BELLSOUTH®

Attachment I

BellSouth OSS Testing
Florida Interim
Performance Metrics

Measurement Descriptions

October 2000

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I. INTRODUCTION

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's 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 ILECs to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC) and its 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 influenced the SQM. **The SQM must reflect the Order of the Florida PSC as the orders are issued.**

However, in addition, 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 changed to reflect changes in systems, to correct errors, to respond to 3rd Party audit requirements, and Florida PSC and/or customer requests.

This document is intended for use by someone with a basic knowledge of telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurement reports.

(This Florida-OSS Evaluation SQM is specifically intended for use in the OSS Evaluation being conducted by KPMG at the direction of the FPSC Staff.)

BellSouth OSS Testing
Florida Interim Performance Metrics

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

OSS (Operations Support Systems)

Report/Measurement:

OSS-1. Average Response Time and Response Interval (Pre-Ordering/Ordering)

Definition:

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions:

None

Business Rules:

The average response time 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 response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period, which take less than 2.3 seconds, the number of accesses which take more than 6 seconds and the number which take ≤ 6.3 seconds are also captured.

Level of Disaggregation:

- **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BST query this legacy system.
- **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a give address. CLECs and BST query this legacy system.
- **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. CLECs and BST query this legacy system.
- **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system.
- **DSAP** (DOE Support Application) – provides due date information. CLECs and BST query this legacy system.
- **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system.
- **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.
- **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BST queries this legacy system.

Calculation:

Σ [Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period)

Report Structure:

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope

(OSS-1. Average Response Time and Response Interval (Pre-Ordering/Ordering)

Retail Analog/Benchmark:
Parity with Retail

NOTE: KPMG, during Phase II, will conduct a special study of end-to-end timing of pre-ordering transactions (from initial receipt of the transaction by BST to the transmission of the response to the ALEC) in order to assess whether the definition of response time used in this metric is appropriate. This study will determine the transit times between the ALEC interface and the BST legacy systems. Loop qualification and loop make-up queries are not automated functions for BST. Therefore, these are not included in this metric. However, KPMG will make a special study of the timing of these queries relative to BST Retail operations.

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	OASISBSN	Feature/Service	x	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR ROS

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

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
HAL	HAL/CRIS	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

LEGACY SYSTEM ACCESS TIMES FOR TAG

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	CRSEINIT	CSR	x	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x	x

OSS (Operations Support Systems)

Report/Measurement:

OSS-2. Interface Availability (Pre-Ordering)

Definition:

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured. ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.) Scheduled availability is posted on the ICS Operations internet site:
(www.interconnection.bellsouth.com/oss/osshour.html)

Exclusions:

None

Business Rules:

This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allows conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.

Note: Only full outages are used in the calculation of Application Availability.

A full outage is incurred when any of the following circumstances exist:

- The application or system is down.
- The application or system is inaccessible, for any reason, by the customers who normally access the application or system.
- More than one work center cannot access the application or system for any reason.
- When only one work center accesses an application or system and 40% or more of the clients in that work center cannot access the application.
- When 40% of the functions the clients normally perform or 40% of the functionality that is normally provided by an application or system is unavailable.

Level of Disaggregation:

Regional Level

Calculation:

(Functional Availability) / (Scheduled Availability) X 100

Report Structure:

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime	• Report month • Legacy Contract Type (per reporting dimension) • Regional Scope

OSS-2. Interface Availability (Pre-Ordering) – Continued)

Retail Analog/Benchmark:
Benchmark – 99.5%

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
HAL	CLEC	x
LENS	CLEC	x
LEO Mainframe	CLEC	x
LEO UNIX	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
ATLAS/COFFI	CLEC/BST	x
BOCRIS	CLEC/BST	x
DSAP	CLEC/BST	x
RSAG	CLEC/BST	x
SOCS	CLEC/BST	x
SONGS	CLEC/BST	x

OSS (Operations Support Systems)

Report/Measurement:	
OSS-3. Interface Availability (Maintenance & Repair)	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems. Note: Only full outages are used in the calculation of Application Availability. A full outage is incurred when any of the following circumstances exist. • The application or system is down. • The application or system is inaccessible, for any reason, by the customers who normally access the application or system. • More than one work center cannot access the application or system for any reason. • When only one work center accesses an application or system and 40% or more of the clients in that work center cannot access the application. • When 40% of the functions the clients normally perform or 40% of the functionality that is normally provided by an application or system is unavailable.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• CLEC Aggregate • BST Aggregate • BST / CLEC	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM • ECTA	• Availability of BST TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
Retail Analog/Benchmark:	
All Systems except ECTA Parity with Retail ECTA Benchmark – 99.5%	

OSS Interface Availability (M&R)

OSS Interface	% Availability
BST TAFI	x
CLEC TAFI	x
CLEC ECTA	x
BST and CLEC	x
CRIS	x
LMOS HOST	x
LNP	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

OSS (Operations Support Systems)

Report/Measurement:
OSS-4. Response Interval (Maintenance & Repair)
Definition:
The response intervals are determined by subtracting the time a request is received on the BST side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.
Exclusions:
None
Business Rules:
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BST side of the interface and the clock stops when the response has been transmitted through that same point to the requester. **NOTE:** The OSS Response Interval BST Total Report is a combination of BST Residence and Business Total.
Calculation:
OSS Response Interval = (Query Response Date and Time for Category "X") – (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, ≥ 4 to 10, ≥ 10, ≥ 30 seconds X 100
Report Structure:
• CLEC • BST Residence • BST Business by interface for each legacy system and function as appropriate. • BST total (Business + Residence)
Level of Disaggregation:
Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals

Retail Analog/Benchmark:
• TAFI (Front End) Parity with Retail • CRIS, DLETH, DLR, OSPCM, LMOS, LMOSUP, MARCH, PREDICTOR, SOCS, LNP Parity by Design

System	BST & CLEC	Count < = 4	Count > 4, < = 10	Count < = 10	Count > 10	Count > 30
CRIS	X	X	X	X	X	X
DLETH	X	X	X	X	X	X
DLR	X	X	X	X	X	X
LMOS	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X
LNP	X	X	X	X	X	X
MARCH	X	X	X	X	X	X
OSPCM	X	X	X	X	X	X
Predictor	X	X	X	X	X	X
SOCS	X	X	X	X	X	X
NIW	X	X	X	X	X	X

ORDERING

Report/Measurement

O-1. Percent Flow-Through Service Requests (Summary)

Definition:

The percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual inter vention.

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submit ted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fall out.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly for matted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR, LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarifi cation.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the cate gories for Manual Fallout:

1. Complex*	8. Low volume such as activity type "T" (move)
2. Expedites (requested by the CLEC)	9. Pending order review required
3. Special pricing plans	10. More than 25 business lines
4. Denials-restore and conversion, or disconnect and conversion orders	11. Restore or suspend for UNE combos
5. Partial migrations	12. Transfer of calls option for the CLEC's end users
6. Class of service invalid in certain states with some types of service	13. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. New telephone number not yet posted to BOCRIS	

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BST caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

(O-1. Percent Flow-Through Service Requests (Summary) – Continued)

Calculation:

Percent Flow Through (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) - Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- CLEC Aggregate
- Region

Level of Disaggregation:

- Geography
  - Region
- Product
  - Residence
  - Business
  - UNE
  - LNP

Data Retained Relating to CLEC Experience:

- Report month
- Total number of LSRs received, by interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total number of errors by type, by CLEC
  - Fatal rejects
  - Auto clarification
  - CLEC caused system fallout
- Total number of errors by error code
- Total fallout for manual processing

Data Retained Relating to BST Experience:

- Report month
- Total number of errors by type
  - BST system error

Retail Analog/Benchmark:

Residence 95%
Business 80%
UNE 80%

ORDERING

Report/Measurement:

O-2. Percent Flow-Through Service Requests (Detail)

Definition:

A detailed list by CLEC of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submit ted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, and Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly for matted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR, LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarifi cation.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the cate gories for Manual Fallout:

1. Complex services*	8. Low volume such as activity type "T" (move)
2. Expedites (requested by the CLEC)	9. Pending order review required
3. Special pricing plans	10. More than 25 business lines
4. Denials-restore and conversion, or disconnect and conver sion orders	11. Restore or suspend for UNE combos
5. Partial migrations	12. Transfer of calls option for the CLEC's end users
6. Class of service invalid in certain states with some types of service	13. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. New telephone number not yet posted to BOCRIS	

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BST caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

(O-2. Percent Flow-Through Service Requests (Detail) – Continued)

Calculation:

Percent Flow Through (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) - Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mecha nized ordering process. The report provides the following:
  - CLEC (by alias designation)
  - Number of fatal rejects
  - Mechanized interface used
  - Total mechanized LSRs
  - Total manual fallout
  - Number of auto clarifications returned to CLEC
  - Number of validated LSRs
  - Number of BST caused fallout
  - Number of CLEC caused fallout
  - Number of Service Orders Issued
  - Base calculation
  - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
- Geographic
  - Region
- Product
  - Residence
  - Business
  - UNE
  - LNP

Data Retained Relating to CLEC Experience:

- Report month
- Total number of LSRs received, by interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total number of errors by type, by CLEC
  - Fatal rejects
  - Auto clarification
  - CLEC errors
- Total number of errors by error code
- Total fallout for manual processing

Data Retained Relating to BST Experience:

- Report month
- Total number of errors by type
  - BST system error

Retail Analog/Benchmark:

Residence 95%
Business 80%
UNE 80%

ORDERING

Report/Measurement:	
O-3. Flow-Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through and reach a status for a FOC to be issued.	
Exclusions:	
Each Error Analysis is error code specific, therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submit ted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and cou rier).	
Calculation:	
Σ Of errors by type	
Report Structure:	
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count.	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error
Retail Analog/Benchmark:	
Not Applicable	

ORDERING

Report/Measurement:	
O-4. CLEC LSR Information	
Definition:	
A list, with the flow through activity, of LSRs, by cc, pon and ver, issued by each CLEC during the report period.	
Exclusions:	
Fatal Rejects	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
NA	
Report Structure:	
• Provides a list, with the flow through activity, of LSRs by cc, pon, and ver, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the fol lowing for each LSR. ➢ CC ➢ PON ➢ Ver ➢ Timestamp ➢ Type ➢ Err # ➢ Note or error description	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Record of LSRs received by cc, pon, and ver • Record of timestamp, type, err # and note or error description for each LSR by cc, pon, and ver.	NA
Retail Analog/Benchmark:	
Diagnostic	

