Matilda Sanders

From:	Smith, Debbie N. [Debbie.N.Smith@BellSouth.COM]
Sent:	Thursday, March 10, 2005 2:25 PM
To:	Filings@psc.state.fl.us
Cc:	Culpepper, Robert; Slaughter, Brenda ; Fatool, Vicki; Nancy Sims; Holland, Robyn P.; Bixler, Micheale; Linda Hobbs
Subject:	Florida Docket No. 000121A-TP
Importance:	High
Attachments:	sqm.pdf

A   Debbie Smith
     Legal Secretary for Robert A. Culpepper
     BellSouth Telecommunications, Inc.
     c/o Nancy Sims
     150 South Monroe, Rm. 400
     Tallahassee, FL 32301-1558
     (404) 335-0772
     debbie.n.smith@bellsouth.com

B   Docket No. 000121A-TP, In Re: Investigation into the Establishment of Operations Support Systems Permanent Performance Measures for Incumbent Local Exchange Telecommunications Companies (BellSouth Track)

C   BellSouth Telecommunications, Inc.
     on behalf of Robert A. Culpepper

D   41 pages total in PDF format

E   Corrected redlined SQM pages incorporating the initial changes from Staff's review of the 2/18/05 version of the SQM, and the additional changes arising from the conference call on held on March 4, 2005.

Debbie Smith (sent on behalf of Robert A. Culpepper)
BellSouth Telecommunications, Inc.
Suite 4300 - Legal Department
675 W. Peachtree Street,
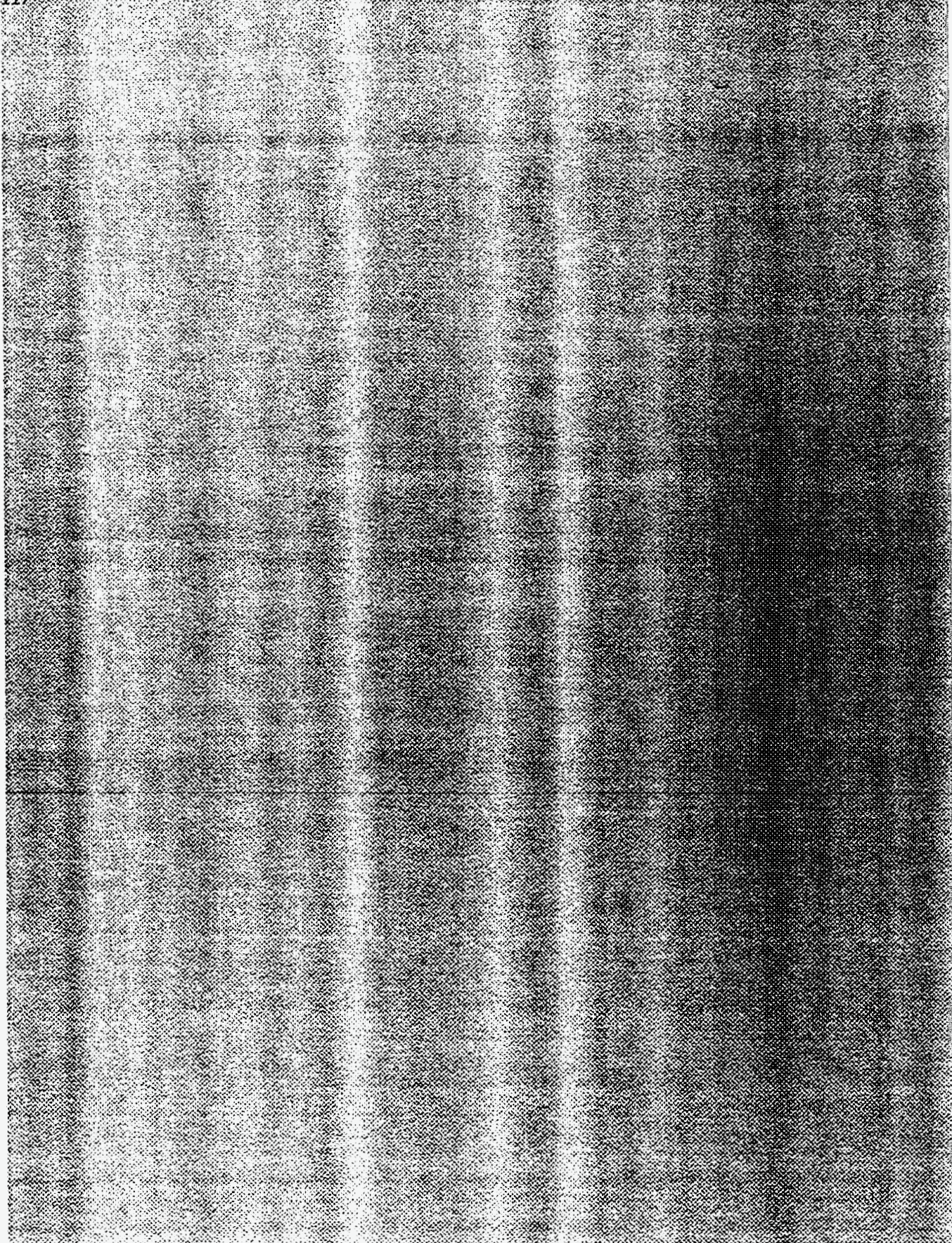Atlanta, GA 30375-0001
Phone: (404) 335-0772

<<sqm.pdf>>

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CMP ___

COM ___

CTR ___

ECR ___

GCL ___

OPC ___

MMS ___

RCA ___

SCR ___

SEC |

OTH 3/10/2005

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FPSC - COMMISSION CLERK

prohibited. If you received this in error, please contact the sender and delete the material from all computers.
117

Robert A. Culpepper
General Attorney

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(404) 335-0841

March 10, 2005

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk and
   Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

     Re: **Docket No. 000121A-TP**
           In Re: Investigation into the establishment of operations support systems permanent incumbent local exchange Telecommunications companies

Dear Ms. Bayó:

    Please find enclosed for filing the corrected redlined SQM pages incorporating the initial changes from Staff's review of the 2/18/05 version of the SQM, and the additional changes arising from the conference call on held on March 4, 2005. A copy of the same is being provided to all parties as reflected in the attached certificate of service.

