Unbundled Loop Orders for the reporting period.}$

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Any order canceled by the CLEC will be excluded from this measurement.</li> <li>• Delays due to CLEC following disconnection of the unbundled loop</li> <li>• Any order where the CLEC has not requested a coordinated cut over</li> <li>• Unbundled Loops where there is no existing subscriber loop</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Committed Due Date</li> <li>• Service Type</li> <li>• Cutover Start Time</li> <li>• Cutover Completion time</li> <li>• Portability start and completion times (INP orders)</li> </ul>	<ul style="list-style-type: none"> <li>• No BST Analog Exists</li> </ul>

**Coordinated Customer Conversions**

	<b>Average Interval</b>
UNE Loops without LNP	X
UNE Loops with LNP	X
UNE Loops without INP	X
UNE Loops with INP	X

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**PROVISIONING**

<b>Function:</b>	<b>Average Completion Notice Interval</b>
<b>Measurement Overview:</b>	The receipt of a completion notice by the CLEC from BST informs the carrier that their formal relationship with a customer has begun. This is useful to the CLEC in that it lets them know that they can begin with activities such as billing the customer for service.
<b>Measurement Methodology:</b>	<p>7. Average Completion Notice Interval = <math>\Sigma[(\text{Date \&amp; Time of Notice of Completion}) - (\text{Date \&amp; Time of Work Completion})] / (\text{Number of Orders Completed in Reporting Period})</math></p> <p><b>Definition:</b> The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC. There is no equivalent BST Retail Measurement.</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• Under Development</li> </ul>	<ul style="list-style-type: none"> <li>• Under Development</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Under Development</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**MAINTENANCE & REPAIR**

<b>Function:</b>	<b>OSS Response Interval</b>
<b>Measurement Overview:</b>	This measure is designed to monitor the time required for the CLEC interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. This measure also addresses the availability of the OSS interface for repair and maintenance.
<b>Measurement Methodology:</b>	<p>1. <b>OSS Interface Availability</b> = (Actual Availability)/(Scheduled Availability) X 100</p> <p><b>Definition:</b> This measure shows the percentage of time the OSS interface is actually available compared to schedule availability. Availability percentages for the CLEC and BST interface system are for legacy systems accessed by them are captured.</p> <p><b>Methodology:</b> Mechanized reports from OSSs.</p> <p>2. <b>OSS Response Interval</b> = Access Times in Increments of Less Than or Equal to 4 Seconds, Greater Than 4 Seconds but Less Than or Equal to 10 Seconds, Less Than or Equal to 10 Seconds, Greater Than 10 Seconds, or Greater Than 30 Seconds.</p> <p><b>Definition:</b> Response intervals are determined by subtracting the time a request is submitted from the time the response is received. Percentages of requests falling into the categories listed above are reported, along with the actual number of requests falling into those categories. This measure provides a method to compare BST and CLEC response times for accessing the legacy data needed for maintenance &amp; repair functions.</p> <p><b>Methodology:</b> Mechanized reports from OSSs.</p>

<b>Function:</b>	<b>Average Answer Time - Repair Centers</b>
<b>Measurement Overview:</b>	This measure monitors that BST's handling of support center calls from CLECs are comparable with support center calls by BST's retail customers.
<b>Measurement Methodology:</b>	<p>1. <b>Average Answer Time for BST's Repair Centers</b> = (Total time in seconds for BST's Repair Centers response) / (Total number of calls) by reporting period</p> <p><b>Definition:</b> This measure demonstrates an average response time for the CLEC to contact a BST representative</p> <p><b>Methodology:</b> Mechanized report from Repair Centers Automatic Call Distributors.</p>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**MAINTENANCE & REPAIR**