PRODUCT	F/ T[3]	COM PLEX SERVICE	COM PLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	ED[1]	TAG[2]	LENS[4]	COMMENTS
2 wire analog DID trunk port	No	UNE	Yes	NA	N	N	N	
2 wire analog port	Yes	UNE	No	No	Y	Y	N	
2 wire ISDN digital line side port	No	UNE	Yes	NA	N	N	N	
2 wire ISDN digital loop	Yes	UNE	Yes	No	Y	Y	N	
3 Way Calling	Yes	No	No	No	Y	Y	Y	
4 wire analog voice grade loop	Yes	UNE	Yes	No	Y	Y	N	
4 wire DS0 & PRI digital loop	No	UNE	Yes	NA	N	N	N	
4 wire DS1 & PRI digital loop	No	UNE	Yes	NA	N	N	N	
4 wire ISDN DSI digital trunk ports	No	UNE	Yes	NA	N	N	N	
Accupulse	No	Yes	Yes	NA	N	N	N	
ADSL	Yes	UNE	No	No	Y	Y	N	
Area Plus	Yes	No	No	No	Y	Y	Y	
Basic Rate ISDN	No	Yes	Yes	Yes	Y	Y	N	
Call Block	Yes	No	No	No	Y	Y	Y	
Call Forwarding-Variable	Yes	No	No	No	Y	Y	Y	
Call Return	Yes	No	No	No	Y	Y	Y	
Call Selector	Yes	No	No	No	Y	Y	Y	
Call Tracing	Yes	No	No	No	Y	Y	Y	
Call Waiting	Yes	No	No	No	Y	Y	Y	
Call Waiting Deluxe	Yes	No	No	No	Y	Y	Y	
Caller ID	Yes	No	No	No	Y	Y	Y	
CENTREX	No	Yes	Yes	NA	N	N	N	
DID WITH PBX ACT W	No	Yes	Yes	Yes	Y	N	Y	
DID ACT W	No	Yes	Yes	Yes	Y	N	Y	
Digital Data Transport	No	UNE	Yes	NA	N	N	N	
Directory Listing Indentions	No	No	No	Yes	Y	Y	Y	
Directory Listings Captions	No	No	Yes	Yes	Y	Y	Y	
Directory Listings (simple)	Yes	No	No	No	Y	Y	Y	
DS3	No	UNE	Yes	NA	N	N	N	
DS1 Loop	Yes	UNE	Yes	No	Y	Y	N	
DSO Loop	Yes	UNE	Yes	No	Y	Y	N	
Enhanced Caller ID	Yes	No	No	No	Y	Y	Y	

PRODUCT	F/ T[3]	COM PLEX SERVICE	COM PLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	ED[1]	TAG[2]	LENS[4]	COMMENTS
ESSX	No	Yes	Yes	NA	N	N	N	
Flat Rate/Business	Yes	No	No	No	Y	Y	Y	
Flat Rate/Residence	Yes	No	No	No	Y	Y	Y	
FLEXSERV	No	Yes	Yes	NA	N	N	N	
Frame Relay	No	Yes	Yes	NA	N	N	N	
FX	No	Yes	Yes	NA	N	N	N	
Ga. Community Calling	Yes	No	No	No	Y	Y	Y	
HDSL	Yes	UNE	No	No	Y	Y	N	
Hunting MLH	No	C/S[4]	C/S	Yes	Y	Y	N	
Hunting Series Completion	Yes	C/S	C/S	No	Y	Y	Y	
INP to LNP Conversions	No	UNE	Yes	Yes	Y	Y	N	
LightGate	No	Yes	Yes	NA	N	N	N	
Local Number Portability	Yes	UNE	Yes	No	Y	Y	N	
LNP with Complex Listing	No	UNE	Yes	Yes	Y	Y	N	
LNP with Partial Migration	No	UNE	Yes	Yes	Y	Y	N	
LNP with Complex Services	No	UNE	Yes	Yes	Y	Y	N	
Loop+INP	Yes	UNE	No	No	Y	Y	N	
Loop+LNP	Yes	UNE	No	No	Y	Y	N	
Measured Rate/Bus.	Yes	No	No	No	Y	Y	Y	
Measured Rate/Res.	Yes	No	No	No	Y	Y	Y	
Megalink	No	Yes	Yes	NA	N	N	N	
Megalink-T1	No	Yes	Yes	NA	N	N	N	
Memory Call	Yes	No	No	No	Y	Y	Y	
Memory Call Ans. Svc.	Yes	No	No	No	Y	Y	Y	
Multiserv	No	Yes	Yes	NA	N	N	N	
Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	NA	N	N	N	
Off-Prem Stations	No	Yes	Yes	NA	N	N	N	
Optional Calling Plan	Yes	No	No	No	Y	Y	Y	
Package/Complete Choice and area plus	Yes	No	No	No	Y	Y	Y	
Pathlink Primary Rate ISDN	No	Yes	Yes	NA	N	N	N	
Pay Phone Provider	No	No	No	NA	N	N	N	

BellSouth OSS Testing
Florida Interim Performance Metrics

LSR Flow-Through Matrix

PRODUCT	F/ T[3]	COM PLEX SERVICE	COM PLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	ED[1]	TAG[2]	LENS[4]	COMMENTS
PBX Standalone ACT A,C, D	No	Yes	Yes	Yes	Y	Y	N	
PBX Trunks	No	Yes	Yes	Yes	Y	Y	N	
Port/Loop Combo	Yes	UNE	No	No	Y	Y	Y	
Port/Loop PBX	No	No	No	Yes	Y	Y	N	
Preferred Call Forward	Yes	No	No	No	Y	Y	Y	
RCF Basic	Yes	No	No	No	Y	Y	Y	
Remote Access to CF	Yes	No	No	No	Y	Y	Y	
Repeat Dialing	Yes	No	No	No	Y	Y	Y	
Ringmaster	Yes	No	No	No	Y	Y	Y	
Smartpath	No	Yes	Yes	NA	N	N	N	
SmartRING	No	Yes	Yes	NA	N	N	N	
Speed Calling	Yes	No	No	No	Y	Y	Y	
Synchronet	No	Yes	Yes	Yes	Y	Y	N	
Tie Lines	No	Yes	Yes	NA	N	N	N	
Touchtone	Yes	No	No	No	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	No	Y	Y	Y	
WATS	No	Yes	Yes	NA	N	N	N	
XDSL Extended LOOP	No	UNE	Yes	NA	N	N	N	

Note 1: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note 2: The TAG coulmn includes those LSRs submitted via Robo TAG.

Note 3: For all services that indicate 'No' for flow-through, the following rea sons, in addition to errors or complex services, also prompt manual han dling: Expedites from CLECs, special pricing plans, denials restore and conversion or disconnect and conver sion both required, partial migrations (although conversions-as-is flow through), class of service invalid in cer tain states with some TOS e.g. gov't, or cannot be changed when changing main TN on C activity, low volume e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings, transfer of calls option for CLEC end user– new TN not yet posted to BOC RIS. Many are unique to the CLEC environment.

Note 4: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple

ORDERING

Report/Measurement:

O-5. Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by the CLEC prior to being rejected/clarified.

Business Rules:

Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, LENS, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not popu lated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR. In LEO, Fatal Rejects are included in the "Other" category for Regional reports only.

- An Auto Clarification occurs when a valid LSR is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BST service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Percent Rejected Service Requests = (Total Number of Rejected Service Requests in the reporting period) / (Total Number of Service Requests Received in the reporting period) X 100.

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- State, Region
- CLEC Specific
- CLEC Aggregate
- Product Specific % Rejected
- Total % Rejected

(O-5. Percent Rejected Service Requests - Continued)

Level of Disaggregation:

- Product Reporting Levels
  - Resale Residence
  - Resale Business
  - Resale Design (Special)
  - Other
  - UNE
  - UNE Loop with NP
  - Interconnection Trunks
    - < 10 Circuits/Lines
    - > 10 Circuits/Lines

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total number of LSRs • Total number of Rejects • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

Diagnostic

ORDERING

Report/Measurement:

O-6. Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions:

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays are excluded from the interval calculation.
- The following hours for Non-mechanized LSRs are excluded from the interval calculation[1]:
  - Residence Resale Group - from 7:00 PM Saturday until 7:00 AM Monday.
  - Business Resale, Complex, UNE Groups - from 6:00 PM Friday until 8:00 AM Monday.

Note [1]: The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted Hours of Operation. If a Non-Mechanized LSR is Rejected on Saturday by the Resale Business, UNE or Complex Group, the interval from 6:00 PM Friday until 8:00 AM Saturday will be excluded. If an LSR is rejected on Sunday by the LCSC Resale Residence Group, the interval from 7:00 PM Saturday until 8:00 AM Sunday will be excluded. For LSRs rejected by the Resale Business, UNE and Complex Groups on Sunday, the interval from 6:00 PM Fri day until 8:00 AM Sunday will be excluded.

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp of reject in LEO). Auto Clarifications are considered in the Fully Mechanized category.

- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO.

- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

- **Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Reject Interval = Σ[(Date and Time of Service Request Rejection) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- State, Region
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks

- Mechanized:
  - 0 - < 4 minutes
  - 4 - < 8 minutes
  - 8 - < 12 minutes

12 - < 60 minutes
0 - < 1 hour
1 - < 8 hours
8 - < 24 hours
>24 hours

- Non-mechanized:
  0 - < 1 hour
  1 - < 4 hours
  4 - < 8 hours
  8 - < 12 hours
  12 - < 16 hours
  16 - < 20 hours
  20 - < 24 hours
  > 24 hours.
- Trunks:
  < 5 days
  > 5-8 days
  > 8-12 days
  >12-14 days
  >14-17 days
  >17-20 days
  >20 days

Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days.

Level of Disaggregation:

- Product Reporting Levels
  - Resale - Residence
  - Resale - Business
  - Resale - Design (Special)
  - UNE Design
  - UNE Non-Design
  - UNE Loop with and w/o NP
  - Interconnection Trunks
    < 10 Circuits/Lines
    > 10 Circuits/Lines

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Reject Interval • Total Number of LSRs • Total number of Rejects • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

Benchmark: Mechanized 97% ≤ 1 hour
Non-Mechanized and Partially Mechanized 85% < 24 hours
Local Interconnection Trunks 85% within 4 days

NOTE: KPMG during Phase II will conduct a special study of end-to-end timing of order rejections (from initial receipt of the order by BST to the transmission of the rejection to the ALEC) in order to assess whether the definition of interval used in this metric is appropriate. This study will determine the transit times between the ALEC interface and the BST legacy systems. Loop qualification and loop make-up queries are not automated functions for BST. Therefore, these are not included in this metric. However, KPMG will make a special study of the timing of these queries relative to BST Retail operations.

