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April 2, 2003

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

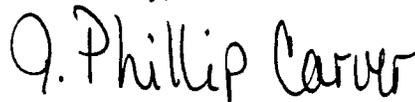
**RE: FPSC Docket No. 000121A-TP**

Dear Mrs. Bayo:

Enclosed are BellSouth Telecommunications, Inc.'s PMAP Change Notification Report for May, 2003, and Preliminary Notification Report for June 2003. Also attached is a copy of BellSouth's response to certain questions from the March 7, 2003 PMAP workshop.

I enclose the original and 15 copies for filing, along with an extra copy of this letter which I would appreciate your stamping "Filed" and returning to me. Thank you for your assistance in this matter.

Sincerely,



J. Phillip Carver (KA)

Enclosures

cc: All Parties of Record  
Marshall M. Criser III

461879

DOCUMENT NUMBER DATE

03115 APR-28

FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE**  
**Docket No. 000121A-TP**

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

U. S. Mail this 2nd day of April 2003 to the following:

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J. Phillip Carver (KA)

**(+) Signed Protective  
Agreement**

#237366



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April 1, 2003

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale; Docket No. 7892-U*

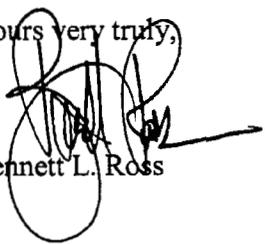
Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the May 2003 data month and a Preliminary Notification Report for the data month of June 2003. These proposed changes will be discussed at the April 7, 2003 industry conference call.

Enclosed for filing please find an original and seventeen (17) copies, as well as an electronic version, of these Notification Reports. I would appreciate your returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your attention to this matter.

Yours very truly,

  
Bennett L. Ross

BLR:nvd  
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)  
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)  
Parties of Record (w/enclosure) (via electronic mail)

485797/485639/485462

## **PROPOSED MAY 2003 DATA NOTIFICATION**

BellSouth proposes making the changes described in this document to generate results for the May 2003 data month. Results for the May 2003 data month will be posted as follows:

Preliminary results    June 21, 2003  
Final results            June 30, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### **Ordering Measurements**

(1) *Affected Measures:* O-7

*Description of Change:* Currently, the Fatal Reject Column on the Percent Rejected Service Requests is not being populated on data posted to the web. BellSouth proposes to populate this column. This proposed change was Item (1) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1737)

*Impact of Change:* Additional data will be reported.

(2) *Affected Measures:* O-3 & O-4

*Description of Change:* Currently, LNP LSRs for UNE to UNE Bulk Migration orders may be submitted via LENS. With implementation of Release 13.0 in June 2003, all types of LNP LSRs may be submitted via LENS. The LNP Flow-Through Report will be modified to add an additional column for LENS LNP LSRs. (RQ1952)

*Impact of Change:* LENS data will be reported on the LNP-Flow-through report.

- (3) *Affected Measures:* O-7, O-11, & O-13

*Description of Change:* To determine in which month to include a response for these measures, the inbound timestamp from the source system (LEO, LNP, COG) is being used, rather than the timestamp from the Gateway (EDI, TAG). If these timestamps are in different months, the record is being incorrectly included in the data reported for the month identified by the source system timestamp. BellSouth will change the code to report these LSRs in the month of the inbound Gateway timestamp only. This proposed change was Item (2) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2105)

*Impact of Change:* For August data 2002, 580 of 637,038 (0.09%) total LSRs would have been impacted by this change.

- (4) *Affected Measures:* O-11

*Description of Change:* Currently, fatal rejects for LSRs processed by the COG/SGG system, which handles xDSL, UCL-ND, EELs, and UDC products, are erroneously being included in the calculation of this metric. BellSouth proposes to change the coding to ensure that such fatal rejects are not included, consistent with the SQM. This proposed change was Item (3) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2169)

*Impact of Change:* Of the 3940 LSRs processed by the COG/SGG system for January 2003 data, BellSouth estimates that approximately 166 LSRs (4.21%) were fatal rejects.

