

Robert A. Culpepper
General Attorney

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(404) 335-0841

July 28, 2004

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

**In Re: Investigation into the establishment of operations support
systems permanent incumbent local exchange Telecommunications
companies**

Dear Ms. Bayó:

Enclosed are an original and seven copies of BellSouth Telecommunications, Inc.'s Comments and Proposed Revisions to the BellSouth Service Quality Measurement Plan, which we ask that you file in the captioned 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,


Robert A. Culpepper

Enclosures

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

DOCUMENT NUMBER-DATE

08210 JUL 28 2004

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via
Electronic Mail and First Class U. S. Mail this 28th day of July, 2004 to the following:

Jason K. Fudge
Tim Vaccaro
Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6181
Fax. No. (850) 413-6250
jfudge@psc.state.fl.us

AT&T
Virginia C. Tate
Senior Attorney
1200 Peachtree Street
Suite 8100
Atlanta, GA 30309
Tel. No. (404) 810-4922
vtate@att.com

Verizon, Inc.
Kimberly Caswell
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110
Tel. No. (813) 483-2617
Fax. No. (813) 223-4888
kimberly.caswell@verizon.com

Nanette Edwards (+)
Regulatory Attorney
ITC^DeltaCom
4092 S. Memorial Parkway
Huntsville, Alabama 35802
Tel. No. (256) 382-3856
Fax. No. (256) 382-3936
nedwards@itcdeltacom.com

Peter M. Dunbar, Esquire
Karen M. Camechis, Esquire
Pennington, Moore, Wilkinson,
Bell & Dunbar, P.A.
Post Office Box 10095 (32302)
215 South Monroe Street, 2nd Floor
Tallahassee, FL 32301
Tel. No. (850) 222-3533
Fax. No. (850) 222-2126
pete@penningtonlawfirm.com

Brian Chaiken
Supra Telecommunications and
Information Systems, Inc.
2620 S. W. 27th Avenue
Miami, FL 33133
Tel. No. (305) 476-4248
Fax. No. (305) 443-1078
bchaiken@stis.com

Michael A. Gross
Vice President, Regulatory Affairs
& Regulatory Counsel
Florida Cable Telecomm. Assoc.
246 East 6th Avenue
Tallahassee, FL 32303
Tel. No. (850) 681-1990
Fax. No. (850) 681-9676
mgross@fcta.com

Susan Masterton
Charles J. Rehwinkel
Sprint
Post Office Box 2214
MS: FLTLHO0107
Tallahassee, Florida 32316-2214
Tel. No. (850) 599-1560
Fax. No. (850) 878-0777
susan.masterton@mail.sprint.com

Donna Canzano McNulty (+)
MCI WorldCom, Inc.
325 John Knox Road
The Atrium, Suite 105
Tallahassee, FL 32303
Tel. No. (850) 422-1254
Fax. No. (850) 422-2586
donna.mcnulty@wcom.com

Brian Sulmonetti
MCI WorldCom, Inc.
6 Concourse Parkway, Suite 3200
Atlanta, GA 30328
Tel. No. (770) 284-5493
Fax. No. (770) 284-5488
brian.sulmonetti@wcom.com

William Weber, Senior Counsel
Covad Communications
1230 Peachtree Street, N.E.
19th Floor, Promenade II
Atlanta, Georgia 30309
Tel. No. (404) 942-3494
Fax. No. (508) 300-7749
wweber@covad.com

John Rubino
George S. Ford
Z-Tel Communications, Inc.
601 South Harbour Island Blvd.
Tampa, Florida 33602
Tel. No. (813) 233-4630
Fax. No. (813) 233-4620
gford@z-tel.com

Joseph A. McGlothlin
Vicki Gordon Kaufman
McWhirter, Reeves, McGlothlin,
Davidson, Decker, Kaufman, et. al
117 South Gadsden Street
Tallahassee, Florida 32301
Tel. No. (850) 222-2525
Fax. No. (850) 222-5606
jmcglothlin@mac-law.com
vkaufman@mac-law.com
Represents KMC Telecom
Represents Covad
Represents Mpower