ORDERING

Report/Measurement:

O-7. Firm Order Confirmation Timeliness

Definition:

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions:

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation.
- The following hours for Non-mechanized LSRs are excluded from the interval calculation[1]:
  - Residence Resale Group - from 7:00 PM Saturday until 7:00 AM Monday.
  - Business Resale, Complex, UNE Groups - from 6:00 PM Friday until 8:00 AM Monday.

Note [1]: The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted Hours of Operation. If a Non-Mechanized LSR is FOC'd on Saturday by the Resale Business, UNE or Complex Group, the interval from 6:00 PM Friday until 8:00 AM Saturday will be excluded. If an LSR is FOC'd on Sun day by the LCSC Resale Residence Group, the interval from 7:00 PM Saturday until 8:00 AM Sunday will be excluded. For LSRs FOC'd by the Resale Business, UNE and Complex Groups on Sunday, the interval from 6:00 PM Friday until 8:00 AM Sunday will be excluded.

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirma tion is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region
- Mechanized:
  - 0 - < 15 minutes
  - 15 - < 30 minutes
  - 30 - < 45 minutes
  - 45 - < 60 minutes

60 - < 90 minutes
90 - < 120 minutes
120 - < 240 minutes
4 - < 8 hours
8 - < 12 hours
12 - < 16 hours
16 - < 20 hours
20 - < 24 hours
24 - < 48 hours
> 48 hours

- Non-mechanized:
  0 - < 4 hours
  4 - < 8 hours
  8 - < 12 hours
  12 - < 16 hours
  16 - < 20 hours
  20 - < 24 hours
  24 - < 48 hours
  > 48 hours
- Trunks:
  0 - 5 days
  6 - 8 days
  9 -11 days
  12-14 days
  15-17 days
  18-20 days
  >20 days
- Average Interval in Days

Level of Disaggregation:

- Product Reporting Levels
  - Resale Residence
  - Resale Business
  - Resale Design (Special)
- UNE Design
- UNE Non-Design
- UNE Loop with and w/o NP
- Interconnection Trunks
  < 10 Circuits/Lines
  > 10 Circuits/Lines
-

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Interval for FOC • Total number of LSRs • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

Benchmark: Mechanized 95% ≤ 3 hours
Non-Mechanized and Partially Mechanized 85% <36 hours
Local Interconnection Trunks 95% within 10 days

NOTE: During Phase II, KPMG will conduct a special study of end-to-end timing of order confirmations (from initial receipt of the order by BST to the transmission of the confirmation to the ALEC) in order to assess whether the definition of timeliness used in this metric is appropriate. This study will determine the transit times between the ALEC interface and the BST legacy systems. Loop qualification and loop make-up queries are not automated functions for BST. Therefore, these are not included in this metric. However, KPMG will make a special study of the timing of these queries relative to BST Retail operations.

ORDERING

Report/Measurement:	
O-8. Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST 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 the a service representative in BST's Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
(Total seconds in queue)) / (Total number of calls answered in the Reporting Period)	
Report Structure:	
Aggregate • CLEC Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development	
Level of Disaggregation:	
• Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Mechanized tracking through LCSC Automatic Call Dis tributor	• Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
Parity with Retail	

ORDERING

Report/Measurement:

O-9. LNP-Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) which are rejected due to error or omis sion. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are excluded.

Exclusions:

- Service Requests canceled by the CLEC
- Fatal Rejects
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
- Non Mechanized LSR's

Business Rules:

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR (via EDI or TAG) but required fields are not populated correctly and the request is returned to the CLEC.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An Auto Clarification is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual inter vention.

Partially Mechanized: A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electroni cally due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Calculation:

[(Number of Service Requests Rejected in the Reporting Period) / (Number of Service Requests Received in the Reporting Period)] x 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate
- State and Region

Level of Disaggregation:

- Product Reporting Levels
  - LNP
  - UNE Loop with LNP

Retail Analog/Benchmark:

Diagnostic

ORDERING

Report/Measurement:

O-10. LNP-Reject Interval Distribution & Average Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are excluded.

Exclusions:

- Service Requests canceled by the CLEC
- Fatal Rejects
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
- Non Mechanized LSR's

Business Rules:

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BST receives LSR until that LSR is rejected back to the CLEC. Elapsed time for each LSR is accu mulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated cor rectly and the request is returned to the CLEC.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An Auto Clarification is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual inter vention.

Partially Mechanized: A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electroni cally due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Calculation:

Average Reject Interval:
Σ[(Date & Time of Service Request Rejection) - (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Rejected in Reporting Period)

Reject Interval Distribution:
[Σ(Service Requests Rejected in "X" minutes/hours) / (Total Number of Service Requests Rejected in Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate

- State, Region

- Reported in intervals:
  - 0-4 minutes
  - > 4-8 minutes
  - > 8-12 minutes
  - >12-60 minutes
  - 0-1hours
  - > 1-8 hours
  - > 8-24 hours
  - > 24 hours
- Average Interval in Days

Level of Disaggregation:

- Product Reporting Levels
  - ➢ LNP
  - ➢ UNE Loop with LNP

Retail Analog/Benchmark:

Benchmark: Mechanized - 97% ≤ 1 Hour
Partially Mechanized and Non-Mechanized 85% < 24 hours

ORDERING

Report/Measurement:

O-11. LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval

Definition:

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR to distribution of a firm order confirmation.

Exclusions:

- Rejected LSRs (Clarifications or Fatal Rejects)
- Order Activities of BST or the CLEC associated with interval or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.

Business Rules:

The Firm Order Confirmation interval is determined for each FOC'd LSR processed during the reporting period. The Firm Order Confirmation interval is the elapsed time from when BST receives an LSR until that LSR is confirmed back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimensions. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed to produce the Firm Order Confirmation time liness interval distribution.

- **Mechanized:** The elapsed time from receipt of a valid LSR until the LSR is processed and appropriate service orders are generated in SOCS without manual intervention.

- **Partially Mechanized:** The elapsed time from receipt of an electronically submitted LSR which falls for manual han dling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation system (SONGS).

- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized FOCs.

Calculation:

Average Reject Interval:

Σ[(Date & Time of Firm Order Confirmation) - (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Confirmed in Reporting Period)

FOC Interval Distribution:

Σ[(Service Requests Confirmed in "X" minutes/hours in the Reporting Period) / (Total Service Requests Confirmed in the Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate
- State and Region
- Reported in intervals
  - 0-15 minutes
  - > 15-30 minutes
  - > 30-45 minutes
  - > 45-60 minutes
  - > 60-90 minutes
  - > 90-120 minutes
  - >120-240 minutes
  - > 4-8 hours
  - > 8-12 hours

> 12-16 hours
> 16-20 hours
> 20-24 hours
> 24-48 hours
> 48 hours

Level of Disaggregation:

- Product Reporting Levels
  - LNP
  - UNE Loop with LNP

Retail Analog/Benchmark:

Benchmark: Mechanized - 95% ≤ 3 Hours
Partially Mechanized or Non-Mechanized 85%< 36 hours

PROVISIONING

Report/Measurement:

P-1. Mean Held Order Interval & Distribution Intervals

Definition:

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date divided by the total number of held orders. This report is based on orders still pending, held and past their committed due date at the close of the reporting period. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval)

Exclusions:

- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable
- Disconnect (D) & From (F) orders
- Orders with appointment code of 'A' for rural orders.

Business Rules:

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (Orders counted in >90 days are also included in > 15 days).

Calculation:

Mean Held Order Interval:

Σ(Reporting Period Close Date –Earliest Committed Order Due Date with a BellSouth Missed Appointment) / (Number of Past Due Orders Held and Pending But Not Completed and past the committed due date)

Held Order Distribution Interval:

(# of Orders Held for ≥90 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100
(# of Orders Held for ≥15 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate
- Dispatch / Non-Dispatch
- Circuit breakout < 10, > = 10 (except trunks)

(P-1. Mean Held Order Interval & Distribution Intervals – Continued)

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2 Wire Loop with NP – Non – Design
- UNE 2 Wire Loop Without NP – Non – Design
- UNE Loop Other with NP – Non – Design
- UNE Loop Other without NP – Non – Design
- UNE Other Non – Design
- UNE 2 Wire Loop with NP – Design
- UNE 2 Wire Loop without NP – Design
- UNE Loop Other with NP – Design
- UNE Loop Other without NP – Design
- UNE Other Design
- Local Interconnection Trunks
- Switching
- Local Transport
- NP (Under development as separate category)
- Geographic Scope
- State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count • Geographic Scope

(P-1. Mean Held Order Interval & Distribution Intervals – Continued)

Retail Analog:	
Resale Residence	Parity with retail
Resale Business	Parity with retail
Resale Design	Parity with retail
Resale PBX	Parity with retail
Retail Centrex	Parity with retail
Resale ISDN	Parity with retail
UNE Loop and Port Combos	Retail Residence and Business
UNE 2 Wire Loop with NP – Non – Design	Retail Residence and Business
UNE 2 Wire Loop Without NP – Non – Design	Retail Residence and Business
UNE Loop Other with NP – Non – Design	Retail Residence and Business
UNE Loop Other without NP – Non – Design	Retail Residence and Business
UNE Other Non – Design	Retail Residence and Business
UNE 2 Wire Loop with NP – Design	Retail Residence and Business
UNE 2 Wire Loop without NP – Design	Retail Residence and Business
UNE Loop Other with NP – Design	Retail Design
UNE Loop Other without NP – Design	Retail Design
UNE Other Design	Retail Design
Local Interconnection Trunks	Parity with retail
Switching	Retail with POTS
Local Transport	Retail DS1 or DS3 as appropriate

PROVISIONING

Report/Measurement:

P-2. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices

Definition:

When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.
The interval is from the date/time the notice is released to the CLEC/BST systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

Exclusions:

- Orders held for CLEC end user reasons
- Disconnect (D) & From (F) orders

Business Rules:

When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.