- (5) *Affected Measures:* O-7, O-8, O-9, & O-11

*Description of Change:* When COG and EDI disagree on whether the response to an LSR was a Completion Notice or a FOC, the record is erroneously being counted as a FOC. In reality, the type of response is unknown, and the record should be ignored, which BellSouth proposes to do. This proposed change was Item (4) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2274)

*Impact of Change:* In November 2002 there were 3308 COG records submitted via EDI, of which only one would be impacted by this proposed change.

- (6) *Affected Measures:* O-10

*Description of Change:* Currently, when multiple FOCs are returned for the same version of the LSR, BellSouth is calculating the duration from the return of the

last FOC instead of the first FOC. BellSouth proposes calculating the duration from the return of the first FOC. This proposed change was Item (5) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2614)

*Impact of Change:* For November 2002, 21 of 26 xDSL LSRs for Georgia met the benchmark. Out of the 5 remaining LSRs 3 would have met the benchmark with this change.

- (7) *Affected Measures:* O-7, O-8, O-9, O-11, O-13, O-14, & O-15

*Description of Change:* Currently, LSRs processed through LEO that are handled by a Service Representative but not "claimed" by that Service Representative are being classified as Fully Mechanized. BellSouth proposes to change the code to classify LSRs as Partially Mechanized if they are handled by Service Representatives whether or not they are "claimed." This proposed change was Item (6) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2692)

*Impact of Change:* For October 2002 data, 3927 of 581,892 total LSRs (0.67%) should have been reported as Partially Mechanized rather than Fully Mechanized.

- (8) *Affected Measures:* O-3 & O-4

*Description of Change:* Current Flow-Through code for LSRs processed by LEO requires both the generation of a FOC and an informational message providing a Service Order Number in order to count an LSR as Flow-Through. In some cases this message is not generated, causing some LSRs to be counted as fallout when they actually flowed through. BellSouth proposes changing the Flow-Through code to accurately measure these LSRs. (RQ3066)

*Impact of Change:* For February 2003 data, an additional 1,294 LSRs would be reported as Issued Service Orders, indicating flow-through. Overall Flow-Through percentage would have increased by 0.21%.

#### **Provisioning Measurements**

- (9) *Affected Measures:* P-4 (Louisiana only)

*Description of Change:* Certain product groups are missing from a cross reference table for this metric, which is causing 2-Wire Analog Loop with Number Portability Design and 2-Wire Analog Loop with Number Portability Non-Design to not be reflected in the total Number Portability line in the report as required by the SQM. BellSouth proposes coding changes to fix this problem.

This proposed change was Item (7) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1670)

*Impact of Change:* Additional data will be reported.

- (10) *Affected Measures:* P-1, P-2, P-3, P-3A, P-4, P-4A, P-5, P-6, P-9, & P-10

*Description of Change:* Currently, USOCs associated with certain sub-loops are being incorrectly excluded from the UNE 2-Wire Analog Loop Non-Design product category. BellSouth proposes changing the code to include these records. This proposed change was Item (8) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1701)

*Impact of Change:* Only 2 or 3 service order records per month will be impacted by this change.

- (11) *Affected Measures:* P-3 (Florida and Tennessee only)

*Description of Change:* Currently, for LNP orders when a CLEC subscriber requests a later due date before the original due date arrives, the original date is being erroneously counted as a missed appointment. In fact the due date has not been missed, and BellSouth proposes to change the code to correct this issue. This proposed change was Item (9) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1719)

*Impact of Change:* Based upon regional data for January 2003, 145 of the 176 missed LNP appointments would be removed, which would improve BellSouth's performance.

- (12) *Affected Measures:* P-1 (Louisiana only)

*Description of Change:* Currently, the CLEC Held Order Mean Interval column on the PMAP website is not being populated, although the numerator and denominator for this calculation are provided. BellSouth proposes to provide this data. This proposed change was Item (10) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1940)

*Impact of Change:* Additional data will be reported.

- (13) *Affected Measures:* P-4 (Louisiana only)

*Description of Change:* Currently, the Average Interval (Days) column on the Non-UNE CLEC Region - LA report is not being populated. BellSouth proposes to provide this data. This proposed change was Item (11) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1960)

*Impact of Change:* Additional data will be reported.