                    Sincerely,

                    Robert A. Culpepper

Enclosures

cc: All parties of record
    Marshall M. Criser, III
    Nancy B. White
    R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail and U.S. Mail this 10th day of March, 2005 to the following:

Adam Teitzman
Jerry Hallenstein
Staff Counsel
Florida Public Service
  Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6175
Fax. No. (850) 413-6250
ateitzma@psc.state.fl.us
jhallens@psc.state.fl.us

Tracy W. Hatch
AT&T
101 North Monroe Street
Suite 700
Tallahassee, FL 32301
Tel. No. (850) 425-6360
Fax. No. (850) 425-6361
thatch@att.com

Sonia Daniels
AT&T
1230 Peachtree Street
Suite 400
Atlanta, GA 30309
Tel. No. (404) 810-8488
Fax. No. (281) 664-9791
soniadaniels@att.com

Verizon, Inc.
Kimberly Caswell
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110
Tel. No. (813) 483-2617
Fax. No. (813) 223-4888
kimberly.caswell@verizon.com

Nanette Edwards (+)
Regulatory Attorney
ITC^DeltaCom
4092 S. Memorial Parkway
Huntsville, Alabama 35802
Tel. No. (256) 382-3856
Fax. No. (256) 382-3936
nedwards@itcdeltacom.com

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

Brian Chaiken
Supra Telecommunications and
  Information Systems, Inc.
2620 S. W. 27th Avenue
Miami, FL 33133
Tel. No. (305) 476-4248
Fax. No. (305) 443-1078
bchaiken@stis.com

Michael A. Gross
Vice President, Regulatory Affairs
  & Regulatory Counsel
Florida Cable Telecomm. Assoc.
246 East 6th Avenue
Tallahassee, FL 32303
Tel. No. (850) 681-1990
Fax. No. (850) 681-9676
mgross@fcta.com

Susan Masterton
Charles J. Rehwinkel
Sprint
Post Office Box 2214
MS: FLTLHO0107
Tallahassee, Florida 32316-2214
Tel. No. (850) 599-1560
Fax. No. (850) 878-0777
susan.masterton@mail.sprint.com

Donna Canzano McNulty (+)
MCI
1203 Governors Square Blvd.
Suite 201
Tallahassee, FL 32301
Tel. No. (850) 219-1008
donna.mcnulty@mci.com

Brian Sulmonetti
MCI WorldCom, Inc.
6 Concourse Parkway, Suite 3200
Atlanta, GA 30328
Tel. No. (770) 284-5493
Fax. No. (770) 284-5488
brian.sulmonetti@wcom.com

William Weber, Senior Counsel
Gene Watkins (+)
Covad Communications
1230 Peachtree Street, N.E.
19th Floor, Promenade II
Atlanta, Georgia 30309
Tel. No. (404) 942-3494
Fax. No. (508) 300-7749
wweber@covad.com
jbell@covad.com
gwatkins@covad.com

John Rubino
George S. Ford
Z-Tel Communications, Inc.
601 South Harbour Island Blvd.
Tampa, Florida 33602
Tel. No. (813) 233-4630
Fax. No. (813) 233-4620
gford@z-tel.com

Vicki Gordon Kaufman
Moyle Flanigan Katz Raymond
 & Sheehan, PA
118 North Gadsden Street
Tallahassee, FL 32301
Tel. No. (850) 681-3828
Fax. No. (850) 681-8788
vkaufman@moylelaw.com
Represents KMC Telecom
Represents Covad
Represents Mpower

Jonathan E. Canis
Michael B. Hazzard
Kelley Drye & Warren, LLP
1200 19th Street, N.W., Fifth Floor
Washington, DC 20036
Tel. No. (202) 955-9600
Fax. No. (202) 955-9792
jacanis@kelleydrye.com
mhazzard@kelleydrye.com

Tad J. (T.J.) Sauder
Manager, ILEC Performance Data
Birch Telecom of the South, Inc.
2020 Baltimore Avenue
Kansas City, MO 64108
Tel. No. (816) 300-3202
Fax. No. (816) 300-3350

John D. McLaughlin, Jr.
KMC Telecom
1755 North Brown Road
Lawrence, Georgia 30043
Tel. No. (678) 985-6262
Fax. No. (678) 985-6213
jmclau@kmctelecom.com

Andrew O. Isar
Miller Isar, Inc.
7901 Skansie Avenue
Suite 240
Gig Harbor, WA 98335-8349
Tel. No. (253) 851-6700
Fax. No. (253) 851-6474
aisar@millerisar.com

Renee Terry, Esq.
e.spire Communications, Inc.
7125 Columbia Gateway Drive
Suite 200
Columbia, MD 21046
Tel. No. (301) 361-4298
Fax. No. (301) 361-4277

Mr. David Woodsmall
Mpower Communications, Corp.
175 Sully's Trail
Suite 300
Pittsford, NY 14534-4558
Tel. No. (585) 218-8796
Fax. No. (585) 218-0635
dwoodsmall@mpower.com

