

Ruth Nettles

000121A-TP

From: WOODS, VICKIE (Legal) [vf1979@att.com]
Sent: Wednesday, December 16, 2009 10:43 AM
To: Filings@psc.state.fl.us
Subject: 000121A-TP AT&T Florida's Responses to December 3, 2009 call w/Parties
Importance: High
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. 12 pages total in PDF format (Letter, Certificate and Responses)
- E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Responses to additional action items from the December 3, 2009 conference call with parties.

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12/16/2009

DOCUMENT NUMBER-DATE

12006 DEC 16 8

FPSC-COMMISSION CLERK



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December 16, 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 Responses to additional action items from the December 3, 2009 conference call with all parties, which we ask that you file in the captioned docket.

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 this 16th day of December, 2009 to the following:

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Represents STS


Tracy W. Hatch

(+) Signed Protective Agreement

REQUEST: Resubmit agreed language with sentences re-ordered per staff's suggestion. (see AT&T's 11/24 response to Action Item 1) [Administrative Changes]

RESPONSE: At the request of the Florida PSC Staff, this action item has been temporarily placed on hold. While AT&T and the CLECs have agreed to language as supported by the responses filed to Item No. 1, AT&T is open to additional modifications expressed by the FL PSC Staff during the December 3rd conference call and AT&T will be glad to review those modifications once provided.

DOCUMENT NUMBER-DATE
12006 DEC 16 8
FPSC-COMMISSION CLERK

REQUEST: Provide most recent six months of data results for 5 days (POTS Non-Designed services) and 14 days (Designed Services) as used in current measure. (see AT&T's 11/24 response to Action Item 16) [P-9]

RESPONSE: AT&T is working to provide the requested data and anticipates delivery by December 31, 2009.

REQUEST: Provide most recent six months of data results using 10 days (POTS Non-Designed services) and 30 days (Designed Services) as proposed by CLECs. [P-9]

RESPONSE: AT&T is working to provide the requested data and anticipates delivery by December 31, 2009.

REQUEST: Provide most recent six months of data results for 5 days (POTS Non-Designed services) and 14 days (Designed Services) as used in current measure. (See AT&T's 11/24 response to Action Item 16) [M&R-2]

RESPONSE: AT&T is working to provide the requested data and anticipates delivery by December 31, 2009.

REQUEST: Provide most recent six months of data results using 10 days (POTS Non-Designed services) and 30 days (Designed Services) as proposed by CLECs. [M&R-2]

RESPONSE: AT&T is working to provide the requested data and anticipates delivery by December 31, 2009.

REQUEST: Timeline for joint Change Management Task Force

RESPONSE: AT&T proposes the timeline provided below for the joint Change Management Task Force. This project timeline will be presented at the task force meeting on January 8, 2010. The timeline is subject to concurrence by the CLECs and meeting the November 19th implementation is contingent upon the CLECs dedication of time and resources to the project.,

AT&T Proposed Change Control Process and Change Management Process Merger Timeline

Date	Item
January 8, 2010	Review changes from initial meeting
January 29, 2010	Finalize changes from initial meeting
February 19, 2010	Draft Sections 2 and 3
March 12, 2010	Finalize Sections 2 and 3 : Draft Section 4
April 2, 2010	Draft Section 4
April 23, 2010	Finalize Section 4: Draft Section 5
May 7, 2010	Finalize Section 5: Draft Section 6
June 4, 2010	Finalize Section 6: Draft Section 7
June 25, 2010	Finalize Section 7: Draft Section 8
July 16, 2010	Finalize Section 8: Draft Section 9
August 6, 2010	Finalize Section 9: Draft Section 10
August 27, 2010	Finalize Section 10: Draft Appendices
September 10, 2010	Finalize Appendices
October 1, 2010	Review Final Draft Document
October 15, 2010	Circulate Final Document to all CLECs
October 29, 2010	Review Final Document with all CLECs
November 5, 2010	Issue ballot for Final Document
November 19, 2010	Implement Process Changes and Post Final Document

REQUEST: Provide SQM redline that incorporates CM-1 and CM-3.

RESPONSE: Attached is AT&T's proposed new measure to combine the current CM-1 and CM-3 measures.

Attachment to Item No. 44

Draft 12/09/09
Combination CM1 & CM3
Software Release/Business Rules/Requirements Notification

Definition

This report measures whether CLECs receive required software release notices or business rule/requirements documentation on time to prepare for AT&T interface/system changes so CLEC interfaces are not impaired by change. The Change Control Process [CCP] is used by AT&T and the CLECs to manage requested changes to the AT&T local interfaces.

Exclusions

- Changes to release dates for reasons outside AT&T's control, such as an unscheduled system software change to correct a software problem associated with the release.
- Type 6 Change Requests (Defects/Expedites), as defined by the CCP.
- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request

Business Rules

The interval begins on the date when the software release notification or the business rule/requirements documentation is released and ends on the software release implementation date. When project events occur (scope changes, analysis information, etc.), the software release date may change. In the event of a software release date change, impacted intervals will be reset for notification and documentation revisions.

Calculation

AT&T Florida
FL PSC Docket No. 000121A-TP
Responses to December 3, 2009
Workshop Action Items
December 16, 2009
Item No. 44
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Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications and/or business rule/requirements documentation sent within required timeframes
- b = Total number of Change Management Notifications and/or business rule/requirements documentation sent

Report Structure

- AT&T Aggregate
- Geographic Scope
Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

Notices/Documentation 98% on Time