<b>Function:</b>	<b>Missed Repair Appointments</b>
<b>Measurement Overview:</b>	When the data for this measure is collected for BST and a CLEC it can be used to compare the percentage of accurate estimates of the time required to complete service repairs for BST and the CLEC.
<b>Measurement Methodology:</b>	<p><b>2. Percentage of Missed Repair Appointments = (Count of Customer Troubles Not Resolved by the Quoted Resolution Time and Date) / (Count of Customer Trouble Tickets Closed) X 100.</b></p> <p><b>Definition:</b> Percent of trouble reports not cleared by date and time committed. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.</p> <p><b>Methodology:</b> Mechanized metric from maintenance database(s).</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Product Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Trouble tickets canceled at the CLEC request</li> <li>• BST trouble reports associated with internal or administrative service</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Ticket Number</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission Time</li> <li>• Ticket Completion Time</li> <li>• Ticket Completion Date</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design/Non-Special only)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• BST Ticket Number</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission Time</li> <li>• Ticket Completion Time</li> <li>• Ticket Completion Date</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design/Non-Special only)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - I

**MAINTENANCE & REPAIR**

<b>Function:</b>	<b>Customer Trouble Report Rate</b>
<b>Measurement Overview:</b>	This measure can be used to establish the frequency (rate) of customer trouble reports and employed to compare CLEC with BST results.
<b>Measurement Methodology:</b>	<p>1. <b>Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100.</b> Note: Local Interconnection Trunks are reported only as total troubles.</p> <p>The Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total number of "service access lines" existing for CLECs and BST respectively at the end of the report period.</p> <p><b>Definition:</b> initial and repeated customer direct or referred troubles reported within a calendar month (Where cause is not in carrier equipment) per 100 lines/circuits in service.</p> <p><b>Methodology:</b> Mechanized metric for trouble reports and lines in service.</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Product Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Trouble tickets canceled at the CLEC request</li> <li>• BST trouble reports associated with administrative service</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Ticket Number</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission Time</li> <li>• Ticket Completion Time</li> <li>• Ticket Completion Date</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design/Non-Special only)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• # Service Access Lines in Service at end of period</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• BST Ticket Number</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission Time</li> <li>• Ticket Completion Time</li> <li>• Ticket Completion Date</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design/Non-Special only)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• # Service Access Lines in Service at end of period</li> </ul>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**MAINTENANCE & REPAIR**

<b>Function:</b>	<b>Quality of Repair &amp; Time to Restore</b>
<b>Measurement Overview:</b>	This measure, when collected for both the CLEC and BST and compared, monitors that CLEC maintenance requests are cleared comparably to BST maintenance requests.
<b>Measurement Methodology:</b>	<p>3. Maintenance Average Duration = (Total Duration Time from the Receipt to the Clearing of Trouble Reports) / (Total Closed Troubles) in reporting period</p> <p>4. Percent Repeat Troubles within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Closed Troubles) in reporting period X 100</p> <p>5. Out of Service (OOS) &gt; 24 Hours = (Total Troubles OOS &gt; 24 Hours) / (Total OOS Troubles) X 100</p> <p>Definition: For Out of Service Troubles (no dial tone, cannot be called or cannot call out): the percentage of troubles cleared in excess of 24 hours.</p> <p>For Percent Repeat Trouble Reports within 30 Days: Trouble reports on the same line/circuit as a previous trouble report within the last 30 calendar days as a percent of total troubles reported.</p> <p>For Average Duration: Average time from the receipt of a trouble until the trouble is cleared.</p> <p>Methodology: Mechanized metric from maintenance database(s).</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Reporting Levels             <ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• Resale - Residence</li> <li>• Resale - Business</li> <li>• Resale - Design</li> <li>• UNE Design</li> <li>• UNE Non Design</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Trouble reports canceled at the CLEC request</li> <li>• BST trouble reports associated with administrative service</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets</li> <li>• CLEC Ticket Number</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission Time</li> <li>• Ticket Completion Time</li> <li>• Ticket Completion Date</li> <li>• Total Duration Time</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design/Non-Special only)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Troubles</li> <li>• Percentage of Customer Troubles Out of Service &gt; 24 Hours</li> <li>• Total and Percent Repeat Trouble Reports with 30 Days</li> <li>• Total Duration Time</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design/Non-Special only)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>