Suzanne F. Summerlin, Esq.
Attorney At Law
2536 Capital Medical Blvd.
Tallahassee, FL 32308-4424
Tel. No. (850) 656-2288
Fax. No. (850) 656-5589
summerlin@nettally.com

Dulaney O'Roark III **(+)**
WorldCom, Inc.
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328
Tel. No. (770) 284-5498
De.ORoark@mci.com

Ann Shelfer
Supra Telecommunications
1311 Executive Center Drive
Suite 220
Tallahassee, FL 32301
Tel. No. (850) 402-0510
Fax. No. (850) 402-0522
ashelfer@stis.com

Robert A. Culpepper

**(+) Signed Protective
Agreement**

#502166

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

Measurement Descriptions
Version 3.00 4.00

Issue Date: July 1, 2003 March 1, 2005

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers ~~both wholesale and retail~~. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] ~~and their Retail Customers~~. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. ~~The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. This version of the SQM reflects the Florida Public Service Commission Order Nos. PSC-02-1736-PAA-TP, issued December 10, 2002, PSC-03-0529-PAA-TP, issued April 22, 2003 and PSC-03-0603-CO-TP, May 15, 2003.~~ This specific SQM is based on Order No. (to be determined) in FPSC Docket No. 000121A-TP dated (to be determined).

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets ~~for them~~ develop and the processes stabilize. The measurements ~~are also~~ will be changed to reflect the dynamic changes ~~in systems,~~ described above and to correct errors, ~~and~~ respond to ~~both~~ 3rd Party audits, ~~requirements and the Florida PSC~~ Orders of the FPSC, FCC and the appropriate Courts of Law.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by ~~the~~ BellSouth Performance Measurements and the reports that flow from them.

~~Once it is approved, the most current copy of this document can be found on the web at URL: http://pmap.bellsouth.com in the Documentation/Exhibits folder.~~

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's ~~SQM~~ PMAP website (http://pmap.bellsouth.com) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month. ~~Reports not posted by this time will be considered late~~

---

[1] *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

~~for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21st. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month.~~

For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth shall retain the performance measurement ~~raw~~ Supporting ~~dD~~ata ~~fF~~iles (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The ~~Florida Public Service Commission (FPSC) has~~ State/Federal Commissions have been given access to the website. ~~In addition, a copy of the SQM and Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.~~

Revision History

Version	Issue Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	This version incorporates changes based on the PAP Changes document (Florid Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.) This is the final version, which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002.

| V3.00 | June 20, 2003 | This version incorporates changes based on the 6 month review of FL PAP beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP.

This is the final version, which will be filed in Florida, August 8, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22, 2003 and May 15, 2003. |
| V4.00 | February 18, 2005 | Preliminary Staff Recommendation 02-04-05 SQM |

Contents

Section 1: Operations Support Systems (OSS)

Section 2: Ordering

Section 3: Provisioning

Section 4: Maintenance & Repair

Section 5: Billing

Section 6: (Deleted) Operator Services and Directory Assistance

Section 7: (Deleted) Database Update Information

Section 8: (Deleted) E911

Section 96: Trunk Group Performance

Section 107: Collocation

Section ~~11~~8: Change Management

~~Appendix A: (Deleted) Reporting Scope~~

Appendix ~~B~~A: Glossary of Acronyms and Terms

Appendix ~~C~~B: BellSouth Audit Policy

Appendix ~~D~~C: OSS Interface Tables

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

Appendix E: Description of Raw Data and Other Supporting Data Files

Appendix F: BellSouth PMAP Data Notification Process

Appendix G: SQM Equity Determination

~~Appendix E: (Deleted) Flow-Through Matrix~~

Appendix H: Special Access Measurements

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Definition

The response interval is the average/percentage of time to retrieve pre-order/order/maintenance and repair information from a given legacy system.

Exclusions

- Syntactically Incorrect queries
- Scheduled OSS Maintenance
- Test Transactions/Records

Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth interface systems to obtain, from BellSouth's legacy systems, the information required to handle Pre-Ordering/Ordering/Maintenance and Repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the appropriate response has been transmitted through same point to the requester.

The average response interval for retrieving Pre-Order/Order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

> The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, and CRIS.

The percent response interval for retrieving Maintenance and Repair information from a given legacy system is determined by dividing the number of responses returned within 10 seconds by the total number of queries submitted in the reporting period and multiplying by 100.

> The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP Gateway, MARCH, OSPCM, Predictor, SOCS, and NIW.

Calculation

Pre-Ordering/Ordering OSS Response Interval = (a - b)

- a = Date and time of legacy response
- b = Date and time of legacy request

Pre-Ordering/Ordering Average Response Interval = (c / d)

- c = Sum of response intervals
- d = Number of legacy requests during the reporting period

Maintenance & Repair OSS Response Interval = (a - b)

- a = Query Response date and time
- b = Query Request date and time

Maintenance & Repair Percent Response Interval (per category) = (c / d) X 100

- c = Number of responses returned within 10 seconds
- d = Number of queries submitted in the reporting period

BELLSOUTH®

Florida Performance Metrics

Docket No. 000121A-TP
Operation Support Systems (OSS)

Report Structure

- Pre-Ordering/Ordering OSS Average Response Interval
- Maintenance & Repair OSS Percent Response Interval
- Legacy System/Interface Specific
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM	D	SQM Analog/Benchmark

Legacy System/Interface

- Pre-Ordering/Ordering OSS Response Average Interval
  - Regional Level .... Parity + 2 seconds
- Maintenance and Repair OSS Response Percent within 10 Seconds
  - Regional Level, Per OSS Interface .... Parity with Retail

(See Appendix C: OSS Interface Tables)

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

O-12 [OAAT]: ~~Speed of~~ Average Answer ~~in~~ Time - Ordering Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth Ordering Center.