Calculation:

Average Jeopardy Interval:
Σ[(Date and Time of Scheduled Due Date on Service Order) – (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period).

Percent of Orders Given Jeopardy Notice:
Σ[(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2 Wire Loop with NP – Non – Design
- UNE 2 Wire Loop Without NP – Non – Design
- UNE Loop Other with NP – Non – Design
- UNE Loop Other without NP – Non – Design
- UNE Other Non – Design
- UNE 2 Wire Loop with NP – Design
- UNE 2 Wire Loop without NP – Design
- UNE Loop Other with NP – Design
- UNE Loop Other without NP – Design
- UNE Other Design
- Local Interconnection Trunks
- Switching
- Local Transport
- NP (Under development as separate category)
- Geographic Scope
- State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

(P-2. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type
Benchmark: Average Jeopardy Notice Interval	
• Resale Residence	95% ≥ 48 hrs.
• Resale Business	95% ≥ 48 hrs.
• Resale Design	95% ≥ 48 hrs.
• Resale PBX	95% ≥ 48 hrs.
• Resale Centrex	95% ≥ 48 hrs.
• Resale ISDN	95% ≥ 48 hrs.
• UNE Loop and Port Combos	95% ≥ 48 hrs.
• UNE 2 Wire Loop with NP – Non – Design	95% ≥ 48 hrs.
• UNE 2 Wire Loop Without NP – Non – Design	95% ≥ 48 hrs.
• UNE Loop Other with NP – Non – Design	95% ≥ 48 hrs.
• UNE Loop Other without NP – Non – Design	95% ≥ 48 hrs.
• UNE Other Non – Design	95% ≥ 48 hrs.
• UNE 2 Wire Loop with NP – Design	95% ≥ 48 hrs.
• UNE 2 Wire Loop without NP – Design	95% ≥ 48 hrs.
• UNE Loop Other with NP – Design	95% ≥ 48 hrs.
• UNE Loop Other without NP – Design	95% ≥ 48 hrs.
• UNE Other Design	95% ≥ 48 hrs.
• Local Interconnection Trunks	95% ≥ 48 hrs.
• Switching	Retail POTS
• Local Transport	Retail DS1, or DS3 as appropriate

(P-2. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices – Continued)

Retail Analogue: % Orders Given Jeopardy Notice	
• Resale Residence	Parity with retail
• Resale Business	Parity with retail
• Resale Design	Parity with retail
• Resale PBX	Parity with retail
• Resale Centrex	Parity with retail.
• Resale ISDN	Parity with retail
• UNE Loop and Port Combos	Retail Residence and Business
• UNE 2 Wire Loop with NP – Non – Design	Retail Residence and Business
• UNE 2 Wire Loop Without NP – Non – Design	Retail Residence and Business
• UNE Loop Other with NP – Non – Design	Retail Residence and Business
• UNE Loop Other without NP – Non – Design	Retail Residence and Business
• UNE Other Non – Design	Retail Residence and Business
• UNE 2 Wire Loop with NP – Design	Retail Residence and Business
• UNE 2 Wire Loop without NP – Design	Retail Residence and Business
• UNE Loop Other with NP – Design	Retail Design
• UNE Loop Other without NP – Design	Retail Design
• UNE Other Design	Retail Design
• Local Interconnection Trunks	Parity with Retail
• Switching	Retail POTS
• Local Transport	Retail DS1, or DS3 as appropriate

PROVISIONING

Report/Measurement:

P-3. Percent Missed Installation Appointments

Definition:

"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLEC's can reliably quote expected due dates to their retail customer as compared to BST. This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable
- Disconnect (D) & From (F) orders
- End User Misses on Interconnection Trunks

Business Rules:

Percent Missed 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 included in the total and also reported separately. 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. _

Calculation:

Percent Missed Installation Appointments = Σ (Number of Orders with Completion date in Reporting Period past the Original Committed Due Date) / (Number of Orders Confirmed in Reporting) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate
- <10 lines/circuits; > = 10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except trunks)

Report Explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user. The End User MA represents the percentage of orders missed by the CLEC or their end user.

(P-3. Percent Missed Installation Appointments – Continued)

Level of Disaggregation:
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • UNE Loop and Port Combos • UNE 2 Wire Loop with NP – Non – Design • UNE 2 Wire Loop Without NP – Non – Design • UNE Loop Other with NP – Non – Design • UNE Loop Other without NP – Non – Design • UNE Other Non – Design • UNE 2 Wire Loop with NP – Design • UNE 2 Wire Loop without NP – Design • UNE Loop Other with NP – Design • UNE Loop Other without NP – Design • UNE Other Design • Local Interconnection Trunks • Switching • Local Transport • NP (Under development as separate category) • Geographic Scope • State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST 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 • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

(P-3. Percent Missed Installation Appointments – Continued)

Retail Analog:	
• Resale Residence	Parity with retail
• Resale Business	Parity with retail
• Resale Design	Parity with retail
• Resale PBX	Parity with retail
• Resale Centrex	Parity with retail
• Resale ISDN	Parity with retail
• UNE Loop and Port Combos	Retail Residence and Business
• UNE 2 Wire Loop with NP – Non – Design	Retail Residence and Business
• UNE 2 Wire Loop Without NP – Non – Design	Retail Residence and Business
• UNE Loop Other with NP – Non – Design	Retail Residence and Business
• UNE Loop Other without NP – Non – Design	Retail Residence and Business
• UNE Other Non – Design	Retail Residence and Business
• UNE 2 Wire Loop with NP – Design	Retail Residence and Business
• UNE 2 Wire Loop without NP – Design	Retail Residence and Business
• UNE Loop Other with NP – Design	Retail Design
• UNE Loop Other without NP – Design	Retail Design
• UNE Other Design	Retail Design
• Local Interconnection Trunks	Parity with retail
• Switching	Retail POTS
• Local Transport	Retail DS1, or DS3 as appropriate

PROVISIONING

Report/Measurement:

P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition:

The "average completion interval" measure monitors the interval of time it takes BST 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 BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable
- D (Disconnect) and F (From) order. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

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 BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. This includes all delays for BST's CLEC/End Users. 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).

The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99 20-25 = 20-24.99, 25-30 = 25-29.99, > = 30 = 30 and greater.

Calculation:

Average Completion Interval:

Σ[(Completion Date) – (Order Issue Date)]/ Σ (Count of Orders Completed in Reporting Period)

Order Completion Interval Distribution:

Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate
- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & 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 line/circuits; > = 10 line/circuits (except trunks)

(P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2 Wire Loop with NP – Non – Design
- UNE 2 Wire Loop Without NP – Non – Design
- UNE Loop Other with NP – Non – Design
- UNE Loop Other without NP – Non – Design
- UNE Other Non – Design
- UNE 2 Wire Loop with NP – Design
- UNE 2 Wire Loop without NP – Design
- UNE Loop Other with NP – Design
- UNE Loop Other without NP – Design
- UNE Other Design
- Local Interconnection Trunks
- Switching
- Local Transport
- NP (Under development as separate category)
- Geographic Scope
- State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • 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.	• Report month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

(P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Retail Analog	
• Resale Residence	Parity with retail
• Resale Business	Parity with retail
• Resale Design	Parity with retail
• Resale PBX	Parity with retail
• Resale Centrex	Parity with Retail
• Resale ISDN	Parity with Retail
• UNE Loop and Port Combos	Retail Residence and Business
• UNE 2 Wire Loop with NP – Non – Design	Retail Residence and Business
• UNE 2 Wire Loop Without NP – Non – Design	Residence and Business
• UNE Loop Other with NP – Non – Design	Retail Residence and Business
• UNE Loop Other without NP – Non – Design	Retail Residence and Business
• UNE Other Non – Design	Retail Residence and Business
• UNE 2 Wire Loop with NP – Design	Retail Residence and Business
• UNE 2 Wire Loop without NP – Design	Retail Residence and Business
• UNE Loop Other with NP – Design	Retail Design
• UNE Loop Other without NP – Design	Retail Design
• UNE Other Design	Retail Design
• Local Interconnection Trunks	Parity with retail
• Switching	Retail POTS
• Local Transport	Retail DS1, or DS3 as appropriate

PROVISIONING

Report/Measurement:
P-5. Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
• Non-mechanized Orders • Partially Mechanized Orders • Cancelled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable. • D&F orders
Business Rules:
Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically. The start time is the completion stamp either by the field technician or the 5PM due date stamp; the end time is the time stamp the notice was submitted to the CLEC/BST system.
Calculation:
Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders with Notice of Completion in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate • Reporting intervals in Hours; 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, ≥ 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0-.99; 1-2 = 1-1.99; 2-4 = 2-3.99, etc) • Dispatch / Non – Dispatch (except trunks) • Reported in categories of <10 line/circuits; > = 10 line/circuits (except trunks) • Local Interconnection Trunks (Currently processed as non-mechanized)

(P-5. Average Completion Notice Interval – Continued)

Level of Disaggregation:
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • UNE Loop and Port Combos • UNE 2 Wire Loop with NP – Non – Design • UNE 2 Wire Loop Without NP – Non – Design • UNE Loop Other with NP – Non – Design • UNE Loop Other without NP – Non – Design • UNE Other Non – Design • UNE 2 Wire Loop with NP – Design • UNE 2 Wire Loop without NP – Design • UNE Loop Other with NP – Design • UNE Loop Other without NP – Design • UNE Other Design • Local Interconnection Trunks • Switching • Local Transport • NP (Under development as separate category) • Geographic Scope • State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

(P-5. Average Completion Notice Interval – Continued)

Retail Analog:	
• Resale Residence	Parity with retail
• Resale Business	Parity with retail
• Resale Design	Parity with retail
• Resale PBX	Parity with retail
• Resale Centrex	Parity with retail
• Resale ISDN	Parity with retail
• UNE Loop and Port Combos	Retail Residence and Business
• UNE 2 Wire Loop with NP – Non – Design	Retail Residence and Business
• UNE 2 Wire Loop Without NP – Non – Design	Retail Residence and Business
• UNE Loop Other with NP – Non – Design	Retail Residence and Business
• UNE Loop Other without NP – Non – Design	Retail Residence and Business
• UNE Other Non – Design	Retail Residence and Business
• UNE 2 Wire Loop with NP – Design	Retail Residence and Business
• UNE 2 Wire Loop without NP – Design	Retail Residence and Business
• UNE Loop Other with NP – Design	Retail Design
• UNE Loop Other without NP – Design	Retail Design
• UNE Other Design	Retail Design
• Local Interconnection Trunks	Parity with retail
• Switching	Parity with POTS
• Local Transport	Retail DS1, or DS3 as appropriate

PROVISIONING

Report/Measurement:

P-6. Coordinated Customer Conversions Interval

Definition:

This report measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without LNP, and where the CLEC has requested BST to provide a coordinated cutover.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.