**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**BILLING**

<b>Function:</b>	<b>Invoice Accuracy &amp; Timeliness</b>
<b>Measurement Overview:</b>	The accuracy of billing invoices delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
<b>Measurement Methodology:</b>	<p>1. <b>Invoice Accuracy</b> = <math>[(\text{Total Billed Revenues during current month}) - (\text{Total Adjustment Revenues during current month}) / \text{Total Billed Revenues during current month}] \times 100</math></p> <p>This measure provides the percentage accuracy of the billing invoices for a CLEC by dividing the difference between the total billed revenue and total adjustment revenues by the total billed revenues during the current month.</p> <p>2. <b>Mean Time to Deliver Invoices</b> = <math>\Sigma[(\text{Invoice Transmission Date}) - (\text{Date of Scheduled Bill Close})] / (\text{Count of Invoices Transmitted in Reporting Period})</math></p> <p>This measure provides the mean interval for billing invoices. CRIS-based invoices should be released for delivery within six (6) workdays, and CABS-based invoices should be released for delivery within eight (8) calendar days.</p> <p><b>Objective:</b> Measures the percentage of accuracy and mean interval for timeliness of billing records delivered to CLECs in an agreed upon format.</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• Any invoices rejected due to formatting or content errors</li> <li>• Adjustments not related to billing errors (e.g., credits for service outage)</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Monthly</li> <li>• Invoice Type <ul style="list-style-type: none"> <li>■ Resale</li> <li>■ Unbundled Element Invoices (UNE)</li> <li>■ Interconnection</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report Monthly</li> <li>• Retail Type <ul style="list-style-type: none"> <li>■ CRIS</li> <li>■ CABS</li> </ul> </li> </ul>

**Service Quality Measurements  
Regional Performance Reports**

BellSouth Telecommunications, Inc.  
FPSC Dkt. Nos. 981642-TP and 981745-TP  
Exhibit DAC - 1

**BILLING**

<b>Function:</b>	<b>Usage Data Delivery Accuracy, Timeliness &amp; Completeness</b>
<b>Measurement Overview:</b>	The accuracy of usage records delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
<b>Measurement Methodology:</b>	<p>1. <b>Usage Data Delivery Accuracy</b> = (Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month) / Total number of usage data packs sent during current month</p> <p>This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.</p> <p>2. <b>Usage Data Delivery Completeness</b> = (Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message(usage record) create date) / (Total number of Recorded usage records delivered during the current month)</p> <p>This measurement provides percentage of recorded usage data (BellSouth recorded and usage recorded by other carriers) processed and transmitted to the CLEC within thirty (30) days of the message (usage record) create date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS.</p> <p>3. <b>Usage Data Delivery Timeliness</b> = (Total number of usage records sent within six(6) calendar days from initial recording/receipt) / (Total number of usage records sent)</p> <p>This measurement provides percentage of recorded usage data(BellSouth recorded and usage recorded by other carriers) delivered to the appropriate CLEC within six (6) calendar days from initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS.</p> <p><b>Objective:</b> The purpose of these measurements is to demonstrate the level of quality and timeliness of processing and transmission of both types of usage data (BellSouth recorded and usage recorded by other carriers) to the appropriate CLEC.</p> <p><b>Methodology:</b> The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC. Timeliness and completeness measures are reported on the same report.</p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> <li>• BST Aggregate</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record Type <ul style="list-style-type: none"> <li>■ BellSouth Recorded</li> <li>■ Non-BellSouth Recorded</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report Monthly</li> <li>• Record Type</li> </ul>

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**OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)**