Exclusions

~~None~~

- Volume of abandoned calls

Business Rules

The ~~clock~~ duration starts when ~~the~~ a CLEC representative or BellSouth customer makes a choice on the ordering center's menu ~~appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.)~~ and is put in ~~the call enters~~ ~~the queue for that particular group in the LCSC~~ the next service representative and. ~~The clock~~ stops when a BellSouth service representative ~~in the LCSC~~ answers the call. ~~The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.~~ Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Twenty percent of these calls stem from ordering related activity and are reported in this measurement.

Calculation

~~Speed of~~ Answer Time for BellSouth ~~in~~ Ordering Center~~s~~ = (a ~~/~~ ÷ b)

- a = ~~Total seconds in queue~~ Time BellSouth service representative answers call
- b = ~~Total number of calls answered in the reporting period~~ Time of entry into queue

Average Answer Time for BellSouth Ordering Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls answered in the reporting period

Report Structure

~~Aggregate~~

- CLEC ~~Local Carrier Service Center~~ Aggregate
- BellSouth Aggregate
  - Business Service Center
- Geographic Scope
  - Region

~~Data Retained~~

~~Relating to CLEC Experience~~

~~• Mechanized Tracking through LCSC Automatic Call Distributor~~

~~Relating to BellSouth Performance~~

~~• Mechanized Tracking through BellSouth Retail Center Support System~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**

   •   CLEC Local Carrier Service Center...Parity with Retail (Business Service Center)

SEEM Measure

   SEEM   **Tier I**   **Tier II**

   Yes X

~~SEEM Disaggregation - Analog/Benchmark~~

~~**SEEM Disaggregation**~~ ————————————————————— ~~**SEEM Analog/Benchmark**~~

   ~~•——CLEC Local Carrier Service Center..arity with Retail (Business Service Center)~~

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**

- Resale Residence (Non-Design) .... Retail Residence (Non-Design)
- Resale Business (Non-Design) .... Retail Business (Non-Design)
- Resale Design .... Retail Design
- Resale PBX .... Retail PBX
- Resale Centrex .... Retail Centrex
- Resale ISDN .... Retail ISDN
- LNP (Standalone) .... Retail Residence and Business (POTS)
- INP (Standalone) .... Retail Residence and Business (POTS)
- 2W UNE Analog Loop (Design) .... Retail Residence, and Business, and Design (Dispatch) (Excluding Digital Loops)
- 2W UNE Analog Loop (Non-Design) .... Retail Residence and Business – (POTS (Excluding Switch Based Orders)
- 2W Analog Loop with LNP - Design .... Retail Residence and Business Dispatch
- 2W Analog Loop with LNP - Non-Design .... Retail Residence and Business – (POTS Excluding Switch Based Orders)
- 2W Analog Loop with INP Design .... Retail Residence and Business Dispatch
- 2W Analog Loop with INP Non-Design .... Retail Residence and Business – (POTS Excluding Switch Based Orders)
- UNE Digital Loop < DS1 .... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 .... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations .... Retail Residence and Business
  - Dispatch In .... Dispatch In
  - Switch Based .... Switch Based
- UNE EELs .... Retail DS1/DS3
- UNE Switch Ports .... Retail Residence and Business (POTS)
- UNE Combo Other .... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) .... ADSL Provided to Retail
- UNE ISDN (Includes UDC)/UDC/IDSL .... Retail ISDN - BRI
- UNE Line Splitting/Sharing .... ADSL Provided to Retail
- UNE Line Sharing .... ADSL Provided to Retail
- UNE Other Design .... Retail Design Diagnostic
- UNE Other Non-Design .... Retail Residence and Business Diagnostic
- Local Transport (Unbundled Interoffice Transport) .... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .... Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
No		

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
~~• Not Applicable~~	~~Not Applicable~~

P-2B [PJ]: Percentage of Orders Given Jeopardy Notices

P-3 [MIA]: Percent Missed Initial Installation Appointments

Definition

~~"Percent missed initial installation appointments"~~ ~~monitors the reliability of BellSouth commitments with respect to committed due dates to~~ ~~assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth.~~ This report measures ~~is~~ the percentage of total orders ~~processed~~ for which BellSouth is unable to complete the service orders on the committed due dates ~~and reported~~ ~~for Total misses and End User Misses.~~

Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, ~~Listing Orders~~ Test Orders, etc., which may be o~~O~~rder types ~~may be coded~~ C, N, R or T)
- Disconnect ~~(D) & From (F)~~ o~~O~~rders
- ~~End User Misses~~
- Listing Orders

Business Rules

~~Percent Missed Initial Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are~~ ~~past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first~~ ~~commitment date on the service order that is a missed appointment is the missed appointment code, used for calculation whether it is a~~ ~~BellSouth missed-appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means~~ ~~there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also,~~ ~~during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of~~ ~~intervals from which to select.~~

All Service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth fails to meet the original commitment time. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth fails to meet the original commitment time. If no access occurs after the commitment time, the report is flagged a missed appointment.

