J. PHILLIP CARVER
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October 16, 2002

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 000121A-TP (OSS)

Dear Ms. Bayó:

Enclosed is an original and 15 copies of BellSouth's Errata and Response to Action Items, which we ask that you file in the referenced docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

J. Phillip Carver (ILA)

J. Phillip Carver

Enclosures

cc: All parties of record
Marshall M. Criser, III
Nancy B. White
R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via U. S. Mail this 16th day of October, 2002 to the following:

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J. Phillip Carver (KA)

(+) Signed Protective Agreement

#237366

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In Re:	)	
	)	
Investigation into the	)	
Establishment of Operations Support	)	DOCKET NO. 000121A-TP
Systems Performance Measures for	)	
Incumbent Local Exchange	)	
Telecommunications Companies	)	DATE: October 16, 2002

BELLSOUTH'S ERRATA AND RESPONSE TO ACTION ITEMS

BellSouth Telecommunications, Inc. ("BellSouth") hereby files its Errata and Response to Action Items and states the following:

I. INTRODUCTION

Parties to this proceeding were requested to file proposed changes to the Performance Assessment Plan by August 30, 2002. BellSouth made its filing on the requested date. On September 25 and 26, 2002, the Florida Public Service Commission Staff held an initial workshop to review the changes proposed by the parties. During the workshop, BellSouth noted that there were several omissions to its previous filing and that several corrections were necessary. In section II below BellSouth has summarized these corrections. The revised SQM pages that incorporate these changes are attached as Exhibit 1. In section III, BellSouth provides responses to Action Items from the initial workshop.

II. SERVICE QUALITY MEASUREMENT ("SQM") PLAN CORRECTIONS

1. In the August 30 filing, Exhibit 2 contained two proposed measures that were labeled P-13B and P-13C. Due to other changes that have been proposed for the Florida SQM, these measures appear in the Florida redline draft as P-12A and P-12B:

Meas # in Exhibit 2 8/30 Filing	Meas # in FL Redline	Measure Name
P-13B	P-12A	LNP-Average Time Out of Service for LNP Conversions
P-13C	P-12B	LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

Also, an incorrect version of the above measures was included in the August 30 filing. BellSouth should have included the LNP – Percent Out of Service < 60 Minutes measure and LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger prior to the LNP Order Due Date measure. The calculation should also match the Louisiana SQM language, which is:

- a = Count of LNP TNs for which 10-digit trigger was applied prior to the due date
- b = Total LNP TNs for which 10-digit triggers were applicable.

Also, during the workshop, BellSouth agreed to file the measures proposed in the Louisiana workshops. The table below represents the corrected LNP measures included in the attached Exhibit 1:

Corrected Measure #	Corrected Measure Name
P-12A	LNP-Percent Out of Service < 60 Minutes
P-12B	LNP-Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order

P-12C	Due Date LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)

2. In the August 30 filing, Exhibit 3 ("Proposed Administrative Changes") contains proposed changes for measure DUI-2. The measure number should have read D-2.

3. In the August 30 filing, Exhibit 3 stated under the "Change Proposed" section (top of page 5), the proposed change to OSS-3. Specifically, BellSouth proposes to move the OSS Interface Availability and SEEM OSS Interface Availability tables to Appendix C. Appendix "C" should have read Appendix "D".

4. In the August 30 filing, Exhibit 5 (page 2) contains a proposed measure CM-6. Only one exclusion was shown; there should have been two. The Florida redline document contains both exclusions. The corrected page is included in Exhibit 1.

5. The Florida redline contains a correction for measure B-9 (Percent Daily Usage Feed Errors Corrected in X Business Days) that was not included in the August 30 filing. In the fourth paragraph of the Business Rules in the FL redline document, the URL for the PMAP website has been corrected to read (https:pmap.bellsouth.com). The corrected page is included in Exhibit 1.

6. For P-7 B, Coordinated Customer Conversion – Average Recovery Time, the original FPSC Order established the SQM Analog / Benchmark as Diagnostic with the note "to be established at the 6 month review period". BellSouth proposes to keep the SQM Analog / Benchmark as Diagnostic based on the low volume of service outages reported over the last six months for this measurement. For P-7 C, Hot Cut Conversions – % Provisioning Troubles Received Within 7 days of a completed Service Order, the

original FPSC Order established the SQM Analog / Benchmark as <=5% with the note "to be reviewed after six month period". BellSouth proposes to keep the SQM Analog / Benchmark as <= 5%. The corrected pages are included in Exhibit 1.