<b>Function:</b>	<b>Speed to Answer Performance</b>
<b>Measurement Overview:</b>	<p>The speed of answer delivered to CLEC retail customers, when BST provides Operator Services with Toll Assisted Calls or Directory Assistance on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers, for equivalent local services. The same facilities and operators are used to handle BST and CLEC customer calls, as well as inbound call queues that will not differentiate between BST &amp; CLEC service.</p>
<b>Measurement Methodology:</b>	<p><b>1. Average Speed to Answer (Toll) =</b>  <math display="block">\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})</math></p> <p><b>2. Percent Answered within "X" Seconds (Toll) =</b>          Derived by converting the Average Speed to Answer (Toll) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than thirty seconds.</p> <p><b>3. Average Speed to Answer (DA) =</b>  <math display="block">\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})</math></p> <p><b>4. Percent Answered within "X" Seconds (DA) =</b>          Derived by converting the Average Speed to Answer (DA) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than twenty seconds.</p> <p><b>Definition:</b> Measurement of the average time in seconds calls wait before answer by a Toll or DA operator and the percent of Toll or DA calls that are answered in less than a predetermined time frame.</p> <p><b>Methodology:</b> The Average Speed to Answer for Toll and DA is provided today from monthly system measurement reports, taken from the centralized call routing switches. The "Total Call Waiting Seconds" is a sub-component of this measure, which BellSouth systems calculate by monitoring the total number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "Total Calls Served" is the other sub-component of this measure, which BellSouth systems record as the total number of calls handled by Operator Services Toll or DA centers.</p> <p>The Percent Answered within thirty and twenty seconds measurement for Toll and DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within thirty/twenty seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, # of operators, max queue size and call abandonment rates.</p> <p>Current BellSouth call center switch technology and business operations do not provide mechanized measurements differentiating between human versus machine call answer processing methods.</p>

**OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)**

<b>Reporting Dimensions:</b> <ul style="list-style-type: none"><li>• Toll Assistance (Toll) in Aggregate</li><li>• Directory Assistance (DA) in Aggregate</li><li>• State</li></ul>	<b>Excluded Situations:</b> <ul style="list-style-type: none"><li>• Calls abandoned by customers prior to answer by the BST Toll or DA operator</li></ul>
<b>Data Retained (On Aggregate Basis):</b> <ul style="list-style-type: none"><li>• Month</li><li>• Call Type (Toll or DA)</li><li>• Average Speed of Answer</li></ul>	

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**E911**

<b>Function:</b>	<b>Timeliness and Accuracy</b>
<b>Measurement Overview:</b>	<ul style="list-style-type: none"> <li>• BellSouth's goal is to maintain 100% accuracy in the E911 database for all its CLEC resale and retail customers by correctly processing all orders for E911 database updates. The E911 database update process ensures that the CLECs' updates are handled in parity with BST's updates. BST uses Network Data Mover (NDM) to transmit both CLEC resale and BST retail E911 updates to SCC (third party E911 database vendor) once per day for the entire region. No processing distinctions are made between CLEC records and BST records. SCC's goal is to process these updates within 24 hours.</li> <li>• CLECs ordering unbundled switching and facilities-based CLEC E911 providers are responsible for the accuracy of their data that is input into the E911 database. Facilities-based CLEC record updates are transmitted by the CLEC directly to SCC without any BST involvement.</li> <li>• When BST retail or resale records experience errors in SCC's system, the errors are handled by either BST or SCC and processed within 24 hours.</li> <li>• BellSouth in conjunction with SCC provides accuracy and timeliness measurements for BST and its CLEC resale customers.</li> </ul>
<b>Measurement Methodology:</b>	<p><b>1. E911 Timeliness = [(Number of Record Updates) / (Number of Submitted Record Updates)] X 100</b></p> <p><b>Definition:</b> Measures the percentage of E911 database updates processed within a 24-hour period. Based upon completed service order activity within the 24 hour period, one batch per end office is transmitted daily by BST to SCC.</p> <p><b>Methodology:</b> Mechanized metric from SCC's E911 database.</p> <p><b>2. E911 Accuracy = [(Number of Record Updates with No Initial Errors) / (Total Number of Record Updates)] X 100</b></p> <p><b>Definition:</b> Measures the percentage of E911 database updates processed by SCC with no initial errors.</p> <p><b>Methodology:</b> Mechanized metric from SCC's 911 database.</p> <p><b>3. E911 Mean Interval = E911 Mean Interval = Sum [(Date and Time of E911 Service Request Completion) - (Date and Time of E911 Service Request Acknowledgement)] / (Number of Service Requests Completed in Reporting Period)</b></p> <p><b>Definition:</b> Measures the mean interval of E911 database updates.</p> <p><b>Methodology:</b> Mechanized metric from SCC's E911 database.</p>