Business Rules:

Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.

Calculation:

Σ [(Completion Date and Time for Cross Connection of an Coordinated Unbundled Loop)- (Disconnection Date and Time of an Coordinated Unbundled Loop)] / Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period.

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Reported in intervals <=5 minutes; >5,< =15 minutes; >15 minutes, plus Overall Average interval.

Level of Disaggregation:

- Unbundled Loops with INP (UNE Loop)
- Unbundled Loops with LNP (LNP)
- Geographic Scope
- State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (NP orders) • Total Conversions (Items) **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists

Benchmark:

95% ≤ 15 Minutes

PROVISIONING

Report/Measurement:

P-6A. Coordinated Customer Conversions – Hot Cut Timeliness % within Interval and Average Interval

Definition:

This category measures whether BST begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC's requested start time. It measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order and the average interval.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays caused by the CLEC
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.
- All unbundled loops on multiple loop orders after the first loop.

Business Rules:

This report measures whether BST begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cutover start time, the measurement will calculate the % within interval and the average interval. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the interval. ≤ 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, ≤30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time.

Calculation:

% within Interval – [Total Number of Coordinated Unbundled Loop Orders for the interval] / Total Number of Coordinated Unbundled Loop Orders for the reporting period X 100.

Average Interval - [Σ (Scheduled Date and Time for Cross Connection of a Coordinated Unbundled Loop Order) – (Actual Start Date and Time of a Coordinated Unbundled Loop Order)] / Total Number of Coordinated Unbundled Loop Orders for the reporting period.

Report Structure:

- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

Reported in intervals of early, on time and late cuts %≤ 15 minutes; % >15 minutes, ≤30 minutes; % >30 minutes, plus Overall Average Interval

- Product Reporting Level
  - SL1 Time Specific
  - SL1 Non-Time Specific
  - SL2 Time Specific
  - SL2 Non-Time Specific

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Scheduled Start Time • Cutover Actual Start Time • Total Conversions Orders **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog exists

Benchmark:

Benchmark – 95% Within + or – 15 minutes of Scheduled Start Time

PROVISIONING

Report/Measurement:

P-7. % Provisioning Troubles within 30 days of Service Order Completion

Definition:

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

Business Rules:

Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Calculation:

% Provisioning Troubles within 30 days of Service Order Completion = Σ (Trouble reports on all completed orders ≤ 30 days following service order(s) completion) / (All Service Orders completed in the previous report calendar month) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate
- Reported in categories of <10 line/circuits; > = 10 line/circuits (except trunks)
- Dispatch / Non-Dispatch (except trunks)

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2 Wire Loop with NP – Non – Design
- UNE 2 Wire Loop Without NP – Non – Design
- UNE Loop Other with NP – Non – Design
- UNE Loop Other without NP – Non – Design
- UNE Other Non – Design
- UNE 2 Wire Loop with NP – Design
- UNE 2 Wire Loop without NP – Design
- UNE Loop Other with NP – Design
- UNE Loop Other without NP – Design
- UNE Other Design
- Local Interconnection Trunks
- Switching
- Local Transport
- NP (Under development as separate category)
- Geographic Scope
- State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

(P-7. % Provisioning Troubles within 30 days of Service Order Completion – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

Retail Analog:	
• Resale Residence	Parity with retail
• Resale Business	Parity with retail
• Resale Design	Parity with retail
• Resale PBX	Parity with retail
• Resale Centrex	Parity with retail
• Resale ISDN	Parity with retail
• UNE Loop and Port Combos	Retail Residence and Business
• UNE 2 Wire Loop with NP – Non – Design	Retail Residence and Business
• UNE 2 Wire Loop Without NP – Non – Design	Retail Residence and Business
• UNE Loop Other with NP – Non – Design	Retail Residence and Business
• UNE Loop Other without NP – Non – Design	Retail Residence and Business
• UNE Other Non – Design	Retail Residence and Business
• UNE 2 Wire Loop with NP – Design	Retail Residence and Business
• UNE 2 Wire Loop without NP – Design	Retail Residence and Business
• UNE Loop Other with NP – Design	Retail Design
• UNE Loop Other without NP – Design	Retail Design
• UNE Other Design	Retail Design
• Local Interconnection Trunks	Parity with retail
• Switching	Retail POTS
• Local Transport	Retail DS1, or DS3 as appropriate

PROVISIONING

Report/Measurement:

P-8. Total Service Order Cycle Time (TSOCT)

Definition:

This report measures the total service order cycle time from receipt of a valid service order request to the completion of the service order.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable
- D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.

Business Rules:

The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval.

This interval starts with the receipt of a valid service order request 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 same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation:

Total Service Order Cycle Time: Σ(Completion Date of Service Order) - (Date of Service Request Receipt) / (Count of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Reported in categories of < 10 line/circuits; > = 10 line/circuits (except trunks)
- Dispatch/Non-Dispatch categories applicable to all levels except trunks.
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, > = 30 = 30 and greater.

(P-8. Total Service Order Cycle Time (TSOCT) – Continued)

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2 Wire Loop with NP – Non – Design
- UNE 2 Wire Loop Without NP – Non – Design
- UNE Loop Other with NP – Non – Design
- UNE Loop Other without NP – Non – Design
- UNE Other Non – Design
- UNE 2 Wire Loop with NP – Design
- UNE 2 Wire Loop without NP – Design
- UNE Loop Other with NP – Design
- UNE Loop Other without NP – Design
- UNE Other Design
- Local Interconnection Trunks
- Switching
- Local Transport
- NP (Under development as separate category)
- Geographic Scope
- State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • 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.	• Report Month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

Retail Analogue / Benchmark:

Diagnostic

PROVISIONING

Report/Measurement:
P-9. LNP-Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable. • Non - Mechanized
Business Rules:
Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. 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.
Calculation:
LNP Percent Missed Installation Appointments = Σ (Number of Orders with Completion date in Reporting Period past the Original Committed Due Date) / (Number of Orders Confirmed in Reporting) X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate **Report explanation:** Total Missed Appointments is the total % of orders missed either by BST or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BST caused misses.
Level of Disaggregation:
• Product Reporting Levels ➢ LNP ➢ UNE Loop Associated w/LNP ➢ State, Region
Retail Analog:
Retail Residence and Business

PROVISIONING

Report/Measurement:
P-10. LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution
Definition:
Disconnect Timeliness is defined as the interval between the time the LNP Gateway receives the 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time that the Disconnect service order for an LSR is completed in SOCS. This interval effectively measures BST responsiveness by isolating it from impacts that are caused by CLEC related activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable. • Non - Mechanized
Business Rules:
The Disconnect Timeliness interval is determined for each Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the 'Number Ported' message for an LSR's disconnect order from NPAC (signifying the CLEC 'Activate') until the Disconnect service order is completed 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 total number of selected disconnect orders which have been completed.
Calculation:
Average Disconnect Timeliness Interval: Σ[(Disconnect Service Order Completion Date & Time) - ('Number Ported' Message Received Date & Time)] / Σ (Total Number of Disconnect Service Orders Completed in Reporting Period) **Disconnect Timeliness Interval Distribution:** [Σ (Disconnect Service Orders Completed in "X" days) / (Total Disconnect Service Orders Completed in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Reported in day intervals = 0,1,2,3,4, 5, >5 days • Product Reporting Levels ➢ LNP ➢ State, Region
Benchmark:
95% < 15 min.

PROVISIONING

Report/Measurement:

P-11. LNP-Total Service Order Cycle Time

Definition:

Total Service Order Cycle Time measures the interval from receipt of a valid service order request to the completion of the final service order associated with that service request.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc) where identifiable
- "L" appointment coded orders (indicating the customer has requested a later than offered interval)
- "S" missed appointment coded orders (indicating subscriber missed reasons), except for "SP" codes (indicating subscriber prior due date requested).
- Non - Mechanized

Business Rules:

The interval is determined for each service request processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval.

This interval starts with the receipt of a valid service request and stops when the technician or system completes all the related service orders for the LSR in SOCS. Elapsed time for each service request is accumulated for each reporting dimension. The accumulated time for each reporting dimension is divided by the associated total number of service requests completed to produce the total service order cycle time.

Calculation:

Average Total Service Order Cycle Time:

Σ[(Service Order Completion Date) - (Service Request Receipt Date)] / Σ (Total Number Service Requests Completed in Reporting Period)

Total Service Order Cycle Time Interval Distribution:

Σ (Total Number of Service Requests Completed in "X" minutes/hours) / (Total Number of Service Requests Received in Reporting Period)] X 100

Report Structure:

- Mechanized (service orders generated by LSRs submitted via EDI or TAG)
- CLEC Specific
- CLEC Aggregate
- "W" Appointment Code Only (Company Offered)

Level of Disaggregation:

- Reported in day intervals 0 - 5, 5 - 10, 10 - 15, 15 - 20, 20 - 25, 25 - 30, >30 days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, > = 30 = 30 and greater.
- Product Reporting Levels
  - LNP
  - UNE Loop with LNP
  - State, Region

Retail Analogue / Benchmark:

Diagnostic

MAINTENANCE & REPAIR

Report/Measurement:

M&R-1. Missed Repair Appointments

Definition:

The percent of trouble reports not cleared by the committed date and time.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

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 BST personnel clear the trouble and closes the trouble report in his/her 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 BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. ("No Access" reports are not part of this measure because the appointment was not missed.)

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.