- (14) *Affected Measures:* P-3, P-3A, P-4, P-4A & P-10

*Description of Change:* In December 2002, BellSouth introduced new missed appointment codes to address those scenarios where BellSouth and the customer mutually agree to change an appointment to an earlier date. BellSouth proposes to modify the PMAP code to properly include these orders in the denominator of these measures for order volumes, appointment opportunities and for subsequent appointment opportunities. (RQ2250)

*Impact of Change:* For December 2002 data, there were a total of 1159 records (orders) that were not included in the base of 3,551,177 (0.03%) appointment opportunities (orders) and an additional 298 (less than 0.01%) subsequent appointment opportunities that were not included in the measure.

- (15) *Affected Measures:* P-4A (Florida and Tennessee only)

*Description of Change:* Currently, an extra day is being improperly included in the interval on wholesale and retail data when the start time and end time occur on different days. BellSouth proposes coding changes to capture the correct interval. This proposed change was Item (12) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2316)

*Impact of Change:* Based on September 2002 data the average interval would be reduced by .14 days.

- (16) *Affected Measures:* P-3 (Louisiana only)

*Description of Change:* For wholesale and retail results, End User Caused Misses are being included in this measure. Because the SQM requires that only BellSouth caused missed appointments be included, BellSouth proposes a coding change to correct this problem. In addition, a Total Missed Appointments Column needs to be added to the report. This proposed change was Item (14) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2424)

*Impact of Change:* Based on November 2002 data, the total percentage of missed installation appointments would be reduced by approximately 2%.

- (17) *Affected Measures:* P-4A (Florida only)

*Description of Change:* Station Worked On (SWO) codes are the section of the completed service order that describes the number of lines worked on, which is used to determine in which circuit category to report the order (<10, >=10). Some orders do not have a SWO code on the completed order. In the SQM reports, the order is defaulted to the <10 category. However, on the Florida MSS, this default was not implemented, and these records are being erroneously excluded. BellSouth proposes changing the code to include these records. This proposed change was Item (15) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2460)

*Impact of Change:* For September 2002, BellSouth's average interval would have increased .15 days and the CLEC average interval would have increased .11 days.

- (18) *Affected Measures:* All Provisioning Measures

*Description of Change:* When a customer has Line Sharing from a CLEC and BellSouth voice service and makes a change to his or her BellSouth voice service, the order is being misidentified as a CLEC order. BellSouth proposes changing the code to identify the order as BellSouth's. This proposed change was Item (16) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2484)

*Impact of Change:* For November 2002, 8 records were misidentified as CLEC Line Share records instead of BellSouth records.

- (19) *Affected Measures:* P-7A (Florida only)

*Description of Change:* BellSouth has identified a problem in the Florida MSS product classification associated with the Hot Cut Timeliness report. Currently, all DLC cuts are being classified as integrated, which applies a four-hour window for each coordinated cut. Before applying this four-hour interval, BellSouth should be determining if the cut was integrated DLC and that the CLEC was notified by 10:30 one day prior to the cut. Additionally, BellSouth is counting all DLC cuts in the non-DLC category. BellSouth proposes coding changes to correct these issues. This proposed change was Item (17) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2584)

*Impact of Change:* For December 2002 MSS, BellSouth overstated the total volume of non-DLC orders by 205 (or 27.44%) and the volume of DLC orders by 68 (or 21.12%).

- (20) *Affected Measures:* P-3, P-3A, P-4, P-4A, P-5, P-6, P-9, & P-10

*Description of Change:* When a SOCs system error occurs on Non-Dispatched orders that require manual resolution by a BellSouth work center, the order is reflected as a Dispatched order even though no field dispatch is ever made. BellSouth proposes to implement coding changes to correctly identify these orders as non-dispatched. This proposed change was Item (18) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2687)

*Impact of Change:* Based on regional data for September 2002, the volume of Dispatch orders would be reduced by approximately 6%, and the Dispatch interval would be reduced by approximately .30 days for both CLEC and BellSouth.