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**E911**

<p><b>Reporting Dimensions:</b></p> <ul style="list-style-type: none"> <li>• BST Aggregate (Includes CLEC resale customers)</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<p><b>Excluded Situations:</b></p> <ul style="list-style-type: none"> <li>• Any order canceled by the CLEC.</li> <li>• Order Activities of BST associated with internal or administrative use of local services</li> </ul>
<p><b>Data Retained Relating to CLEC Experience:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Order Submission Date</li> <li>• Order Submission Time</li> <li>• Error Type</li> <li>• Error Notice Date</li> <li>• Error Notice Time</li> <li>• Standard Order Activity</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<p><b>Data Retained Relating to BST Performance:</b></p> <ul style="list-style-type: none"> <li>• Report Month</li> <li>• Error Type</li> <li>• Average number of error</li> <li>• Standard Order Activity</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>

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**TRUNK GROUP PERFORMANCE**

<b>Function:</b>	<b>Interconnection Trunk Performance</b>
<b>Measurement Overview:</b>	In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
<b>Measurement Methodology:</b>	<p>1. <b>Trunk Group Service Summary:</b> Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandems or end offices, by region, by CLEC, CLEC Aggregate, and BST aggregate.</p> <p>Specifically measures the total number of trunk groups, number of trunk groups measured, and the number of trunk groups which exceed the blocking threshold during their busy hours.</p> <p>2. <b>Trunk Group Service Detail:</b> Provides a detailed list of all final trunk groups between Pots and BST end offices or tandems (A-end and Z-end for BST Local trunks) including the actual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN).</p> <p>Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%.</p> <p>Measured Blocking = <math>\frac{\text{Total number of Blocked Calls}}{\text{Total number of Attempted Calls}} \times 100</math></p>

<b>Reporting Dimensions:</b>	<b>Excluded Situations:</b>
<ul style="list-style-type: none"> <li>• BST Trunk Group Aggregate</li> <li>• CLEC Trunk Group Aggregate</li> <li>• CLEC Trunk Group Specific</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> </ul>	<ul style="list-style-type: none"> <li>• Trunk Groups for which valid traffic data measurement unavailable.</li> </ul>
<b>Data Retained Relating to CLEC Experiences:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Trunk Groups</li> <li>• Total Trunk Group for which data available</li> <li>• Threshold exceptions</li> <li>• Exceptions percent of the total</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Exception Trunk detail</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Trunk Groups</li> <li>• Total Trunk Group for which data available</li> <li>• Threshold exceptions</li> <li>• Exceptions percent of the total</li> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Exception Trunk detail</li> </ul>