Calculation:

Percentage of Missed Repair Appointments = Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non-Design _ GA Only

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2w Loop Non-Design
- UNE Loop Other Non-Design
- UNE Other Non-Design
- UNE 2w Loop – Design
- UNE Loop Other – Design
- UNE Other – Design
- Local Interconnection Trunks
- Switching
- Local Transport

- Dispatch / No Dispatch categories applicable to all product levels
- Geographic Scope

State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

(M&R-1. Missed Repair Appointments – continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:	
Resale Residence	Parity with Retail
Resale Business	Parity with Retail
Resale Design	Parity with Retail
Resale PBX	Parity with Retail
Resale Centrex	Parity with Retail
Resale ISDN	Parity with Retail
UNE Loop and Port Combos	Retail Residence and Business
UNE 2w Loop Non-Design	Retail Residence and Business
UNE Loop Other Non-Design	Retail Residence and Business
UNE Other Non-Design	Retail Residence and Business
UNE 2w Loop – Design	Retail Residence and Business
UNE Loop Other – Design	Retail Design
UNE Other Design	Retail Design
Local Interconnection Trunks	Parity with Retail
Switching	Retail POTS
Local Transport	Retail DS1, or DS3 as appropriate

MAINTENANCE & REPAIR

Report/Measurement:

M&R-2. Customer Trouble Report Rate

Definition:

Initial and repeated customer direct or referred troubles closed within a calendar month per 100 lines/circuits in service.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules:

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports closed during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination that exist for the CLECs and BST respectively at the end of the report month.

Calculation:

Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports closed in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non-Design _ GA Only

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2w Loop Non-Design
- UNE Loop Other Non-Design
- UNE Other Non-Design
- UNE 2w Loop – Design
- UNE Loop Other – Design
- UNE Other – Design
- Local Interconnection Trunks
- Switching
- Local Transport

- Dispatch / No Dispatch categories applicable to all product levels
- Geographic Scope
- State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

(M&R-2. Customer Trouble Report Rate – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope
Retail Analog/Benchmark:	
Resale Residence	Parity with Retail
Resale Business	Parity with Retail
Resale Design	Parity with Retail
Resale PBX	Parity with Retail
Resale Centrex	Parity with Retail
Resale ISDN	Parity with Retail
UNE Loop and Port Combos	Retail Residence and Business
UNE 2w Loop Non-Design	Retail Residence and Business
UNE Loop Other Non-Design	Retail Residence and Business
UNE Other Non-Design	Retail Residence and Business
UNE 2w Loop – Design	Retail Residence and Business
UNE Loop Other – Design	Retail Design
UNE Other Design	Retail Design
Local Interconnection Trunks	Parity with Retail
Switching	Retail POTS
Local Transport	Retail DS1, or DS3 as appropriate

MAINTENANCE & REPAIR

Report/Measurement:

M&R-3. Maintenance Average Duration

Definition:

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
- Trouble reports greater than 10 days

Business Rules:

For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the BST or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

Calculation:

Maintenance Average Duration = Σ(Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / Σ(Total Closed Troubles in the reporting period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non-Design _ GA Only

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2w Loop Non-Design
- UNE Loop Other Non-Design
- UNE Other Non-Design
- UNE 2w Loop – Design
- UNE Loop Other – Design
- UNE Other – Design
- Local Interconnection Trunks
- Switching
- Local Transport

- Dispatch / No Dispatch categories applicable to all product levels
- Geographic Scope
- State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

(M&R-3. Maintenance Average Duration – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:	
Resale Residence	Parity with Retail
Resale Business	Parity with Retail
Resale Design	Parity with Retail
Resale PBX	Parity with Retail
Resale Centrex	Parity with Retail
Resale ISDN	Parity with Retail
UNE Loop and Port Combos	Retail Residence and Business
UNE 2w Loop Non-Design	Retail Residence and Business
UNE Loop Other Non-Design	Retail Residence and Business
UNE Other Non-Design	Retail Residence and Business
UNE 2w Loop – Design	Retail Residence and Business
UNE Loop Other – Design	Retail Design
UNE Other Design	Retail Design
Local Interconnection Trunks	Parity with Retail
Switching	Retail POTS
Local Transport	Retail DS1, or DS3 as appropriate

MAINTENANCE & REPAIR

Report/Measurement:

M&R-4. Percent Repeat Troubles within 30 Days

Definition:

Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules:

Includes Customer trouble reports received within 30 days of an original Customer trouble report

Calculation:

Percent Repeat Troubles within 30 Days = (Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days of the reporting period) / (Total Trouble Reports Closed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non-Design _ GA Only

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2w Loop Non-Design
- UNE Loop Other Non-Design
- UNE Other Non-Design
- UNE 2w Loop – Design
- UNE Loop Other – Design
- UNE Other – Design
- Local Interconnection Trunks
- Switching
- Local Transport

- Dispatch / No Dispatch categories applicable to all product levels
- Geographic Scope
- State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

(M&R-4. Percent Repeat Troubles within 30 Days)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:	
Resale Residence	Parity with Retail
Resale Business	Parity with Retail
Resale Design	Parity with Retail
Resale PBX	Parity with Retail
Resale Centrex	Parity with Retail
Resale ISDN	Parity with Retail
UNE Loop and Port Combos	Retail Residence and Business
UNE 2w Loop Non-Design	Retail Residence and Business
UNE Loop Other Non-Design	Retail Residence and Business
UNE Other Non-Design	Retail Residence and Business
UNE 2w Loop – Design	Retail Residence and Business
UNE Loop Other – Design	Retail Design
UNE Other Design	Retail Design
Local Interconnection Trunks	Parity with Retail
Switching	Retail POTS
Local Transport	Retail DS1, or DS3 as appropriate

MAINTENANCE & REPAIR

Report/Measurement:

M&R-5. Out of Service (OOS) > 24 Hours

Definition:

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions:

- Trouble Reports canceled at the CLEC request
- BST Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules:

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the elapsed time exceeds 24 hours.

Calculation:

Out of Service (OOS) > 24 hours = (Total Cleared Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100

Report Structure:

- CLEC Specific
- BST Aggregate
- CLEC Aggregate

Level of Disaggregation:

ISDN Troubles included in Non-Design _ GA Only

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- UNE Loop and Port Combos
- UNE 2w Loop Non-Design
- UNE Loop Other Non-Design
- UNE Other Non-Design
- UNE 2w Loop – Design
- UNE Loop Other – Design
- UNE Other – Design
- Local Interconnection Trunks
- Switching
- Local Transport

- Dispatch / No Dispatch categories applicable to all product levels
- Geographic Scope
- State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

(M&R-5. Out of Service (OOS) > 24 Hours – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of • Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
Resale Residence	Parity with Retail
Resale Business	Parity with Retail
Resale Design	Parity with Retail
Resale PBX	Parity with Retail
Resale Centrex	Parity with Retail
Resale ISDN	Parity with Retail
UNE Loop and Port Combos	Retail Residence and Business
UNE 2w Loop Non-Design	Retail Residence and Business
UNE Loop Other Non-Design	Retail Residence and Business
UNE Other Non-Design	Retail Residence and Business
UNE 2w Loop – Design	Retail Residence and Business
UNE Loop Other – Design	Retail Design
UNE Other Design	Retail Design
Local Interconnection Trunks	Parity with Retail
Switching	Retail POTS
Local Transport	Retail DS1, or DS3 as appropriate

MAINTENANCE & REPAIR

Report/Measurement:	
M&R-6. Average Answer Time – Repair Centers	
Definition:	
This measures the average time a customer is in Queue when calling a BellSouth Repair Center.	
Exclusions:	
None	
Business Rules:	
The 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 clock stops when the repair attendant answers the call. (abandoned calls are not included) (NOTE: The Total Column is a combined BST Residence and Business number)	
Level of Disaggregation:	
Region. CLEC/BST Service Centers and BST Repair Centers are regional.	
Calculation:	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
Report Structure:	
• CLEC Aggregate • BST Aggregate	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Average Answer Time	• BST Average Answer Time
Retail Analog/Benchmark:	
Parity with Retail	

BILLING

Report/Measurement:

B-1. Invoice Accuracy

Definition:

This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.

Exclusions:

Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)

Business Rules:

The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers of BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.

Calculation:

Invoice Accuracy = (Total Billed Revenues during current month) – (Absolute Value of Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product / Invoice Type
  - Resale
  - UNE
  - Interconnection
- Geographic Scope
  - Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
• Invoice Type
• Total Billed Revenue
• Billing Related Adjustments
	• Report month
	• Retail Type
	  ➢ CRIS
	  ➢ CABS
	• Total Billed Revenue
	• Billing Related Adjustments

Retail Analog/Benchmark:

Parity with BST retail aggregate

BILLING

Report/Measurement:

B-2. Mean Time to Deliver Invoices

Definition:

Bill Distribution is calculated as follows: CRIS BILLS-The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.

CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.

Exclusions:

Any invoices rejected due to formatting or content errors.

Business Rules:

This report measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

Calculation:

Mean Time To Deliver Invoices = Σ [(Invoice Transmission Date) – (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product / Invoice Type
  - Resale
  - UNE
  - Interconnection
- Geographic Scope
  - Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report month
• Invoice Type
• Invoice Transmission Count
• Date of Scheduled Bill Close
	• Report month
	• Retail Type
	  ➢ CRIS
	  ➢ CABS
	• Invoice Transmission Count
	• Date of Scheduled Bill Close

Retail Analog/Benchmark:

Parity with BST retail aggregate

BILLING

Report/Measurement:	
B-3. Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculation:	
Usage Data Delivery Accuracy = Σ[(Total number of usage data packs sent during current month) – (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs send during current month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report month • Record Type
Retail Analog/Benchmark:	
Parity with retail	

BILLING

Report/Measurement:	
B-4. Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = Σ[(Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date) / Σ (Total number of Recorded usage records delivered during the current month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report month • Record Type
Retail Analog/Benchmark:	
Parity with retail	

BILLING

Report/Measurement:	
B-5. Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Parity with retail	

BILLING

Report/Measurement	
B-6. Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage = Σ (Record Volume X estimated number of days to deliver the usage record) / Total Record Volume Delivered.	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Parity with retail	

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
OS-1. Speed to Answer Performance/Average Speed to Answer - Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
Total queue time ÷ total calls answered (Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.)
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis):
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark:
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
OS-2. Speed to Answer Performance/Percent Answered with "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "30" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis):
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark:
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
DA-1. Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answered by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
Total queue time ÷ total calls answered (Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.)
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
DA-2. Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "20" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set for the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

E911

Report/Measurement:
E-1. Timeliness
Definition:
Measures the percent of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Timelines = Σ (Number of batch orders processed within 24 hours ÷Total number of batch orders submitted) x 100
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design

E911

Report/Measurement:
E-2. Accuracy
Definition:
Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successully for E911 including the Automatic Location Identification (ALI) database.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ (Number of record individual updates processed with no errors ÷Total number of individual record updates) x 100
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design

E911

Report/Measurement:
E-3. Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records) including processing against the Automatic Location Identification (ALI) database.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = Σ (Date and time of batch order completion – Date and time of batch order submission) ÷ (Number of batch orders completed)
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-1. Trunk Group Performance-Aggregate

Definition:

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BST affecting trunk groups.