Calculation

Percent Missed Installation Appointments = (a / b) X 100

- a = Number of orders ~~with Completion date in reporting period past the original committed due date~~ where the installation appointment is not met
- b = Total number of orders completed during the ~~in~~ reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Report in Categories of <10 lines/circuits >= 10 lines/circuits (except trunks)~~
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
  - State
  - ~~Region~~

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation — **SQM Analog/Benchmark**

- Resale Residence (Non-Design) .... Retail Residence (Non-Design)
- Resale Business (Non-Design) .... Retail Business (Non-Design)
- Resale Design .... Retail Design
- Resale PBX .... Retail PBX
- ~~Centrex~~ .... ~~Retail C~~
- Resale ISDN .... Retail ISDN
- LNP (Standalone) .... Retail Residence and Business (POTS)
- INP (Standalone) .... Retail Residence and Business (POTS)
- 2W-UNE Analog Loop (Design) .... Retail Residence, and Business and Design (Dispatch) (Excluding Digital Loops)
- 2W-UNE Analog Loop (Non-Design) .... **Retail Residence and Bus**iness – (POTS (Excluding Switch **Based Orders)**
- 2W-UNE-Analog Loop with LNP-Design .... **Retail Residence,** and Bus**iness** and Design (Dispatch) (Excluding Digital Loops)
- 2W-UNE-Analog Loop with LNP-Non-Design .... **Retail Residence and Bus**iness – (POTS (Excluding Switch Based Orders)
- 2W Analog Loop With INP-Design .... Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design .... Retail Residence and Business – (POTS Excluding Switch-Based Orders)
- UNE Digital Loop < DS1 .... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 .... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations .... Retail Residence and Business
    - Dispatch In .... Dispatch In
    - Switch Based .... Switched Based
- UNE Switch Ports .... Retail Residence and Business (POTS)
- UNE Combo Other .... Retail Residence, Business and Design Dispatch
- UNE EELs .... Retail DS1/DS3
- UNE xDSL (HDSL, ADSL and UCL) .... ADSL Provided to Retail
    - Without Conditioning .... - Without Conditioning
    - With Conditioning .... - With Conditioning (BellSouth does not offer this service to Retail)
- UNE ISDN/UDC/IDSL .... Retail ISDN - BRI
- UNE Line Splitting/Sharing Without Conditioning .... ADSL Provided to Retail
    - ith Conditioning .... ADSL Provided to Retail

P-3 [MIA]: Percent Missed Initial Installation Appointments

- UNE Other Design .... Diagnostic Retail Design
- UNE Other Non-Design .... Diagnostic Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) .... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .... Parity with Retail Trunks
- UNE Line Splitting Without Conditioning .... ADSL Provided to Retail
- With Conditioning .... ADSL Provided to Retail
- UNE UDC/IDSL .... Retail ISDN—BRI

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation — — — — — — — — — — — — — — — **SEEM Analog/Benchmark**

- Resale Residence .... Retail Residence
- Resale Business .... Retail Business
- Resale Design .... Retail Design
- Resale PBX .... Retail PBX
- Resale Centrex .... Retail Centrex
- Resale ISDN .... Retail ISDN
- LNP (Standalone) .... Retail Residence and Business (POTS)
- INP (Standalone) .... Retail Residence and Business (POTS)
- 2W Analog Loop Design .... Retail Residence, and Business Dispatch
- 2W Analog Loop Non-Design .... Retail Residence and Business—(POTS (Excluding Switch-Based Orders)
- 2W Analog Loop With LNP—Design .... Retail Residence and Business Dispatch
- 2W Analog Loop With LNP—Non-Design .... Retail Residence and Business—(POTS Excluding Switch-Based Orders)
- 2W Analog Loop With INP-Design .... Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design .... Retail Residence and Business—(POTS Excluding Switch-Based Orders)
- UNE Digital Loop < DS1 .... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 .... Retail Digital Loop >=DS1
- UNE Loop + Port Combinations .... Retail Residence and Business
  - Dispatch In .... Dispatched In
  - Switch-Based .... Switch-Based
- EELs .... Retail DS1/DS3
- UNE Switch-Ports .... Retail Residence and Business (POTS)
- UNE Combo Other .... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) .... ADSL Provided to Retail
  - Without Conditioning .... Without Conditioning
  - With Conditioning .... With Conditioning (BellSouth does not offer this service to Retail)
- UNE ISDN .... Retail ISDN—BRI
- UNE Line Splitting Without Conditioning .... ADSL Provided to Retail
- With Conditioning .... ADSL Provided to Retail
- UNE Line Sharing Without Conditioning .... ADSL Provided to Retail
- With Conditioning .... ADSL Provided to Retail
- Local Transport (Unbundled Interoffice Transport) .... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .... Parity with Retail
- UNE Other Design .... Retail Design
- UNE Other Non-Design .... Retail Residence and Business
- UNE UDC/IDSL .... Retail ISDN—BRI

P-4 [OCI]: ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution~~

Definition

This report measures ~~The "average completion interval" measure monitors~~ the interval of time it takes BellSouth to provide service for the CLEC or its own customers. ~~The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.~~

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, ~~Listing Orders~~, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect ~~(D & F)~~ orders ~~(Except "D" orders associated with LNP Standalone)~~
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC/End user-caused misses
- Listing Orders

Business Rules

The ~~actual~~ completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth's ~~actual~~ order completion date. ~~The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. 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.~~ Orders ~~that are~~ worked on zero due dates are calculated with a .33-day interval (8 hours) ~~in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow-through orders (no field work-non-dispatched) or field orders (dispatched).~~ Orders can be either dispatch or non-dispatch.