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**TRUNK GROUP PERFORMANCE**

**Trunking Definitions**

<b>Field Name</b>	<b>Description</b>	<b>Data Type</b>
Switch	Identifier for the BellSouth end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum (11)
POT	Identifier for the CLEC Point of Termination(POT)of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum (11)
TGSN	Unique trunk group identifier. (Trunk Group Serial Number)	AlphaNum (8)
TANDEM	Identifier for the BellSouth Tandem end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum (11)
END OFFICE	Identifier for the BellSouth End Office of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum (11)
A-END	Identifier for the BellSouth Originating/Low Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum (11)
Z-END	Identifier for the BellSouth Terminating/High Alpha end of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum (11)
DESCRPT	Describes function/operation of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum (15)
OBSVD BLKG	Blocking ratio determined from traffic data measurement.(Total number of calls blocked/Total number of calls attempted)	Numeric
HR	Time of day when the maximum observed blocking was recorded.	Numeric
TKS	Total number of trunks in service in a trunk group	Numeric
VAL DAYS	Total number of valid days of measurement	Numeric
NBR RPTS	Number of consecutive monthly reports for which the trunk group exceeded the measured blocking threshold	Numeric(2)
RMKS	Cause of blocking and/or release plan	AlphaNum

Collocation



Function:	Response Interval, Providing Interval and Timeliness for Providing Collocation Space to a CLEC in a BellSouth Central Office.	
Measurement Overview:	Collocation is the placement of customer-owned equipment in BellSouth Central Offices for interconnecting to BellSouth's tariffed services and unbundled network elements. BellSouth offers both Virtual and Physical Collocation and will report its performance on these offerings separately. The milestones in the process for which measurements will be provided are: the average time to respond to a request after we have the complete application; the average time between receiving the bona fide firm order until the space is made available to the CLEC; and the percentage of due dates on firm orders missed.	
Measurement Methodology:	<p>1. Average Response Time = <math>\Sigma</math> (Request Response Date &amp; Time) - (Request Submission Date &amp; Time) / Count of Responses Returned in Reporting Period.</p> <p>Definition: Measures the average time from the receipt of a complete and accurate Collocation Request (including receipt of Application Fees) to the date BellSouth responds in writing.</p> <p>Methodology: Manual</p> <p>2. Average Arrangement Time = <math>\Sigma</math> (Date &amp; Time Collocation Arrangement is Complete) - (Date &amp; Time Order for Collocation Arrangement Submitted) / Total Numbers of Collocation Arrangements Completed during Reporting Period.</p> <p>Definition: Measures the Average Time from the receipt of complete and accurate Firm Order (including Fees) to date BellSouth completes the Collocation Arrangement [Called "BellSouth complete date". Assumes space and construction complete and network infrastructure complete.]</p> <p>Methodology: Manual</p> <p>3. % of Due Dates Missed = (Number of Orders not completed w/ ILEC committed Due Date during reporting period) / (Number of Orders completed in reporting period) X 100.</p> <p>Definition: Measures the percent of Collocation space request, including construction and network infrastructure, that are not complete on the due date.</p> <p>Methodology: Manual</p>	

Reporting Discrepancies:	Excluded Situations:
<ul style="list-style-type: none"> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Virtual</li> <li>• Physical</li> </ul>	<ul style="list-style-type: none"> <li>• Any order canceled by the CLEC.</li> <li>• Time for BST to obtain any permits</li> <li>• Collocation contract negotiations</li> </ul>
Data Retained Relating to CLEC Expenses:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Order Number</li> <li>• Application Submission Date</li> <li>• Firm Order Submission Time</li> <li>• Space Acceptance Date</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Application</li> <li>• Application Response</li> <li>• Firm Order</li> <li>• BST Completion Date</li> </ul>