7. The proposed SQM Disaggregation for P-3 / P-3A and P-4 / P-4A for Line Sharing and Line Splitting is as follows:

SQM Level Of Disaggregation	SQM Analog / Benchmark
Line Sharing Without Conditioning With Conditioning	ADSL Provided to Retail <= 12 days
Line Splitting Without Conditioning With Conditioning	ADSL Provided to Retail <= 12 days

8. The proposed Retail analog for SL2 products should be changed to equal the corresponding SL1 products plus one day for P4 and P4A. The proposed analogs are as follow:

SQM Level Of Disaggregation	SQM Analog / Benchmark
2W Analog Loop Design	Retail Residence and Business (POTS) Plus One Day
2W Analog Loop with LNP Design	Residence and Business (POTS) Plus One Day
2W Analog Loop with INP Design	Residence and Business(POTS) Plus One Day

The corrected pages are included in Exhibit 1.

III. RESPONSES TO BELLSOUTH ACTION ITEMS

9. Issue 15 & 17, Exclusion of Projects: BellSouth's Action Item was to determine if it could capture the "excluded" projects that are not submitted on LSRs, and

to verify that BellSouth has the ability to count the number of Projects. Subsequently, Staff asked BellSouth to provide the number of projects.

Response: BellSouth conducted an analysis of projects submitted in Florida during July and August that were excluded from the FOC Timeliness measurement. The results are shown below

	July	**August**
Number of identified projects excluded from FOC	145	120
Additional information:		
Total LSRs with FOC	171153	159390
Number of projects excluded from FOC (above)	145	120
Percent excluded projects to Total LSRs	0.085	0.075

10. Issue 19: AT&T reported the experience of an increase in the number of jeopardizes on the due date. BellSouth's action item was to respond to the following four questions:

a. Determine if BellSouth captures in raw data the jeopardies on the due date. **Response:** Yes, Jeopardies that occur on the due date are captured in raw data.

b. Determine if BellSouth electronically notifies the ALEC if the jeopardy is on the due date.

Response: Yes, in the SOCS process, when the order is classified as "Pending Facilities" in the SOCS History, a notice is released to the ALEC regardless of the due date.

c. Determine if BellSouth is providing a verbal jeopardy notice, but not an electronic notice, on the due date.

Response: Yes, if the ALEC has provided a contact number, the technician will give a verbal notification and an electronic notification will be sent.

d. Can BellSouth provide the number of jeopardies on the due date for a historical period past 6 months?

Response: No, BellSouth does not have the field in PMAP data to determine if the jeopardy was issued on the due date.

11. Issue 21: For P-3A, BellSouth was instructed to file a new SQM page showing the new retail analogs for Line Sharing / Line Splitting.

Response: Revised SQM pages are included in Exhibit 1

12. Issue 26: BellSouth was to provide new LNP measurements.

Response: LNP measurements are included in Exhibit 1.

13. Issue 34: BellSouth was to revise Business Rule language for C-2, "Collocation Average Arrangement Time" to address the stop time when the space is ready.

Response: Revised language for C-2 is included in Exhibit 1.

14. Issue on SDF / Raw Data: BellSouth was to clarify the definition of Other Supporting Data Files (OSDF) and Raw Data Files.

Response: BellSouth has provided in the appendix B glossary revised language for the definition of OSDF and Raw Data to clarify what is included in each file. The glossary is included in Exhibit 1. The SQM pages that referred to Supporting Data Files will be

changed to reflect the term "Raw Data." OSDF files will be available beginning with February 2003 data.

15. Issue 25: BellSouth was instructed to define UDC, IDSL and ISDN and note the specific retail analogs.

Response: As a result of the workshops in Georgia, BellSouth assigned BRI and PRI as analogs to the new UNE UDC/IDSL and also added PRI as analog to UNE ISDN.