Jonathan E. Canis
Michael B. Hazzard
Kelley Drye & Warren, LLP
1200 19th Street, N.W., Fifth Floor
Washington, DC 20036
Tel. No. (202) 955-9600
Fax. No. (202) 955-9792
jacanis@kelleydrye.com
mhazzard@kelleydrye.com

Tad J. (T.J.) Sauder
Manager, ILEC Performance Data
Birch Telecom of the South, Inc.
2020 Baltimore Avenue
Kansas City, MO 64108
Tel. No. (816) 300-3202
Fax. No. (816) 300-3350

John D. McLaughlin, Jr.
KMC Telecom
1755 North Brown Road
Lawrence, Georgia 30043
Tel. No. (678) 985-6262
Fax. No. (678) 985-6213
jmclau@kmctelecom.com

Andrew O. Isar
Miller Isar, Inc.
7901 Skansie Avenue
Suite 240
Gig Harbor, WA 98335-8349
Tel. No. (253) 851-6700
Fax. No. (253) 851-6474
aisar@millerisar.com

Renee Terry, Esq.
e.spire Communications, Inc.
7125 Columbia Gateway Drive
Suite 200
Columbia, MD 21046
Tel. No. (301) 361-4298
Fax. No. (301) 361-4277

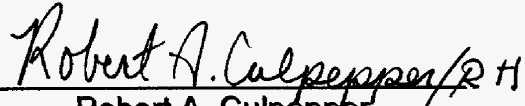
Mr. David Woodsmall
Mpower Communications, Corp.
175 Sully's Trail
Suite 300
Pittsford, NY 14534-4558
Tel. No. (585) 218-8796
Fax. No. (585) 218-0635
dwoodsmall@mpower.com

Suzanne F. Summerlin, Esq.
Attorney At Law
2536 Capital Medical Blvd.
Tallahassee, FL 32308-4424
Tel. No. (850) 656-2288
Fax. No. (850) 656-5589
summerlin@nettally.com

Dulaney O'Roark III (+)
WorldCom, Inc.
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328
Tel. No. (770) 284-5498
De.OROark@mci.com

Claudia E. Davant
AT&T
State President Legislative and
Regulatory Affairs
101 N. Monroe Street
Suite 700
Tallahassee, FL 32301
Tel. No. (850) 425-6360
Fax. No. (850) 425-6361
cdavant@att.com

Wayne Stavanja/Mark Buechele
Ann Shelfer
Supra Telecommunications
1311 Executive Center Drive
Suite 200
Tallahassee, FL 32301
Tel. No. (850) 402-0510
Fax. No. (850) 402-0522


Robert A. Culpepper

**(+) Signed Protective
Agreement**

#502166

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the establishment)
of operations support systems)
permanent performance measures for)
incumbent local exchange)
telecommunications companies.)
(BELLSOUTH TRACK))

Docket No.: 000121A-TP

Filed: July 28, 2004

**BELLSOUTH TELECOMMUNICATIONS, INC.'S COMMENTS AND PROPOSED
REVISIONS TO THE BELLSOUTH SERVICE QUALITY MEASUREMENT PLAN**

In connection with the periodic review of BellSouth's Performance Assessment Plan ("Plan" or "Current Plan") and as directed by the Staff of the Florida Public Service Commission ("Commission"), BellSouth Telecommunications, Inc. ("BellSouth") hereby submits its comments and proposed revisions to the performance measurement portion of the Current Plan. Specifically, BellSouth submits its comments and proposed revisions to the BellSouth Service Quality Measurement Plan, Version 3.0, dated July 1, 2003 ("SQM"). The SQM is a monitoring device that measures in detail the level of service (or performance) that BellSouth provides to competitive local exchange carriers ("CLECs"). Designed in response to certain requirements contained in the Telecommunications Act of 1996 (the "Act"), the SQM produces the information necessary to demonstrate that BellSouth continues to meet its obligations under Section 251(c) of the Act to provide nondiscriminatory unbundled access, interconnection, and resale to CLECs.