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<b>Standard Service Groupings</b>	
	<p><u><i>Pre-Order, Ordering</i></u></p> <ul style="list-style-type: none"><li>• Resale Residence</li><li>• Resale Business</li><li>• Resale Special</li><li>• Local Interconnection Trunks</li><li>• UNE</li><li>• UNE - Loops w/LNP</li></ul> <p><u><i>Provisioning</i></u></p> <ul style="list-style-type: none"><li>• UNE Non-Design</li><li>• UNE Design</li><li>• UNE Loops w/LNP</li><li>• Local Interconnection Trunks</li><li>• Resale Residence</li><li>• Resale Business</li><li>• Resale Design</li><li>• BST Trunks</li><li>• BST Residence Retail</li><li>• BST Business Retail</li></ul> <p><u><i>Maintenance and Repair</i></u></p> <ul style="list-style-type: none"><li>• Local Interconnection Trunks</li><li>• UNE Non-Design</li><li>• UNE Design</li><li>• Resale Residence</li><li>• Resale Business</li><li>• BST Interconnection Trunks</li><li>• BST Residence Retail</li><li>• BST Business Retail</li></ul> <p><u><i>Local Interconnection Trunk Group Blockage</i></u></p> <ul style="list-style-type: none"><li>• BST CTTG Trunk Groups</li><li>• CLEC Trunk Groups</li></ul>

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**Appendix A: Reporting Scope**

<p><b>Standard Service Order Activities</b></p> <p><i>These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.</i></p>	<ul style="list-style-type: none"> <li>• New Service Installations</li> <li>• Service Migrations Without Changes</li> <li>• Service Migrations With Changes</li> <li>• Move and Change Activities</li> <li>• Service Disconnects (Unless noted otherwise)</li> </ul>
<p><b>Pre-Ordering Query Types:</b></p>	<ul style="list-style-type: none"> <li>• Address</li> <li>• Telephone Number</li> <li>• Appointment Scheduling</li> <li>• Customer Service Record</li> <li>• Feature Availability</li> </ul>
<p><b>Report Levels</b></p>	<ul style="list-style-type: none"> <li>• CLEC State</li> <li>• CLEC Region</li> <li>• CLEC MSA</li> <li>• Aggregate CLEC State</li> <li>• Aggregate CLEC Region</li> <li>• Aggregate CLEC MSA</li> <li>• BST State</li> <li>• BST Region</li> <li>• BST MSA</li> </ul>

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**Appendix B: Glossary of Acronyms and Terms**

<p><b>A</b></p>	<p><b>ACD</b>  <b>AGGREGATE</b>  <b>ASR</b>  <b>ATLAS</b>  <b>ATLASTN</b></p>	<p>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. Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level. Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network. 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. ATLAS software contract for Telephone Number</p>
<p><b>B</b></p>	<p><b>BILLING</b>  <b>BOCRIS</b>  <b>BRC</b>  <b>BST</b></p>	<p>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. Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database. Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers. BellSouth Telecommunications, Inc.</p>
<p><b>C</b></p>	<p><b>CKTID</b> <b>CLEC</b> <b>CMDS</b>  <b>COFFI</b>  <b>COFIUSOC</b> <b>CRIS</b>  <b>CRSACCTS</b> <b>CSR</b> <b>CTTG</b></p>	<p>A unique identifier for elements combined in a service configuration Competitive Local Exchange Carrier Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies. Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs. COFFI software contract for feature/service information Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services. CRIS software contract for CSR information Customer Service Record Common Transport Trunk Group - Final trunk groups between BST &amp; Independent end offices and the BST access tandems.</p>
<p><b>D</b></p>	<p><b>DESIGN</b>  <b>DISPOSITION &amp; CAUSE</b> <b>DLETH</b>  <b>DLR</b>  <b>DOE</b>  <b>DSAP</b>  <b>DSAPDDI</b></p>	<p>Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc. Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc. Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format. DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs. DSAP software contract for schedule information</p>

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**Appendix B: Glossary of Acronyms and Terms**