#### M&R Measurements

- (21) *Affected Measures:* M&R-1, M&R-2, M&R-3, M&R-4, & M&R-5

*Description of Change:* Currently, the values in the raw data for Missed Appointment, Out of Service Greater Than 24 Hours and Percent Repeat Troubles indicators are 0 or 1, to indicate whether a trouble ticket will be a candidate for the numerator of the above measures. BellSouth proposes changing these values to N (No) or Y (Yes) to simplify the data and make it consistent with other tables in raw data. This proposed change was Item (19) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ733)

*Impact of Change:* None.

- (22) *Affected Measures:* M&R-4

*Description of Change:* Currently, in LMOS if there are multiple trouble reports on the same telephone number during the same reporting period and the customer changes carriers, repeat troubles are misstated in the following case. Assume that a customer changes from a CLEC to BellSouth and then returns to that same CLEC in the same month and has a trouble report during both the first and second instances that the customer is served by that CLEC. Although the second trouble report should be repeat report, currently it is not being reflected as such. In addition, repeat trouble reports that occur within 30 days of the service order completion are not being captured as repeat reports. BellSouth proposes coding

changes to correct both issues. This proposed change was Item (20) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2716)

*Impact of Change:* Based on November 2002 data, less than 0.5% increase of repeat reports for BellSouth and CLECs.

### **Billing Measurements**

- (23) *Affected Measures:* B-4, B-5, B-6, B-7 & B-8

*Description of Change:* This change combines Billing raw data files on the web. Currently, there is one file of raw data posted for each of the following metrics: B-4, B-5, and B-6. These three raw data files will be combined into one raw data file. Also, currently there is one raw data file posted for measure B-7 and one for measure B-8. These two raw data files will be combined into one. This proposed change was Item (21) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ1824)

*Impact of Change:* None.

- (24) *Affected Measures:* B-9 & B-10 (Florida and Tennessee only)

*Description of Change:* BellSouth proposes adding CO\_NAME field to web raw data in order to provide the company description as it is displayed on the web reports. This proposed change was Item (22) on the Preliminary May 2003 Data Notification filed on March 3, 2003. (RQ2046)

*Impact of Change:* None.

### **Third Party Testing**

BellSouth is making the following changes to address Observations and Exceptions issued by BearingPoint in connection with the third-party test:

- (25) *Affected Measures:* P-8

*Description of Change:* This item addresses Georgia Exception 193 for "Cooperative Acceptance Testing – Percent of xDSL Loops Tested." Currently, for the SQM results, PMAP is excluding service orders that do not have a due date within the reporting month for the calculation of this measure. BellSouth should be using the actual completion date and proposes making this change. (RQ3006)

*Impact of Change:* Review of December 2002 data for Georgia indicates that two service orders whose due dates were in January 2003, but were completed in December 2002, were excluded from the December results. BellSouth reported 100 and should have reported 102 for Georgia for December 2002.

485639

## PRELIMINARY JUNE 2003 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the June 2003 data month. Results for the June 2003 data month will be posted as follows:

Preliminary results    July 21, 2003  
Final results            July 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### Ordering Measurements

- (1) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

*Description of Change:* In anticipation of Encore Release 13.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data is being correctly captured and reported.

Impact of Change: None.

- (2) *Affected Measures:* O-3 & O-4

*Description of Change:* Some LNP LSRs that should be counted as planned manual fallout are being counted as BellSouth fallout because the error codes are not identified as planned manual errors. The LNP Flow-Through code will be modified to include these planned manual error codes. (RQ3081)

*Impact of Change:* BellSouth continues to investigate the impact of the proposed change and will quantify this impact as soon as possible.

### Provisioning Measurements

- (3) *Affected Measures:* P-5 (Louisiana only)

*Description of Change:* Currently, the "Dispatch" field for ACNI Non-Mechanized is being displayed as a row for both Dispatch and Non-Dispatch on the SQM Web Report. BellSouth proposes correcting this report by displaying this information as a column for consistency. (RQ1953)

*Impact of Change:* The SQM Web Presentation will be changed to reflect columns as opposed to rows for ACNI Non-Mechanized, Dispatch and Non-Dispatch.