The USOC definitions are as follow:

UDC-Unbundled Universal Digital Channel Loop,

IDSL -Industrial Digital Subscriber Line

ISDN-Integrated Services Digital Network

Respectfully Submitted this 16th day of October, 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

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P-3: Percent Missed Initial Installation Appointments

(This metric was not ordered by FPSC)

Definition

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

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Order types may be coded C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Initial 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 excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. 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 = (a / b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >=10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except Trunks)

Data Retained

Relating to CLEC 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	- Dispatch In
- Switch Based	- Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
- Without Conditioning	- Without Conditioning
- With Conditioning	- With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN ~~(Includes UDC)~~	Retail ISDN – BRI
• UNE UDC / IDSL	Retail ISDN - BRI and PRI
• UNE Line Sharing Without Conditioning	ADSL Provided to Retail
With Conditioning	<= 12 Days
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting Without Conditioning	ADSL Provided to Retail
With Conditioning	<= 12 Days
• EELs	Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

BellSouth proposes to delete this measure.

P-3A: Percent Missed Installation Appointments Including Subsequent Appointments

Definition

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

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

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 excluded and reported separately. The "due date" is the commitment time (if applicable) on the confirmed due date.

Calculation

Percent Missed Installation Appointments = (a / b) X 100

- a = Number of Appointments in Reporting Period past the Original (Date/Time as applicable) Committed and Subsequent Committed Due Date
- b = Number of Appointments on Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >=10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except Trunks)
- Geographic Scope
  - State

Data Retained

Relating to CLEC 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	- Dispatch In
- Switch Based	- Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
- Without Conditioning	- Without Conditioning
- With Conditioning	- With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN (~~Includes UDC~~)	Retail ISDN – BRI
• UNE UDC / IDSL	Retail ISDN – BRI and PRI
• UNE Line Sharing Without Conditioning	ADSL Provided to Retail
With Conditioning	<= 12 Days
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting Without Conditioning	ADSL to Provided Retail
With Conditioning	<= 12 Days
• EELs	Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence

- Resale Business ..... Retail Business
- Resale Design ..... Retail Design
- Resale PBX ..... Retail PBX
- Resale Centrex ..... Retail Centrex
- Resale ISDN ..... Retail ISDN
- LNP (Standalone) ..... Retail Residence and Business (POTS)
- INP (Standalone) ..... Retail Residence and Business (POTS)
- 2W Analog Loop Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop <DS1 ..... Retail Digital Loop <DS1
- UNE Digital Loop >=DS1 ..... Retail Digital Loop >=DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - Dispatch In ..... - Dispatch In
  - Switch Based ..... - Switch Based
- UNE Switch Ports ..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
  - Without Conditioning ..... - Without Conditioning
  - With Conditioning ..... - With Conditioning (BellSouth does not offer this service to Retail)
- UNE ISDN ~~(Includes UDC)~~ ..... Retail ISDN – BRI
- UNE UDC/IDSL ..... Retail ISDN BRI and PRI
- UNE Line Sharing Without Conditioning ..... ADSL Provided to Retail
  With Conditioning ..... <= 12 Days
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting Without Conditioning ..... ADSL Provided to Retail
  With Conditioning ..... <= 12 Days
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3

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

(This metric not ordered by the FPSC)

Definition

The "average completion interval" measure monitors the interval of time it takes BellSouth 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 BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

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 BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's actual order completion date. 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 - <5, 5-10 = 5 - <10, 10-15 = 10 - <15, 15-20 = 15 - <20, 20-25 = 20 - <25, 25-30 = 25 - <30, >=30 = 30 and greater.

Calculation

Completion Interval = (a - b)

- a = Completion Date
- b = FOC/SOCS date time-stamp (application date)

Average Completion Interval = (c / d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e / f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-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)
- ~~ISDN Orders included in Non-Design~~
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time
- 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business (POTS) Plus One Day
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business (POTS) Plus One Day
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business (POTS) Plus One Day
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	- Dispatch In
- Switch Based	- Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- Without Conditioning	<=5 Days
- With Conditioning	<=12 Days
• UNE ISDN ~~(Includes UDC)~~	Retail ISDN - BRI
• UNE UDC / IDSL	Retail ISDN – BRI and PRI
• UNE Line Sharing Without Conditioning	ADSL Provided to Retail
With Conditioning	<= 12 Days
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting Without Conditioning	ADSL to Retail

With Conditioning..... ....<= 12 Days

- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- EELs.....Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No.....	.....	

SEEM Disaggregation **SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

BellSouth proposes to delete this measure.