<b>E</b>	<b>E911</b> <b>EDI</b>	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number. Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
<b>F</b>	<b>FLOW-THROUGH</b> <b>FOC</b>	In the context of this document, orders that are processed mechanically without human intervention. Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.
<b>G</b>		
<b>H</b>	<b>HAL</b> <b>HALCRIS</b>	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS. HAL software contract for CSR information
<b>I</b>	<b>ISDN</b>	Integrated Services Digital Network
<b>K</b>		
<b>L</b>	<b>LCSC</b> <b>LEGACY SYSTEM</b> <b>LENS</b> <b>LEO</b> <b>LESOG</b> <b>LMOS</b> <b>LMOS HOST</b> <b>LMOSupd</b> <b>LNP</b> <b>LOOPS</b> <b>LSR</b>	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations. Term used to refer to BellSouth Operations Support Systems (see OSS) Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs. Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format. 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. Loop Maintenance Operations System - A BellSouth Operations System which stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities. LMOS host computer LMOS updates Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider. Transmission paths from the central office to the customer premises. Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
<b>M</b>	<b>MAINTENANCE &amp; REPAIR</b> <b>MARCH</b>	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved. A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order message, and constructs the specific switching system Recent Change command messages for input into end office switches.
<b>N</b>	<b>NC</b>	"No Circuits" - All circuits busy announcement

**Appendix 3: Glossary of Acronyms and Terms**

<p><b>O</b></p>	<p><b>OASIS</b></p> <p><b>OASISBSN</b> <b>OASISCAR</b> <b>OASISLPC</b> <b>OASISMTN</b> <b>OASISNET</b> <b>OASISOCP</b> <b>ORDERING</b></p> <p><b>OSPCM</b></p> <p><b>OSS</b></p> <p><b>OUT OF SERVICE</b></p>	<p><b>Obtain Availability Services Information System - A BellSouth front-end processor which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.</b></p> <p><b>OASIS software contract for feature/service</b></p> <p><b>OASIS software contract for feature/service</b></p> <p><b>OASIS software contract for feature/service</b></p> <p><b>OASIS software contract for feature/service</b></p> <p><b>OASIS software contract for feature/service</b></p> <p><b>OASIS software contract for feature/service</b></p> <p><b>The process and functions by which 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.</b></p> <p><b>Outside Plant Contract Management System - Provides Scheduling Information.</b></p> <p><b>Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.</b></p> <p><b>Customer has no dial tone and cannot call out.</b></p>
<p><b>P</b></p>	<p><b>POTS</b></p> <p><b>PREDICTOR</b></p> <p><b>PREORDERING</b></p> <p><b>PROVISIONING</b></p> <p><b>PSIMS</b></p> <p><b>PSIMSOB</b></p>	<p><b>Plain Old Telephone Service</b></p> <p><b>The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC &amp; BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.</b></p> <p><b>The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.</b></p> <p><b>The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.</b></p> <p><b>Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.</b></p> <p><b>PSIMS software contract for feature/service</b></p>
<p><b>Q</b></p> <p><b>R</b></p>	<p><b>RNS</b></p> <p><b>RRC</b></p> <p><b>RSAG</b></p> <p><b>RSAGADDR</b> <b>RSAGTN</b></p>	<p><b>Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.</b></p> <p><b>Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.</b></p> <p><b>Regional Street Address Guide - The BellSouth database which contains street addresses validated to be accurate with state and local governments.</b></p> <p><b>RSAG software contract for address search</b></p> <p><b>RSAG software contract for telephone number search</b></p>

**Appendix B: Glossary of Acronyms and Terms**

S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process. Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
	SOIR	
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System which supports trouble receipt center personnel in taking and handling customer trouble reports. Telephone Number
	TN	
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

**Appendix C**

**BELLSOUTH'S AUDIT POLICY:**

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of November 20, 1998, that would equate to over 600 audits per year and that number is continually growing. BellSouth is in the process of developing a proposed set of reasonable controls associated with individual CLEC audits. In addition, BellSouth will conduct a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years, to be conducted by an independent third-party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. the cost be borne 50% by BellSouth and 50% by the CLECs
2. the independent third party auditor shall be selected with input from both BellSouth and the CLECs
3. the scope of the audit shall be jointly determined by BellSouth and the CLECs.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.