~~The interval breakout for UNE and Design is: 0-5 = 0 <= 5, 5-10 = 5<=10, 10-15 = 10<=15, 15-20 = 15-<= 20, 20-25 = 20 <= 25, 25-30 = 25 <= 30, >= 30 = 30 and greater.~~

Only valid business days will be included in the calculation of this interval. Valid business days may be found at the following website: (http://www.interconnection.bellsouth.com/#localorderinghandbook/intervalguide).

Calculation

Order Completion Interval = (a - b)

- a = Completion Date
- b = FOC/ or SOCS date time-stamp (application date)

Average Order Completion Interval = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in the reporting period

~~Order Completion Interval Distribution (for each interval) = (e / f) X 100~~

- ~~e = Service Orders Completed in "X" days~~
- ~~f = Total Service Orders Completed in Reporting Period~~

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Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- ~~Residence and Business reported in day intervals = 0,1,2,3,4,5,5+~~
- ~~UNE and Design reported in day intervals =0-5,5-10,10-15,15-20,20-25,25-30, >= 30~~
- All Levels are reported < ~~10~~ 6 lines/circuits; >= ~~10~~ 6 lines/circuits (except trunks)
- Geographic Scope
  - State
  - ~~Region~~

~~Data Retained~~

~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Company Name~~
- ~~Order Number (PON)~~
- ~~Application Date and Time~~
- ~~Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Geographic Scope~~

~~Note: Code in parentheses is the corresponding header found in the raw data file.~~

~~Relating to BellSouth Performance~~

- ~~Report Month~~
- ~~BellSouth Order Number~~
- ~~Order Submission Date and Time~~
- ~~Order Completion Date and Time~~
- ~~Service Type~~
- ~~Geographic Scope~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• ~~Resale PBX~~	~~Retail PBX~~
• ~~Resale Centrex~~	~~Retail Centrex~~
• ~~Resale ISDN~~	~~Retail ISDN~~
• LNP (Standalone)	Retail Residence and Business (POTS)
• ~~INP (Standalone)~~	~~Retail Residence and Business (POTS)~~
• ~~2W~~ UNE Analog Loop (Design)	Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops)
• ~~2W~~ UNE Analog Loop (Non-Design)	Retail Residence and Business (Dispatch) ~~(POTS Excluding Switch Based Orders)~~
• ~~2W~~ UNE Analog Loop with LNP-Design	Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops)
• ~~2W~~ UNE Analog Loop with LNP-Non-Design	Retail Residence and Business ~~(POTS (Excluding~~ (Dispatch)
• ~~2W Analog Loop with INP- Design~~	~~Retail Residence and Business Dispatch~~
• ~~2W Analog Loop with INP- Non-Design~~	~~Retail Residence and Business (POTS Excluding Switch Based Orders)~~
• ~~UNE Digital Loop < DS1~~	~~Retail Digital Loop < DS1~~

- UNE Digital Loop >= DS1 .... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations .... Retail Residence and Business
    - Dispatch In .... - Dispatch In
    - Switch Based .... - Switch Based
- UNE EELs.. Retail DS1/DS3
- ~~UNE Switch Ports~~ .... ~~Retail Residence and Business (POTS)~~
- ~~UNE Combo Other~~... ~~Retail Residence, Business and Design Dispatch~~
- UNE xDSL (HDSL, ADSL and UCL) ..
    - without conditioning.. <= 5 Days
    - with conditioning... <= 12 Days
- UNE ISDN/UDC/IDSL .... Retail ISDN - BRI
- ~~UNE Line Sharing without Conditioning~~ .... ~~ADSL Provided to Retail~~
  ~~--with Conditioning~~ ~~<= 12 Days~~
- UNE Line Splitting/Sharing without Conditioning .... ADSL Provided to Retail
    with Conditioning   <= 12 Days
- ~~Local Transport (Unbundled Interoffice Transport~~ .... ~~Retail DS1/DS3 Interoffice~~
- UNE Other Design .... Retail ~~Design~~ Diagnostic
- UNE Other Non-Design .... Retail ~~Residence and Business~~ Diagnostic
- ~~UNE UDC/IDSL~~ .... ~~Retail ISDN - BRI~~
- Local Interconnection Trunks... **Parity with Retail** Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

~~SEEM Disaggregation - Analog/Benchmark~~

P-4 [OCI]: Average Order Completion Interval (OCI) & Order Completion Interval Distribution

~~With Conditioning.. <= 12 Days~~
- ~~UNE Other Design ....Retail Design~~
- ~~UNE Other Non-Design ....Retail Residence and Business~~
- ~~EELs — Retail DS1/DS3~~
- ~~UNE UDC/IDSL .... Retail ISDN/BRI~~

Note: This measure becomes effective with September 2003 service orders. The Service Order Accuracy measure as defined in the previous SQM will be effective prior to that time.

P-11A [SOA]: Service Order Accuracy

Definition

The Service Order Accuracy measurement This report measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling (Partially Mechanized) by a BellSouth service representative in the LCSC are measured.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Oorders using test OCns, etc., which may be coded order types C, N, R or T etc.)
- Disconnect Orders
- CLEC LSRs Submitted Manually (FAX or Courier)
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through)
- "Projects" with no LSR

Business Rules

Only CLEC LSRs submitted electronically that fall out of the electronic system for manual processing (partially mechanized) by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.

Selected CLEC Affecting Service Attributes

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

BellSouth LSR Fields

A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, iIf any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order will be scored as a miss. , but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure.