P-4A: Average Order Completion and Completion Notice Interval (AOCCNI) Distribution

Definition

The "Order Completion And Completion Notice Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers and notice of completion to the CLEC on service orders.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

Business Rules

The interval is determined for each order processed during the reporting period. The completion interval for AOCCNI is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's return of the completion notice (CN) to the CLEC. 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 is:1,2,3,4,5+ and Design is: 0 - < =5, >5 - < = 10, > 10 - < = 15, > 15 - < = 20, > 20 - < = 25, > 25 - < = 30, >30 ~~0-5 = 0 - <5, 5-10 = 5 - <10, 10-15 = 10 - <15, 15-20 = 15 - <20, 20-25 = 20 - <25, 25-30 = 25 - <30, >=30 = 30 and greater.~~

Calculation

Completion Interval = (a - b)

- a = Date and Time Completion Notice is sent
- b = FOC/SOCS date time-stamp (application date)

Average Completion Interval = (c / d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e / f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-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~~ 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)
- ~~ISDN Orders included in Non-Design~~

- Mechanized/Non-Mechanized (Non-Mechanized is not applicable to BellSouth)
- Geographic Scope
  - State

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail Business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
LNP (Standalone)	Retail Residence and Business (POTS)
INP (Standalone)	Retail Residence and Business (POTS)
2W Analog Loop Design	Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
2W Analog Loop With LNP - Design	Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
2W Analog Loop With INP-Design	Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >=DS1	Retail Digital Loop ~~>~~=DS1
UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch Based	Switch Based
UNE Switch Ports	Retail Residence and Business (POTS)
UNE Combo Other	Retail Residence, Business and Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	
- Without Conditioning	<= 5 Days
- With Conditioning	<= 12 Days
UNE ISDN ~~(Includes UDC)~~	Retail ISDN - BRI
UNE UDC / IDSL	Retail ISDN – BRI and PRI
UNE Line Sharing Without Conditioning	ADSL Provided to Retail

With Conditioning ..... <= 12 Days
- Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks.....Parity with Retail
- UNE Line Splitting Without Conditioning .....ADSL to Retail
  With Conditioning..... <= 12 Days
- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- EELs.....Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation — **SEEM Analog/Benchmark**

- Resale Residence.....Retail Residence
- Resale Business.....Retail Business
- Resale Design.....Retail Design
- Resale PBX.....Retail PBX
- Resale Centrex.....Retail Centrex
- Resale ISDN.....Retail ISDN
- LNP (Standalone).....Retail Residence and Business (POTS)
- INP (Standalone).....Retail Residence and Business (POTS)
- 2W Analog Loop Design.....Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
- 2W Analog Loop Non-Design.....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design.....Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
- 2W Analog Loop With LNP- Non-Design.....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design.....Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
- 2W Analog Loop With INP-Non-Design.....Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop < DS1.....Retail Digital Loop < DS1
- UNE Digital Loop >=DS1.....Retail Digital Loop <=>=DS1
- UNE Loop + Port Combinations.....Retail Residence and Business
  - Dispatch In.....Dispatch In
  - Switch Based.....Switch Based
- UNE Switch Ports.....Retail Residence and Business (POTS)
- UNE Combo Other.....Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL)
  - Without Conditioning.....<= 5 Days
  - With Conditioning.....<= 12 Days
- UNE ISDN ~~(Includes UDC)~~.....Retail ISDN - BRI
- UNE UDC / IDSL.....Retail ISDN - BRI and PRI
- UNE Line Sharing Without Conditioning.....ADSL Provided to Retail
  With Conditioning..... <= 12 Days
- Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks.....Parity with Retail
- UNE Line Splitting Without Conditioning .....ADSL to Retail
  With Conditioning..... <= 12 Days
- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- EELs.....Retail DS1/DS3

P-7B: Coordinated Customer Conversions – Average Recovery Time

Definition

Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion. This report measures outages associated with Coordinated Customer Conversions prior to service order completion.