- (4) *Affected Measures:* P-1, P-2, P-3, P-3A, P-4, P-4A, P-5, P-6, P-7C, P-9, P-10, and P-11

*Description of Change:* Currently, number change orders associated with the voice service on lines with ADSL are being erroneously reported as ADSL orders. BellSouth proposes to correct the code to report such orders with the associated voice service product (e.g., 1FR, etc.) (RQ3028)

*Impact of Change:* Less than .05% of orders will change.

- (5) *Affected Measures:* P-6

*Description of Change:* Currently, records missing the beginning time stamp are counted as an unsuccessful attempt for BellSouth in the calculation of % Completions/Attempts without Notice or < 24 hours Notice. The required beginning time stamps are available in another table in the PMAP raw data. BellSouth proposes using this other table to create a complete record, thus categorizing the data correctly as a successful or unsuccessful attempt. (RQ3053)

*Impact of Change:* Based on a review of regional data for November 2002, CLEC performance would have improved 0.75%.

- (6) *Affected Measures:* P-3A (Florida and Tennessee only)

*Description of Change:* Currently, the CLEC SQM reports combine the data for CLEC caused Missed Appointments and BellSouth caused Missed Appointments. BellSouth proposes changing the report to show BellSouth caused Missed Appointments only, consistent with the SQM. (RQ3083)

*Impact of Change:* This change will reduce the total missed appointments for an individual CLEC by the count of their end user missed appointments for each individual month. For example, in January 2003 for one CLEC, the missed appointment rate was .24%. With this correction, the BellSouth missed appointment rate was .16%, which is a difference of .08%.

### **M&R Measurements**

(7) *Affected Measures:* M&R-3

*Description of Change:* PMAP is rounding all wholesale and retail LMOS trouble ticket durations to the nearest hour. BellSouth proposes to utilize the LMOS trouble ticket durations rounded to 3 decimal places to calculate the measure. (RQ2944)

*Impact of Change:* Based on December 2002 data, the durations changed by 0.51% or less.

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April 1, 2003

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

In the Data Notification workshop held on March 7, 2003, BellSouth Telecommunications, Inc. ("BellSouth") was asked to provide information in response to certain questions from workshop participants. Outlined below are BellSouth's responses to these questions:

May Preliminary Data Notification / Ordering Measurements / Item 3 – Update the impact of this proposed change to reflect only those Local Service Requests ("LSRs") processed by the COG/SGG system and provide a concise definition of fatal rejects.

Response – The impact of this proposed change has been updated as requested in the Proposed May Notification that is being filed with the Commission today. As far as fatal rejects are concerned, a fatal reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated, and the request is returned to the CLEC before it is considered a valid LSR. In this instance, the CLEC is required to submit a new LSR, which can be submitted with the same Company Code ("CC"), Purchase Order Number ("PON"), and Version ("VER"). If a reject notice is received by a CLEC and the error is not classified as a fatal reject (i.e., auto clarified), the CLEC will be required to submit an LSR with the same CC, PON, and INCREMENTED VER in order for the request to be processed. Examples of fatal reject error messages are located in the CLEC documentation available on BellSouth's interconnection website.

Mr. Reece McAlister  
April 1, 2003  
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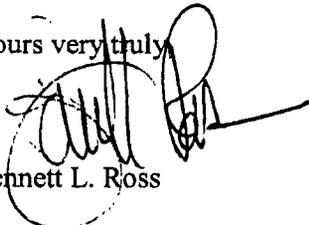
May Preliminary Data Notification / Provisioning Measurements / Item 13 –  
Explain whether this proposed change has already been implemented.

Response – The change as originally proposed (RQ2423) was inaccurately described, and BellSouth is withdrawing this change to avoid any confusion. In its place, BellSouth is substituting a new proposed change (RQ3083), which appears as Item 6 in the Preliminary June Data Notification.

Enclosed please find an original and seventeen (17) copies, as well as an electronic version, of this letter for filing in the above-referenced proceeding. I would appreciate your returning the two (2) extra copies stamped “filed” in the enclosed stamped, self-addressed envelopes.

Thank you for your attention to this matter.

Yours very truly,

  
Bennett L. Ross

BLR:nvd  
Enclosures

cc: Mr. Leon Bowles (via electronic mail)  
Mr. Patrick Reinhardt (via electronic mail)  
Parties of Record (via electronic mail)

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