An example would be BellSouth will maintain a list of LCSC/System workarounds which will not be considered service affecting. This list which will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Delivery Address

- Listing Activity
- Alphanumeric Listing Identifier Code
- Record Type
- Listing Type
- Listed Telephone Number
- Listed Name, Last Name
- Listed Name, First Name
- Address Indicator
- Listed Address House Number
- Listed Address House Number Suffix
- Listed Address Street Directional
- Listed Address Street Name
- Listed Address Thoroughfare
- Listed Address Street Suffix
- Listed Address Locality
- Yellow Pages Heading
- Features
  - Feature Activity
  - Feature Codes
  - Feature Detail*
- Hunting
  - Hunt Group Activity
  - Hunt Group Identifier
  - Telephone Number Identifier
  - Hunt Type Code
  - Hunt Line Activity
  - Hunting Sequence
  - Number Type
  - Hunting Telephone Number
- E911 Listing
  - Service Address House Number
  - Service Address House Number Suffix
  - Service Address Street Directional
  - Service Address Street Name
  - Service Address Thoroughfare
  - Service Address Street Suffix
  - Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

Calculation

Percent Service Order Accuracy = (a / b) X 100
- a = ~~Applicable~~ Orders completed without error
- b = ~~Applicable~~ Orders completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

P-11A : Service Order Accuracy

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (PON)
- Local Service Request (LSR) Number
- BellSouth Service Order Number
- BellSouth Service Order Completion Date
- Service Type (Resale, UNE, UNE-P)
- Standard Order Activity

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale	95% Accurate
• UNE	95% Accurate
• UNE-P	95% Accurate

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale	95% Accurate
• UNE	95% Accurate
• UNE-P	95% Accurate

P-11A [SOA]: Service Order Accuracy

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Section 4: Maintenance & Repair

M&R-1 [MRA]: Percent Missed Repair Appointments

Definition

This report measures tThe percentage of customer trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the customer trouble report in his/her their Computer Access Terminal (CAT) or workstation. If this is after the commitment time, the report is flagged as a 'missed commitment' or a 'missed repair appointment'. When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment). If no access occurs after the commitment time, the report is flagged a missed appointment.

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. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

Percentage of Missed Repair Appointments = (a / b) X 100

- a = Count of customer troubles not cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name

- Submission Date and Time (TICKET_ID)
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Submission Date and Time
- Completion Date
- Service Type
- Disposition and Cause (Non-Design/Non-Special Only)
- Trouble Code (Design and Trunking Services)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
2W UNE Analog Loop (Design)	Retail Residence, & Business and Design (Dispatch) (Excluding Digital Loops)
2W UNE Analog Loop (Non-Design)	Retail Residence & and Business - (POTS) (Exclusion of Excluding Switch Based Feature Troubles)
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
UNE Loop + Port Combinations	Retail Residence and Business
UNE EELs	Retail DS1/DS3
UNE Switch ports	Retail Residence and Business (POTS)
UNE Combo Other	Retail Residence, Business and Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
UNE ISDN/UDC/IDSL	Retail ISDN – BRI
UNE Line Splitting/Sharing	ADSL Provided to Retail
UNE Other Design	Retail Design Diagnostic
UNE Other Non-Design	Retail Residence and Business Diagnostic
Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
Local Interconnection Trunks	Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail Business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
2W Analog Loop Design	Retail Residence, & Business Dispatch
2W Analog Loop Non-Design	Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)

- UNE Digital Loop < DS1 .... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 .... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations .... Retail Residence & Business
- UNE Switch ports .... Retail Residence & Business (POTS)
- UNE Combo Other .... Retail Residence, Business and Design-Dispatch
- UNE xDSL (HDSL, ADSL and UCL) .... ADSL Provided to Retail
- UNE ISDN .... Retail ISDN — BRI
- UNE Line Sharing .... ADSL Provided to Retail
- UNE Other Design .... Retail Design
- UNE Other Non-Design .... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) .... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .... Parity with Retail

M&R-1 [MRA]: Percent Missed Repair Appointments

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth repair center.

Exclusions

Volume of abandoned calls

Business Rules

The duration clock starts when a CLEC representative or BellSouth customer makes a choice on the repair center's menu and is put in queue for the next repair attendant. The and clock stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Eighty percent of these calls stem from maintenance related activity and are reported in this measurement.

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth repair attendant answers call
- b = Time of entry into queue after ACD selection

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls by in the reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- CLEC Average Answer Time

Relating to BellSouth Performance

- BellSouth Average Answer Time

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.

SQM Analog/Benchmark

- For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC Average Answer Time	BellSouth Average Answer Time

SEEM Measure

SEEM   Tier I   Tier II

No............................. ....

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~   ~~SEEM Analog/Benchmark~~

~~•— Not Applicable .... Not Applicable~~

Section 11 8: Change Management

CM-1 [NT]: Timeliness of Change Management Notices

Definition

This report measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes.—F(for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts interval begins on the notification date.—The clock stops and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock interval would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100
- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

~~Data Retained~~

- ~~Report Period~~
- ~~Notice Date~~
- ~~Release Date~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
~~Region~~ Notices	98% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes X		

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
• ~~Region 98% on time~~	

Appendix ~~C~~B: BellSouth Audit Policy

~~C-1:~~ BellSouth's Internal Audit Policy

~~BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.~~

~~The plan consists of three sections:~~

  ~~1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.~~
  ~~2. Production addresses the quality assurance steps used to create monthly SQM reports.~~
  ~~3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.~~

~~The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.~~

~~C-2:~~ BellSouth's External Audit Policy

BellSouth currently provides ~~many~~ CLECs with certain audit rights as a part of their individual interconnection agreements. ~~BellSouth has developed a proposed Audit Plan for use by the parties to an audit.~~ If requested by a Public Service Commission ~~or by a CLEC exercising contractual audit rights~~, BellSouth will agree to undergo an SQM ~~comprehensive~~ audit. ~~of the current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001-2005) to be~~ The audit should be conducted by an independent third party auditor ~~jointly selected by BellSouth and the CLEC~~. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. ~~Requested~~ Audits will be conducted under ~~include~~ the following specifications:

  1. The cost shall be borne by BellSouth.

  2. ~~The~~ Should an independent third party auditor be required, it shall be selected ~~with input from~~ by BellSouth, and the PSC, ~~if applicable, and the CLEC(s)~~.