Exclusions

- Cutovers where service outages are due to CLEC caused reasons when the CLEC agrees
- Cutovers where service outages are due to end-user caused reasons when the CLEC agrees
- Test Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

Calculation

Recovery Time = (a - b)

- a = Date & Time That Trouble is Closed by CLEC
- b = Date & Time Initial Trouble is Opened with BellSouth

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times
- d = Number of Troubles per circuit Referred to the BellSouth

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- CLEC Acceptance Conflict (CLEC_CONFLICT)
- CLEC Conflict Resolved (CLEC_CON_RES)
- CLEC Conflict MFC (CLEC_CONFLICT_MFC)
- Total Conversion Orders

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- None

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP	Diagnostic ~~(To Be Established at The 6 Month Review Period)~~
• Unbundled Loops with LNP	Diagnostic ~~(To Be Established at The 6 Month Review Period)~~

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-7C: Hot Cut Conversions - % Provisioning Troubles Received Within 7 days of a completed Service Order

Definition

The Percent Provisioning Troubles received within 7 days of a completed service order associated with a Hot Cut Conversion (CCC) measures the quality and accuracy of Coordinated Customer Conversion Activities.

Exclusions

- Any order canceled by the CLEC
- Troubles caused by Customer Provided Equipment
- Test Orders

Business Rules

Measures the quality and accuracy of completed service orders associated with Coordinated and Non-coordinated Customer Conversions. The first trouble report received on a circuit ID within 7 days following a service order 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 Coordinated Customer Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.

Calculation

% Provisioning Troubles within 7 days of service order completion = (a / b) X 100

- a = The sum of all CCC Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of CCC service order circuits completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- Total Conversion Circuits

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE Loop Design	<=5% ~~(To be reviewed after six month period)~~
• UNE Loop Non-Design	<=5% ~~(To be reviewed after six month period)~~

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE Loop Design	<=5% ~~(To be reviewed after six month period)~~
• UNE Loop Non-Design	<=5% ~~(To be reviewed after six month period)~~

P-12A: LNP - Percent Out of Service < 60 Minutes

Definition

The Number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.

Exclusions

- CLEC-caused errors.
- NPAC caused errors unless caused by BellSouth.
- Stand Alone LNP Orders with more than 500 number activations

Business Rules

The Start time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes.

Calculation

Percent Out of Service < 60 Minutes = (a ÷ b) X 100

- a = Number of activations provisioned in less than 60 minutes
- b = Total LNP activations

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Date/Time of Recent Change Notice

Relating to BellSouth Experience

- SOCS completion date and time stamp
- CLEC Activate message

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

- LNP

SQM Retail Analog/Benchmark

- >= 96.5%

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation

- LNP

SEEM Analog/Benchmark

- >= 96 %

P-12B: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

Exclusions

Excludes CLEC or Customer caused misses or delays.

Business Rules

Obtain number of LNP TNs where the 10-digit trigger was applicable prior to due date, and the total number of LNP TNs where the 10-digit trigger was applicable.

Calculation

Percentage of 10-digit applications = (a / b) X 100

- a = Count of LNP TNs for which 10-digit trigger was applied prior to due date
- b = Total LNP TNs for which 10-digit triggers were applicable

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	*SQM Analog/Benchmark*
• LNP (Standalone)	>95%

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	*SEEM Analog/Benchmark*
• LNP (Standalone)	>95%

P12C: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non Trigger)

Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid' Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. 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. Order types may be C, N, R, or T.
- CLEC-caused errors
- NPAC-caused errors, unless caused by BellSouth
- Incomplete Ports where only a subset of activate messages have been received compared with the LSR and create messages
- Orders which are candidates for 10 digit triggers, except those that did not receive 10 digit triggers prior to the port out date.
- LSRs where the CLEC did not contact BST within 30 minutes after Activate Message.
- CLEC ports occurring after normal working hours.

Business Rules

The Disconnect Timeliness interval is determined for each number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each number on the service order is disconnected in the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.

Calculation

Disconnect Timeliness Interval = (a - b)

- a = Completion Date and Time in Central Office switch for each number ported on disconnect order
- b = Valid 'Number Ported' message received date and time

Average Disconnect Timeliness Interval = (c ÷ d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Disconnect Timeliness Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnected numbers completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience

- Order Number
- Telephone Number / Circuit Number

- Committed Due Date
- Date/Time of Recent Change Notice

Relating to BellSouth Experience

- SOCS completion date and time stamp
- CLEC Activate message

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

- LNP

SQM Retail Analog/Benchmark

- 95% <= 12 Hours

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation

- LNP

SEEM Analog /Benchmark

- 95% <= 12 Hours

Section 5: Billing

B-9: Percent Daily Usage Feed Errors Corrected in X Business Days

Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

Business Rules

This measure will provide the % of err22rs corrected in X Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (https://pmap.bellsouth.com/) and click the Documentation Downloads link, then select the "CLEC Problem/Issue/File Retransmission form."

