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000121A-TP

From: WOODS, VICKIE (Legal) [vf1979@att.com]
Sent: Wednesday, July 07, 2010 12:45 PM
To: Filings@psc.state.fl.us
Subject: 000121A-TP AT&T Florida's Administrative Updates to SQM/SEEM Plan to Reflect OSS Recent Changes
Attachments: Document.pdf

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Legal Secretary to E. Earl Edenfield, Jr., Tracy W. Hatch,

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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. 15 pages total in PDF format (Letter, Certificate of Service and Exhibit A and B)

E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Administrative Updates to SQM/SEEM Plan to Reflect OSS Recent Changes

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<<Document.pdf>>

DOCUMENT NUMBER DATE
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7/7/2010



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July 7, 2010

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- Administrative Updates to SQM/SEEM
Plan to Reflect OSS Recent Changes**

Dear Ms. Cole:

AT&T has recently implemented certain system changes in the Southeast region. Specifically, AT&T retired the Local Exchange Navigation System ("LENS") interface for pre-order transaction and Local Service Request ("LSR") supplements as of July 3, 2010. As a result of the retirement of LENS, this completes the migration to the Local Service Request Exchange ("LEX") System interface. Interested parties, including Competitive Local Exchange Carriers ("CLECs"), have been advised of this change through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the following Accessible Letter ("AL"): CLECSSES10-038 (dated April 21, 2010). The AL is available for review at the following web site:

<https://clec.att.com/clec/acclatters/home.cfm?curMonth=yes>


Although this OSS change does not substantively change the Service Quality Measurement Plan and SEEM Administrative Plan (collectively, "SQM/SEEM Plan"), the SQM/SEEM Plan documentation must be updated to accurately reflect the retirement of the LENS interface. Accordingly, AT&T has made minor, administrative updates to the SQM/SEEM Plan documentation. For the Commission's convenience, a red-lined version of the pages of the SQM/SEEM Plan which have been updated are included in this filing. The updated SQM/SEEM Plan will be available for review at the following website: <http://pmap.wholesale.att.com/content/documentation.aspx>. It is important to note that from a performance measurement perspective, the migration to the LEX interface will have **no impact** on the calculation of the OSS measures currently contained in the SQM/SEEM Plan. That is, AT&T will continue to report system response times provided to CLECs via the SQM measure known as OSS-1 [ARI]: OSS Response Interval, and will continue to report the availability of access to the systems as part of the SQM measure known as OSS-2 [IA]: OSS Interface

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Availability. The method of calculation for the OSS-1 and OSS-2 metrics will not change and the results will continue to be reported on a monthly basis.

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 7th day of July, 2010 to the following:

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Tracy W. Hatch

(+) Signed Protective Agreement

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

**Measurement Descriptions
Version 5.0506**

Effective Date: ~~May 29~~July 3, 2010

Note: This SQM version is issued to reflect the OSS architecture changes implemented on ~~May 29~~July 3, 2010.

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Introduction

BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers. 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. 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. This specific SQM is based on Order No. PSC 07-0286-PAA-TP issued by the Florida Public Service Commission (FPSC) on April 3, 2007 in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC-07-0395-CO-TP, issued by the FPSC on May 7, 2007 and modifications resulting from the implementation of OSS architecture changes on April 19, 2008, July 18, 2009, November 14, 2009, April 15, 2010, and May 29, 2010, and July 3, 2010.

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 develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3rd Party audits, 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 BellSouth Performance Measurements and the reports that flow from them.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's 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.

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

BellSouth shall retain the performance measurement Supporting Data Files (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.

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

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The State/Federal Commissions have been given access to the website.

Revision History

Version	Effective 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 (Florida 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	October 1, 2005	This version of the SQM incorporates the stipulated changes to the FL PAP directed by the FPSC in Order No. PSC-05-0488-PAA-TP issued on May 5, 2005 Docket No. 000121A-TP.
V4.01	May 1, 2006	This version of the SQM removes De-listed UNE-P from the FL SQM Plan.
V5.00	July 1, 2007	This version of the SQM incorporates the changes to the FL PAP directed by the FPSC in Order No. PSC-07-0286-PAA-TP issued on April 3, 2007 in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC-07-0395-CO-TP, issued by the FPSC on May 7, 2007.
V5.01	April 19, 2008	This version of the SQM incorporates modifications to the OSS architecture implemented on 04/19/08. The OSS-related revisions are subject to Florida Public Service Commission approval. A redline version of the revisions is available for review on the Florida Public Service Commission's website in Docket No. 000121A-TP. The URL for the website is: http://www.psc.state.fl.us/library/filings/08/04879-08/000121atp%20administrative%20updates.pdf



EXHIBIT A
Docket No. 000121A-TP
Introduction

Florida Performance Metrics

V5.02	July 18, 2009	This version of the SQM incorporates modifications to the OSS architecture implemented on 07/18/09.
V5.03	November 14, 2009	This version of the SQM incorporates modifications to the OSS architecture implemented on 11/14/09. Additional updates are also incorporated in the CM-5 measure.
V5.04	April 15, 2010	This version of the SQM incorporates modifications to the OSS architecture implemented on 4/15/10.
V5.05	May 29, 2010	This version of the SQM incorporates modifications to the OSS architecture implemented on 5/29/10 due to retirement of EDI and TAG/XML Direct.
<u>V5.06</u>	<u>July 3, 2010</u>	<u>This version of the SQM incorporates modifications to the OSS architecture implemented on 7/3/10 due to retirement of LENS.</u>

CM-5 [ION]: Notification of CLEC Interface Outages

Definition

This report measures the time it takes BellSouth to notify the CLECs of an interface outage as defined by the Change Control Process (CCP) documentation.