  3. BellSouth, and the PSC ~~and the CLECs~~ shall jointly determine the scope of the audit.

  4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These ~~comprehensive~~ audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP ~~and SEEM~~ produce accurate data that reflects each State's Order for performance measurements. ~~Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.~~

Appendix ~~D~~C: OSS InterfaceTables

OSS-1 [PRR]: OSS ~~Average~~ Response Interval ~~and Percent Within Interval~~ (Pre-Ordering/Ordering/Maintenance & Repair)

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
DSAP	DSAP-DDI	Schedule	X	X	X	X	X
CRIS	CRSACCTS	CSR	X	X	X	X	X
OASIS	OASISBIG	Feature/Service	X	X	X	X	X

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
DSAP	DSAP-DDI	Schedule	X	X	X	X	X
CRIS	CRSOCSR	CSR	X	X	X	X	X
OASIS	OASISBIG	Feature/Service	X	X	X	X	X

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
DSAP	DSAP-DDI	Schedule	X	X	X	X	X
CRIS	CRSECSRL	CSR	X	X	X	X	X
COFFI	~~COFFI/USOC~~	Feature/Service	X	X	X	X	X
P/SIMS	PSIMS/ORB	Feature/Service	X	X	X	X	X

Table 4: Legacy System Access Times For TAG/XML

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
ATLAS	ATLAS-MLH	TN	X	X	X	X	X
ATLAS	ATLAS-DID	TN	X	X	X	X	X
DSAP	DSAP-DDI	Schedule	X	X	X	X	X
CRIS	~~TAG-CSR~~ CRSECSRL	CSR	X	X	X	X	X
P/SIMS	PSIM/ORB	Feature/Service	X	X	X	X	X

OSS-4: Response Interval (Maintenance & Repair)

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

System	BellSouth & CLEC	Count				
		= 10	<= 10	> 10	> 30	Avg. Int.
CRIS	x	x————x	x	x————x	x
DLETH	x	x————x	x	x————x	x
DLR	x	x————x	x	x————x	x
LMOS	x	x————x	x	x————x	x
LMOSupd	x	x————x	x	x————x	x
LNP Gateway	x	x————x	x	x————x	x
MARCH	x	x————x	x	x————x	x
OSPCM	x	x————x	x	x————x	x
Predictor	x	x————x	x	x————x	x
SOCS	x	x————x	x	x————x	x
NIW	x	x————x	x	x————x	x

TAFI

System	Open Trouble Ticket	Status Trouble Ticket	Mechanized Line Testing	Close Trouble Ticket
CRIS	x			
DLETH	x			
DLR	x			
LMOS	x	x		x
LMOSSupd	x	x	x	x
LNP	x			
MARCH	x			
OSPCM	x	x		
Predictor	x	x		
SOCS	x	x		
NIW	x			

Note: Depending on the type of customer report multiple systems maybe touched in one transaction.

OSS-1: Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

SEEM OSS Legacy System

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-T	RNS, ROS	TAG, LENS
ATLAS	RNS, ROS	TAG, LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		

CRSACCTS..RNS..

CRSOCSR..ROS..

CRSECSRI..NS

TAG-CSR...TAG

Service/Feature Availability

OASISBI...RNS, ROS...

PSIMS/ORB, COFFI...LENS, TAG

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
EDI	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG/XML	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SOG	CLEC	
DOM	CLEC	
SGG	CLEC	x
DOE	CLEC/BellSouth	x
SONGS	CLEC/BellSouth	x
CRIS	CLEC/BellSouth	
ATLAS/COFFI	CLEC/BellSouth	x
BOCRIS/CRIS	CLEC/BellSouth	x
DSAP	CLEC/BellSouth	x
RSAG	CLEC/BellSouth	x
SOCS	CLEC/BellSouth	x
LFACS	CLEC/BellSouth	x
RNS	BellSouth	x
ROS	BellSouth	x

OSS-2: OSS Availability (Pre-Ordering/Ordering)

SEEM OSS Availability

OSS Interface	Applicable to	% Availability
EDI	CLE	
LENS	CLEC	
LEO	CLEC	
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
	CLEC	
COG	CLEC	
SOG	CLEC	x
DOM	CLEC	x

OSS-3: OSS Availability (Maintenance & Repair)

OSS Table 2: SQM Interface Availability ~~for (M&R)~~ Maintenance & Repair

OSS Interface	% Availability
BellSouth TAFI	x
CLEC TAFI	x
CLEC ECTA	x

BellSouth & CLEC

	% Availability
CRIS	x
LMOS HOST	x
LNP Gateway	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

OSS-3: OSS Availability (Maintenance & Repair)

SEEM OSS Availability (M&R)

OSS Interface	% Availability
CLEC TAFI	
CLEC ECTA	x

Appendix F: BellSouth PMAP Data Notification Process

1. On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by which its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes").

2. No later than four business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time the affected parties as well as the Commission can ask questions about either the Proposed Data Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).

3. No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes.

4. The Proposed Data Changes set forth in the written notice referenced above would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice unless the Commission staff directs BellSouth not to go forward with the changes.