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

Calculation

Timeliness of Daily Usage EMI Content Errors Corrected = (a / b) X 100

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

Timeliness of Daily Usage Pack Format Errors Corrected = (c / d) X 100

- c= Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

Report Structure

- CLEC Specific
  - Total number of BST disputed Daily Usage Records with EMI Content Errors received in reporting month.

- Total number of Daily Usage Records with EMI Content Errors received in reporting month.
- Total number of BST disputed Daily Usage Packs with Format Errors received in reporting month
- Total number of Daily Usage Packs with Format Errors received in reporting month

- CLEC Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Report month
  - BellSouth Recorded
  - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 10: Collocation

C-2: Collocation Average Arrangement Time

Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the ~~CLEC and the CLEC accept th arrangement.~~

Exclusions

Any Bona Fide firm order canceled by the CLEC

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate Bona Fide Firm Order (including the receipt of appropriate fees). The clock stops on the date that the ALEC receives notice in writing or by any other method agreed to by the parties that the collocation arrangement is complete and ready for ALEC occupancy. If it is subsequently determined that the space is not complete or ready for occupancy as specified in the Bona Fide Firm Order, any additional time required for BellSouth to complete the collocation space per the specifications in the Bona Fide Firm Order will be added to the interval. Minor changes that would not prohibit occupancy such as the placement of an end guard would not result in a determination that space is not ready for occupancy. The due date will be extended when mutually agreed to by BellSouth and the ALEC or when an ALEC fails to complete those work items for which it is responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the ALEC was late in performing said work items. Work items include, but are not limited to, the ALEC's return of corrected and complete floor plan drawings to BellSouth and the ALEC placement of required component(s). If the ALEC requests an early space acceptance date and BellSouth grants the request, the clock would stop on the early space acceptance date that is mutually agreeable to BellSouth and the ALECs.~~accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC. The cable assignments associated with the specific collocation request will be provided prior to completion of the arrangement.~~

Calculation

Arrangement Time = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

Average Arrangement Time = (c / d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark (see below)
• State	

- Virtual-Initial
- Virtual-Augment
- Physical Caged-Initial
- Physical Caged-Augment
- Physical Cageless-Initial
- Physical Cageless-Augment

SQM Analog/Benchmark

- Virtual - 60 Calendar Days
- Virtual-Augment - 45 60 Calendar Days (Without Space Increase)
- Virtual-Augment - 60 Calendar Days (With Space Increase)
- Physical Caged - 90 Calendar Days (Ordinary)
- Physical Caged-Augment - 45 Calendar Days (Without Space Increase)
- Physical Caged-Augment - 90 Calendar Days (With Space Increase)
- Physical Cageless - 90 Calendar Days
- Physical Cagedless-Augment - 45 Calendar Days (Without Space Increase)
- Physical Cagedless-Augment - 90 Calendar Days (With Space Increase)

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 11: Change Management

CM-6: Percent of Software Errors Corrected in X (10, 30, 45) Business Days

Definition

Measures the percent of Software Errors corrected by BellSouth in X (10, 30, 45) business days within the report period.

Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software error. (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs.)

Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error is validated per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops when the error is corrected and notice is posted to the Change Control Website. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percent of Software Errors Corrected in X (10, 30, 45) Business Days = (a / b) x 100

- a = Total number of Software Errors corrected where "X" = 10, 30, or 45 business days.
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 business days.

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

Data Retained

- Report Period
- Total Completed
- Total Completed Within X Business Days
- Disputed, Rejected or Reclassified Software Errors

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% within interval

Appendix B: Glossary of Acronyms and Terms

O

OSDF
Other Supporting Data Files contain a CLEC's initiated data/records "excluded" from the measures in each segment of the SQMP reports (Ordering, Provisioning and Maintenance, etc.). The OSDFs will also include partial and/or incomplete records if the CLEC can be identified. These files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible. These files contain confidential and proprietary business information. CLEC's must submit a OSDF request form to receive OSDFs.

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R

Raw Data Files: This data represents records used in the calculation of CLEC SQM metrics