Exclusions:

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information

Business Rules:

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BST trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	**Point B**
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	**Point B**
Category 9:	BellSouth End Office	BellSouth End Office

(TGP-1. Trunk Group Performance-Aggregate - Continued)

Calculation:

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure:

- CLEC Aggregate
- BST Aggregate
  - State

Level of Disaggregation:

Trunk Group

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group	• Report Month • Total Trunk Groups • Aggregate Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group

Retail Analog/Benchmark:

Parity with Retail

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-2. Trunk Group Performance-CLEC Specific

Definition:

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BST affecting trunk groups.

Exclusions:

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information

Business Rules:

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BST trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 9:	BellSouth End Office	BellSouth End Office

(TGP-2. Trunk Group Performance-Aggregate – Continued)

Calculation:

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure:

- CLEC Specific
  - State

Level of Disaggregation:

Trunk Group

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group	• Report Month • Total Trunk Groups • Aggregate Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group

Retail Analog/Benchmark:

Parity with Retail

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-3. Trunk Group Service Report

Definition:

A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Network Information Warehouse (NIW), on an hourly basis for Business and non-business Days . The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for the entire report period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlights those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

- BST Aggregate
  - CTTG
  - Local
- CLEC Aggregate
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk
- CLEC Specific
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Experience:
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:

Parity with Retail

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-4. Trunk Group Service Detail

Definition:

A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Network Information Warehouse (NIW), on an hourly basis for Business and non-business Days. The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for the entire report period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlights those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

- BST Specific/CLEC Specific
  - Traffic Identity
  - TGSN
  - Tandem
  - End Office
  - CLEC POT
  - Description
  - Observed Blocking
  - Busy Hour
  - Number Trunks
  - Valid study days
  - Number reports
  - Remarks

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identify, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identify, TGSN, end points, description, busy hour, valid study days, number reports

Retail Analog/Benchmark:

Parity with Retail

COLLOCATION

Report/Measurement:
C-1. Average Response Time
Definition:
Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application to the date BellSouth returns a response.
Exclusions:
Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = $\sum$[(Request Response Date) - (Request Submission Date)] / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual-Initial • Virtual-Augment • Virtual-Combined • Physical-Initial • Physical-Augment • Physical-Combined • Caged/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
Virtual 15 Calendar Days Physical 15 Calendar Days

COLLOCATION

Report/Measurement:
C-2. Average Arrangement Time
Definition:
Measures the average time (counted in calendar days) from the receipt of a complete and accurate Bone Fide firm order to the date BST completes the collocation arrangement and notifies the CLEC.
Exclusions:
Any Bona Fide firm order cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bone Fide firm order. The clock stops on the date that BST completes the collocation arrangement and notifies the CLEC.
Calculation:
Average Arrangement Time = Σ[(Date Collocation Arrangement is Complete) - (Date Order for Collocation Arrange ment Submitted)] / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographicdisaggregation as required by State Commission Order • Virtual-Initial • Virtual-Augment • Virtual-Combined • Physical-Initial • Physical-Augment • Physical-Combined • Caged/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
• Physical 90 Calendar Days • Physical Augment (with space increase) 90 Calendar Days • Physical Augment (without space increase) 45 Calendar Days • Virtual 60 Calendar Days • Virtual Augment (with space increase) 60 Calendar Days • Virtual Augment (without space increase) 45 Calendar Days

COLLOCATION

Report/Measurement:
C-3. Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
Any Bona Fide firm order cancelled by the CLEC
Business Rules:
Percent Due Dates Missed is the percent of total collocation arrangements which BST is unable to complete by end of the ILEC committed due date. The clock starts on the date that BST receives a complete and accurate Bona Fide firm order. The arrangement is considered a missed due date if it is not completed on or before the committed due date.
Calculation:
% of Due Dates Missed = Σ (Number of Completed Orders that were not completed w/I ILEC Committed Due Date dur ing Reporting Period) / Number of Orders Completed in Reporting Period) X 100.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographicdisaggregation as required by State Commission Order • Virtual-Augment • Virtual-Combined • Physical-Initial • Physical-Augment • Physical-Combined • Caged/Cageless (under development)
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
90% ≤ Commit Date (Virtual and Physical)

CHANGE MANAGEMENT

Report/Measurement:
CM-1. Timeliness of Change Management Notices
Definition:
Measures whether CLECs receive required notices on time to prepare for ILEC interface/system changes so CLEC interfaces are not impaired by change.
Exclusions:
None
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.
Calculation:
Σ {(Change Management Notifications Sent Within Required Timeframes) ÷ (Total Number of Change Management Notifications Sent)] X 100
Report Structure:
BST Aggregate
Level of Disaggregation:
Region
Data Retained
• Report Period • Notice Date • Release Date
Retail Analog/Benchmark
98% on Time

CHANGE MANAGEMENT

Report/Measurement:
CM-2. Average Delay Days for Change Management Notices
Definition:
Measures the average delay days of change management notices sent outside the timeframe set forth in the Change Control Process.
Exclusions:
None
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.
Calculation:
Σ [(Date Notice Sent - Date Notice Due) ÷ (Total Number of Notices Sent)]
Report Structure:
BST Aggregate
Level of Disaggregation:
Region
Data Retained
• Report Period • Notice Date • Release Date
Retail Analog/Benchmark
90% ≤ 5 Days

CHANGE MANAGEMENT

Report/Measurement:
CM-3. Timeliness of Documents Associated with Change
Definition:
Measures whether CLECs received documentation on time to prepare for ILEC interface/system changes so CLEC interfaces are not impaired by change.
Exclusions:
None
Business Rules:
This metric is designed to measure the percent of documentation sent to the CLECs according to documentation 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.
Calculation:
Σ [(Change Management Documentation Sent Within Required Timeframes after Notices) ÷ (Total Number of Change Management Documentation Sent)] X 100
Report Structure:
BST Aggregate
Level of Disaggregation:
Region
Data Retained
• Report Period • Notice Date • Release Date
Retail Analog/Benchmark
98% on Time

CHANGE MANAGEMENT

Report/Measurement:
CM-4. Average Delay Days for Documentation
Definition:
Measures the average delay days of documentation sent outside the timeframe set forth in the Change Control Process.
Exclusions:
None
Business Rules:
This metric is designed to measure the percent of documentation 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.
Calculation:
Σ [(Date Documentation Provided – Date Documentation Due) ÷ (Total Change Management Documents Sent)]
Report Structure:
BST Aggregate
Level of Disaggregation:
Region
Data Retained
• Report Period • Notice Date • Release Date
Retail Analog/Benchmark
90% ≤ 5 Days

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities that are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	➢ New Service Installations ➢ Service Migrations Without Changes ➢ Service Migrations With Changes ➢ Move and Change Activities ➢ Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	➢ Address ➢ Telephone Number ➢ Appointment Scheduling ➢ Customer Service Record ➢ Feature Availability
Report Levels	➢ CLEC RESH ➢ CLEC State ➢ CLEC Region ➢ Aggregate CLEC State ➢ Aggregate CLEC Region ➢ BST State ➢ BST Region

Appendix B: Recommended Additional Metrics

KPMG has agreed to investigate the feasibility of capturing these additional metrics results through its role as an ALEC during the testing. These additional metrics include:

- Percent Service Loss from Early and Late Cuts
- Percent of Hot Cuts Not Working When Initially Provisioned
- Percent Completions or Attempt without Notice or with Less than 24 Hours Notice
- Percent Order Accuracy
- Percent of Orders Canceled or Supplemented at the Request of BellSouth
- Percent and Timeliness of EDI and TAG LSR Acknowledgments
- Provisioning Troubles Prior to Loop Acceptance
- Percent Orders Canceled After Missed Due Date
- Percent Found OK/Test OK/CPE
- ALEC Center Call Abandonment Rate
- Average Notification of Interface/OSS Outage
- Percent of Change Management Notices and Documentation Sent on Time
- Percent of Software Certification Failures and Software Problem Resolution
- Percent Billing Errors Corrected in X days
- Loop Make-up Information Timeliness
- Provisioning Trouble Reports Prior to Service Order Completion
- Coordinated Customer Conversions as a Percentage On-Time
- Service Inquiry with Firm Order (Manual)[1]
- Percent Troubles within 7 days of a Hot Cut[1]

[1] Supplemental Metrics as of November 16, 2000

Appendix C: Glossary of Acronyms and Terms

A	**ACD**	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ALEC	Alternative Local Exchange Company = FL CLEC
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	**BILLING**	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	**CKTID**	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CLP	Competitive Local Provider = NC CLEC
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix C: Glossary of Acronyms and Terms – Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
	DSL	Digital Subscriber Line
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix C: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
	IPC	Interconnection Purchasing Center
K		
L	LCSC	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

Appendix C: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix C: Glossary of Acronyms and Terms – Continued

Q		
R	RNS	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	UNE	Unbundled Network Element
V	VSEEM	Voluntary Self Effectuating Enforcement Mechanism
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix D: Study of End-to-End Timing

KPMG Consulting during Phase II will conduct a special study of end-to-end timing of pre-ordering and ordering transactions (from initial receipt of the transaction by BST {*Start Time for Duration*} to transmission of the response/rejection/confirmation to the CLEC {*End Time for Duration*}) in order to assess whether the definitions of response/rejection/confirmation time {*Duration Target*} used in selected metrics are appropriate. This study will determine the transit times between the CLEC interface and the BST legacy systems. Loop qualification and loop make-up queries are not automated functions for BST. Therefore, these are not included in this metric. However, KPMG Consulting will make a special study of the timing of these queries relative to BST Retail operations.

