

Ruth Nettles

000121A-TP

**From:** Woods, Vickie [vf1979@att.com]  
**Sent:** Thursday, October 01, 2009 11:48 AM  
**To:** Filings@psc.state.fl.us  
**Subject:** 000121A-TP AT&T Florida's Proposed November 2009 Data Notification Report  
**Attachments:** Document.pdf

- A. Vickie Woods  
Legal Secretary to E. Earl Edenfield, Jr., Tracy W. Hatch,  
and Manuel A. Gurdian  
BellSouth Telecommunications, Inc. d/b/a AT&T Florida  
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- B. Docket No. 000121A-TP: In Re: Investigation into the Establishment of Operations Support Systems Permanent Incumbent Local Exchange Telecommunications Companies.
- C. BellSouth Telecommunications, Inc.  
on behalf of Tracy W. Hatch
- D. 5 pages total in PDF format (Letter, Certificate and Report)
- E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Proposed November 2009 Data Notification Report  
.pdf  
<<Document.pdf>>

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October 1, 2009

Ann Cole, Commission Clerk  
Office of the Commission Clerk  
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 performance measures for incumbent local exchange Telecommunications companies (BellSouth Track)**

Dear Ms. Cole:

Enclosed is BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Proposed November 2009 Data Notification Report, which we ask that you file in the captioned docket. The report will be discussed at the next scheduled industry conference call.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,



Tracy W. Hatch

Enclosures

cc: All parties of record  
Jerry D. Hendrix  
Gregory R. Follensbee  
E. Earl Edenfield, Jr.

**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 the 1st day of October, 2009 to the following:

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Tracy W. Hatch

**(+) Signed Protective Agreement**

## PROPOSED NOVEMBER 2009 DATA NOTIFICATION

BellSouth Telecommunications, Inc., d/b/a AT&T Florida ("AT&T") is considering making the changes described in this document to generate results for the November 2009 data month. Results for the November 2009 data month will be posted as follows:

Preliminary results	December 18, 2009
Final results	December 30, 2009

AT&T provides Data Notifications each month in compliance with the SQM Plan. The Plan specifies that when AT&T proposes making any changes to the methods by which performance data is calculated, it must provide written notice. The notice is provided on the first business day of the month before the data month in which the change will be made. The Plan also requires AT&T to provide notification if it is considering making changes to the method of calculating data for the following month.

ENCORE Releases may affect monthly data flows from the source systems (e.g., LASR, LESOG, etc.) that PMAP uses to calculate measurements. AT&T will make changes to PMAP to ensure that data continues to be correctly captured as ENCORE Releases are implemented.

System releases may affect monthly data flows from the source systems that PMAP uses to calculate measurements. AT&T will make changes to PMAP to ensure that data continues to be correctly captured as system changes are implemented.

### Provisioning Measurements

- (1) *Affected Measures:* PMIA, OCI, CNI, PPT  
P-3 Percent Missed Installation Appointments [PMIA]  
P-4 Order Completion Interval [OCI]  
P-5 Average Completion Notice Interval [CNI]  
P-9 Percent Prov. Troubles within "X" Days of Service Order Completion [PPT]

*Description of Change:* Currently, retail partial port administrative orders are assigned as resale residence or resale business. This assignment occurs when a facility-based carrier ports out a single line from an existing multiline service where switch feature work is required. AT&T proposes to modify the code in accordance with the exclusions to exclude retail partial port administrative orders. This proposed change was not listed on the filed Preliminary November 2009 Data Notification. (RQ10381)

*Impact of Change:*

For the July 2009 data month in Florida, 451 partial port administrative records out of 20,827 total records were included as either resale residence or resale business orders. The PMIA CLEC metric for the Resale Residence Non-Design Non-Dispatch disaggregation would change from 0.03% to 0.02%. The PMIA CLEC metric for the Resale Business Non-Design Non-Dispatch disaggregation would change from 0.15% to 0.00%.

For the July 2009 data month in Florida, 182 partial port administrative records out of 31,238 total records were included as either resale residence or resale business orders. The PMIA CLEC metric for the Resale Residence Non-Design Non-Dispatch disaggregation would change from 0.05% to 0.04%. The PMIA CLEC metric for the Resale Business Non-Design Non-Dispatch disaggregation would change from 0.28% to 0.00%.

Due to the impact of this change, re-posting is not necessary.

### **Change Management Measurements**

- (2) *Affected Measures:* SEC  
CM-6 Percentage of Software Errors Corrected in "X" Business [SEC]

*Description of Change:* Currently, SEC is including records with creation dates greater than the reporting period, records that have not been validated as valid defects, and records without implementation dates. AT&T proposes to modify the code in accordance with the business rules to only capture records during the current reporting period, exclude records that have not been validated as valid defects, and correct duration values for records without implementation dates. This proposed change was not listed on the filed Preliminary November 2009 Data Notification. (RQ10307)

*Impact of Change:*

-For the May 2009 data month, one record was included in the CM-6 measure with a creation date greater than the reporting period. The CLEC volume for Software Errors Correct in 10 Days would change from four records to three records. This change had no impact to reported metric results.

-For the May 2009 data month, one record was included in the CM-6 measure that was not validated as a valid defect. The CLEC volume for Software Errors Correct in 45 Days would change from one record to zero records. This change had no impact to reported metric results.

-For the June 2009 data month, one record was included in the CM-6 measure without an implementation date. The CLEC volume for Software Errors Correct in 10 Days would change from five records to four records. This change had no impact to reported metric results.

Due to the impact of this change, re-posting is not necessary.