Exclusions

None

Business Rules

BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported system error.
2. BellSouth finds an error message within the error log that identically matches a CLEC reported system outage.
3. When three or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

The 15-minute interval begins once a CLEC reported outage or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the interval begins at the point of verification.

Calculation

Notification of CLEC Interface Outages = (a / b) X 100

- a = Number of interface outages where CLECs are notified within 15 minutes
- b = Total number of interface outages

Report Structure

- CLEC Aggregate
- Geographic Scope
Region

SQM Disaggregation - Analog/Benchmark

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

- By interface type for all interfaces accessed by CLECs97% <= 15 Minutes

Interface	Applicable to
CSOTS.....	CLEC
LENS.....	CLEC
LEX.....	CLEC
Verigate.....	CLEC
XML Gateway.....	CLEC
EBTA.....	CLEC
TAFI.....	CLEC/BellSouth

SEEM Measure



Florida Performance Metrics

SEEM	Tier I	Tier II
No		

G H**HDSL**

High Bit Digital Subscriber Line – A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.

I J K**IBS**

Integrated Billing Solution-Processes and rates UNE data as it flows from CRIS to CABS for billing

ILEC

Incumbent Local Exchange Carrier – Regional Bell Operating Company (RBOC)

INP

Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC

ISDN

Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsimile.

L**LAN**

Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

LASR

Local Access Service Request-Negotiation system for entry and processing of Local Service Requests. Stores all LSRs received mechanically from CLECs. Tracks status of request and associated service orders.

LAUTO

The automatic processor in LNP Gateway that validates LSRs and issues service orders.

LCSC

Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.

Legacy System

Term used to refer to BellSouth Operations Support Systems.

LENS

~~Local Exchange Navigation System – The BellSouth application developed to provide both preordering and ordering electronic interface functions for CLECs.~~

LERG

Local Exchange Routing Guide – The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

LESOG

Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LASR and enters the service order into the Service Order Control System using terminal emulation technology.

Appendix C: OSS Interface Tables

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

Table 1: Legacy System Access Times For RNS

System	Contract	Data	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSACCTS	CSR	X	X
OASIS	OASISBIG	Feature/Service	X	X

Table 2: Legacy System Access Times For R0S

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

Table 3: Legacy System Access Times For LENS/LEX/Enhanced Verigate (Pre-Order only)

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

Table 4: Legacy System Access Times For XML Gateway

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
ATLAS	ATLAS-MLH	TN	X	X
ATLAS	ATLAS-DID	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSECSRL	CSR	X	X
P/SIMS	PSIM/ORB	Feature/Service	X	X

Florida Performance Metrics

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

System	BellSouth & CLEC	Count <= 10
CRIS	x	x
DLETH	x	x
DLR	x	x
LMOS	x	x
LMOSupd	x	x
LNP Gateway	x	x
MARCH	x	x
OSPCM	x	x
Predictor	x	x
SOCS	x	x
NIW	x	x

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
LENS	CLEC	x
LEX	CLEC	x
LASR	CLEC	x
WFM	CLEC	x
OBF	CLEC	x
Enhanced Verigate	CLEC	x
LESOG	CLEC	x
LNP Gateway	CLEC	x
XML Gateway	CLEC	x
COG	CLEC	x
SGG	CLEC	x
DOE	CLEC/BellSouth	x
SONGS	CLEC/BellSouth	x
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

FLORIDA SEEM ADMINISTRATIVE PLAN

Florida Plan
Version 5.0506

Effective Date: ~~May 29~~ July 3, 2010

Note: This SEEM Administrative Plan version is issued to reflect the OSS architecture changes implemented on ~~May 29~~ July 3, 2010.

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FPSC-COMMISSIONER'S OFFICE

B.2 Tier 2 Submetrics

Item No.	SQM Ref	Tier 2 Submetric
1	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – LENS/Enhanced Verigate
2	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) - LEX
3	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) –XML Gateway
4	ARI	OSS-1 OSS Response Interval (Maintenance & Repair)
5	IA	OSS-2 OSS Interface Availability – (Pre-Ordering/Ordering) – Regional per OSS Interface
6	IA	OSS-2 OSS Interface Availability – (Maintenance & Repair) – Regional per OSS Interface
7	LMT	PO-2 Loop Makeup – Response Time – Electronic - Loop
8	AKC	O-2 Acknowledgement Message Completeness - Acknowledgments
9	FT	O-3 Percent Flow-Through Service Requests – Business
10	FT	O-3 Percent Flow-Through Service Requests – LNP
11	FT	O-3 Percent Flow-Through Service Requests – Residence
12	FT	O-3 Percent Flow-Through Service Requests – UNE-L (includes UNE-L with LNP)
13	RI	O-8 Reject Interval – Fully Mechanized
14	RI	O-8 Reject Interval – Partially Mechanized
15	RI	O-8 Reject Interval – Non Mechanized
16	FOCT	O-9 Firm Order Confirmation Timeliness - Fully Mechanized
17	FOCT	O-9 Firm Order Confirmation Timeliness - Partially Mechanized
18	FOCT	O-9 Firm Order Confirmation Timeliness - Non Mechanized
19	FOCT	O-9 Firm Order Confirmation Timeliness – Local Interconnection Trunks
20	FOCC	O-11 FOC & Reject Response Completeness – Fully Mechanized
21	FOCC	O-11 FOC & Reject Response Completeness – Partially Mechanized
22	FOCC	O-11 FOC & Reject Response Completeness – Non Mechanized
23	OAAT	O-12 Average Answer Time – Ordering Centers – CLEC Local Carrier Service Center
24	MIA	P-3 Percent Missed Installation Appointments – Resale POTS
25	MIA	P-3 Percent Missed Installation Appointments – Resale Design
26	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Design