	Category	**Service Quality Measurement**	**Duration Target**	**Start Time for Duration**	**End Time for Duration**
1.	OSS	Average Response Time and Response Interval (Pre-Ordering/Ordering)	Response Time	Initial Receipt of the transactions by BST	Transmission of the response to the CLEC
2.	Ordering	Reject Interval	Reject Interval	Initial receipt of the order by BST	Transmission of the rejection to the CLEC
3.	Ordering	Firm Order Confirmation Timeliness	Timeliness Duration	Initial Receipt of the order by BST	Transmission of the confirmation to the CLEC

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Pre-Ordering	**Average Response Time – Telephone Number Availability and Reservation** • Average Response Time – Cust. Serv. Record • Average Response Time – Due Date Avail • Average Response Time – Address Validation • Average Response Time – Prod. & Serv. Avail • Average Response Time – Telephone Number Availability and Reservation	 Parity with retail Parity with retail Parity with retail Parity with retail Parity with retail	
	OSS Interface Availability		99.5%
Ordering	**Percent Flow-Through Service Request** • Residence • Business • UNE		 95% 80%* 80%*
	CLEC LSR Information*	Diagnostic*	Diagnostic*
	Percent Rejected Service Request	Diagnostic	Diagnostic
	Reject Interval • Mechanized • Non-Mechanized and Partially Mechanized • Local Interconnection Trunks		 97% <= 1 hr 85% < 24 hrs 85% within 4 days
	Firm Order Confirmation Timeliness • Mechanized • Non-Mechanized and Partially Mechanized • Local Interconnection Trunks		 95% <= 3 hrs 85% < 36 hrs 95% within 10 days
	Speed of Answer in Ordering Center	Parity with retail	
Provisioning	**Mean Held Order Interval**		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Provisioning Continued	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design	Retail Residence and Business	
	• UNE Loop Other with NP Non-Design	Retail Residence and Business	
	• UNE Loop Other without NP Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop with NP – Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Design	Retail Residence and Business	
	• UNE Loop Other with NP – Design	Retail Design	
	• UNE Loop Other without NP – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1 or DS3 as appropriate	
	Average Jeopardy Notice Interval (Mechanized)		
	• Resale Residence		95% >=48 Hrs.
	• Resale Business		95% >=48 Hrs.
	• Resale Design		95% >=48 Hrs.
	• Resale PBX		95% >=48 Hrs.
	• Resale Centrex		95% >=48 Hrs.
	• Resale IDSN		95% >=48 Hrs.
	• UNE Loop and Port Combos		95% >=48 Hrs.
	• UNE 2w Loop with NP – Non-Design		95% >=48 Hrs.
	• UNE 2w Loop without NP – Non-Design		95% >=48 Hrs.
	• UNE Loop Other with NP Non-Design		95% >=48 Hrs.
	• UNE Loop Other without NP Non-Design		95% >=48 Hrs.
	• UNE Other Non Design		95% >=48 Hrs.

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Provisioning Continued	• UNE 2w Loop with NP – Design		95% >=48 Hrs.
	• UNE 2w Loop without NP – Design		95% >=48 Hrs.
	• UNE Loop Other with NP – Design		95% >=48 Hrs.
	• UNE Loop Other without NP – Design		95% >=48 Hrs.
	• UNE Other Design		95% >=48 Hrs.
	• Local Interconnection Trunks		95% >=48 Hrs.
	• Switching	Retail POTS	
	• Local Transport	Retail DS1, or DS3 as appropriate	
	% of Orders Given Jeopardy Notice (Mechanized)		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design	Retail Residence and Business	
	• UNE Loop Other with NP Non-Design	Retail Residence and Business	
	• UNE Loop Other without NP Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop with NP – Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Design	Retail Residence and Business	
	• UNE Loop Other with NP – Design	Retail Design	
	• UNE Loop Other without NP – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1, or DS3 as appropriate	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Provisioning Continued	**Percent Missed Installation Appointments**		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design	Retail Residence and Business	
	• UNE Loop Other with NP Non-Design	Retail Residence and Business	
	• UNE Loop Other without NP Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop with NP – Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Design	Retail Residence and Business	
	• UNE Loop Other with NP – Design	Retail Design	
	• UNE Loop Other without NP – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1, or DS3 as appropriate	
	Order Completion Interval		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Provisioning Continued	• UNE 2w Loop with NP – Non-Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design	Retail Residence and Business	
	• UNE Loop Other with NP Non-Design	Retail Residence and Business	
	• UNE Loop Other without NP Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop with NP – Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Design	Retail Residence and Business	
	• UNE Loop Other with NP – Design	Retail Design	
	• UNE Loop Other without NP – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1,or DS3 as appropriate	
	Average Completion Notice Interval (Mechanized)		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design	Retail Residence and Business	
	• UNE Loop Other with NP Non-Design	Retail Residence and Business	
	• UNE Loop Other without NP Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop with NP – Design •	Retail Residence and Business	
	• UNE 2w Loop without NP – Design	Retail Residence and Business	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Provisioning Continued	• UNE Loop Other with NP – Design	Retail Design	
	UNE Loop Other without NP – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1,or DS3 as appropriate	
	Percent Provisioning Troubles within 30 Days		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design	Retail Residence and Business	
	• UNE Loop Other with NP Non-Design	Retail Residence and Business	
	• UNE Loop Other without NP Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop with NP – Design	Retail Residence and Business	
	• UNE 2w Loop without NP – Design	Retail Residence and Business	
	• UNE Loop Other with NP – Design	Retail Design	
	• UNE Loop Other without NP – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1, or DS3 as appropriate	
	Total Service Order Cycle Time	Diagnostic	Diagnostic

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Maintenance Continued	**Missed Repair Appointment**		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop – Non-Design	Retail Residence and Business	
	• UNE Loop Other – Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop – Design	Retail Residence and Business	
	• UNE Loop Other – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1, or DS3 as appropriate	
	Customer Trouble Report Rate		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop – Non-Design	Retail Residence and Business	
	• UNE Loop Other – Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop – Design	Retail Residence and Business	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Maintenance Continued	• UNE Loop Other – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1,or DS3 as appropriate	
	Maintenance Average Duration		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop – Non-Design	Retail Residence and Business	
	• UNE Loop Other – Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop – Design	Retail Residence and Business	
	• UNE Loop Other – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1,or DS3 as appropriate	
	Percent Repeat Troubles within 30 Days		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
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Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Maintenance Continued	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop – Non-Design	Retail Residence and Business	
	• UNE Loop Other – Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop – Design	Retail Residence and Business	
	• UNE Loop Other – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1, or DS3 as appropriate	
	Out of Service > 24hrs		
	• Resale Residence	Parity with retail	
	• Resale Business	Parity with retail	
	• Resale Design	Parity with retail	
	• Resale PBX	Parity with retail	
	• Resale Centrex	Parity with retail	
	• Resale IDSN	Parity with retail	
	• UNE Loop and Port Combos	Retail Residence and Business	
	• UNE 2w Loop – Non-Design	Retail Residence and Business	
	• UNE Loop Other – Non-Design	Retail Residence and Business	
	• UNE Other Non Design	Retail Residence and Business	
	• UNE 2w Loop – Design	Retail Residence and Business	
	• UNE Loop Other – Design	Retail Design	
	• UNE Other Design	Retail Design	
	• Local Interconnection Trunks	Parity with retail	
	• Switching	Retail POTS	
	• Local Transport	Retail DS1,or DS3 as appropriate	
	OSS Interface Availability • All systems except ECTA	Parity with retail	

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Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
Maintenance Continued	• ECTA		99.5%
	OSS Response Interval and % • TAFI (Front End) • CRIS, DLETH, DLR, OSPCM, LMOS, LMOSUP, MARCH, Predictor, SOCS, LNP (Parity by Design)	Parity with retail Parity by Design	
	Average Answer Time – Repair Center	Parity with retail	
Billing	***Invoice Accuracy***	Parity with retail	
	Mean Time To Deliver Invoices	Parity with retail	
	Usage Data Delivery Accuracy	Parity with retail	
	Usage Data Delivery Completeness	Parity with retail	
	Usage Data Delivery Timeliness	Parity with retail	
	Mean Time to Deliver Usage	Parity with retail	
Operator Services (Toll)	**Average Speed to Answer**	Parity by Design	
	% Answered in "X" Seconds	Parity by Design	
Directory Assistance	**Average Speed to Answer**	Parity by Design	
	% Answered in "X" Seconds	Parity by Design	
E911	**Timeliness**	Parity by Design	
	Accuracy	Parity by Design	
	Mean Interval	Parity by Design	
Trunk Group Performance (Blockage)	**Trunk Group Service Report (Percent Trunk Blockage)** Any 2 hour period in 24 hours where CLEC blockage exceeds BST blockage by more than 0.5% = a miss using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BST.	Parity with retail	

Florida OSS Third Party Testing
Performance Metric Analogs and Benchmarks
For BellSouth Telecommunications Inc.

Category	Measures And Sub-Metrics	Retail Analogue	Benchmark
	Trunk Group Service Report (Percent Trunk Blockage)	Parity with retail	
LNP	Average Disconnect Timeliness Interval	Retail Residence and Business	95% < 15 min
	Percent Missed Installation Appointments		95% <= 3 hrs 85% < 36 hrs
	FOC (Mechanized) Non-Mechanized and Partially Mechanized	Diagnostic	Diagnostic
	% Reject Service Request		97% <= 1 hr 85% < 24hrs
	Average Reject Interval (Mechanized) Non-Mechanized and Partially Mechanized	Diagnostic	Diagnostic
	TSOC		95%
	% Flow Through		95% ≤ 15 min
Customer Coordinated Conversions	Coordinated Customer Conversions – UNE Loop		95% ≤ 15 min
	Coordinated Customer Conversions – LNP		95% within + or - 15 minutes * of scheduled start time
	Coordinated Customer Conversions Hot Cut Timeliness % within Interval and Average Interval		

Florida OSS Third Party Testing Performance Metric Analogs and Benchmarks For BellSouth Telecommunications Inc.			
Category	**Measures And Sub-Metrics**	**Retail Analogue**	**Benchmark**
Collocation	**Average Response Time**[1]		Virtual 15 Calendar Days Physical 15 Calendar Days
	Average Arrangement Time[1]		• Physical 90 Calendar Days • Physical Augment (with space increase) 90 Calendar Days • Physical Augment (without space increase) 45 Calendar Days • Virtual 60 Calendar Days • Virtual Augment (with space increase) 60 Calendar Days • Virtual Augment (without space increase) 45 Calendar Days
	% of Due Dates Missed		90% < Commit Date
Change Management	**Timeliness of Change Management Notices**		98% on Time*
	Average Delay Days for Change Management Notices		90% <= 5 days*
	Timeliness of Documents Associated with Change		98% on Time*
	Average Delay Days for Documentation		90% <= 5 days*

* These benchmarks are revised from Order PSC-00-0563-PAA-TP, issued March 20, 2000.

[1] The benchmarks for these measures have been established in Docket 980800.