As requested by the Commission Staff, BellSouth hereby submits a redlined version of its proposed SQM. The redlined SQM allows all interested parties to easily identify BellSouth's proposed SQM revisions. Additionally, BellSouth is submitting a matrix that identifies all

proposed changes and the rationale for such changes. Taken together, these documents describe and discuss in detail BellSouth's proposed SQM revisions.¹

I. BACKGROUND

The Commission opened Docket No. 000121-TP to develop permanent performance metrics to be used to ensure that BellSouth and other Florida Incumbent Local Exchange Carriers ("ILECs") provide CLECs with non-discriminatory access to their respective operations support systems ("OSS") and networks. The Commission established permanent measures and a voluntary self-executing enforcement mechanism for BellSouth in Order No. PSC-01-1819-FOF-TP, issued September 10, 2001 ("*Final Order*"). BellSouth modified its proposed SQM and SEEM plans in a manner consistent with the *Final Order* and submitted such plans for Commission approval in January 2002. The Commission found the SQM and SEEM plans to be in compliance with the *Final Order* and thus approved the Plan in Order No. PSC-02-0187-FOF-TP, issued February 12, 2002, as amended by Order No. PSC-0187A-FOF-TP, issued March 13, 2002, (collectively, "*Plan Approval Order*"). The Plan as submitted and approved called for periodic reviews of the Plan every six months following adoption of the Plan. The periodic review process and associated Commission staff recommendations have resulted in two

¹ In the redlined SQM, BellSouth proposes, among others things, the elimination of all references to SEEM disaggregation. BellSouth is not proposing the elimination of all SEEM disaggregation, rather to avoid any confusion and potential conflict between the SQM and SEEM plans, BellSouth proposes to include all details regarding SEEM disaggregation in the SEEM plan only.

Commission Orders that modified the SQM only.² In accordance with such Orders, a revised SQM was filed on July 1, 2003.

II. PROPOSED SQM PLAN

The SQM specifies the method for calculating BellSouth performance data. Data is reported on many different functions that BellSouth performs for CLECs. Each unique function is identified as a measure (or metric) in the SQM, and there are 76 such measures in the current SQM. With full disaggregation for items such as products, dispatch type, and volume, these 76 SQM measures “balloon” into approximately 2,240 actual submetrics.³ Excessive disaggregation has resulted in an unwieldy current SQM that contains many duplicative and unnecessary measures. Further, excessive disaggregation results in small sample sizes. The smaller the sample size, the more likely the sample size will not produce statistically valid results. From a practical perspective, tracking numerous measurements that generate few or no transactions indicates that BellSouth is wasting time and resources by tracking many measurements that are of little or no value to the CLECs.

Based on the experience gained from operating under the current SQM, BellSouth has proposed consolidating duplicative measures and eliminating unnecessary measures, i.e. those measures that consistently contain little or no activity on a monthly basis. From a statistical perspective, BellSouth’s proposed SQM should increase the number of transactions used to

² Order No. PSC-02-1736-PAA-TP, issued December 10, 2002; and Order No. PSC-03-529-PAA-TP, issued April 22, 2003.

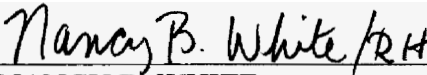
³ Statewide or regionwide results are reported on 1,902 submetrics.

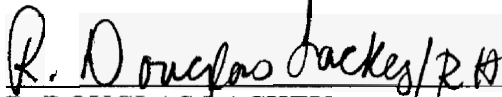
produce each measurement result and thus reduce or eliminate statistical concerns created by using small sample sizes. In sum, the proposed SQM is a more efficient, yet comprehensive, compilation of relevant performance measurements with appropriate retail analogs and benchmarks.

III. CONCLUSION

By focusing on customer impacting measurements and consolidating or eliminating duplicative and unnecessary measures, BellSouth's proposed SQM is an improved and more efficient performance monitoring mechanism. Accordingly, the Commission should supercede and replace the current SQM with BellSouth's proposed SQM.

Respectfully submitted this 28th day of July, 2004.


NANCY B. WHITE
c/o Nancy H. Sims
150 So. Monroe Street, Suite 400
Tallahassee, FL 32301
(305) 347-5555


R. DOUGLAS LACKEY
ROBERT A. CULPEPPER
Suite 4300
675 W. Peachtree St., NE
Atlanta, GA 30375
(404) 335-0841

BellSouth Service Quality Measurement Plan (SQM)

Florida Proposed Performance Metrics

**Measurement Descriptions
Version ~~3.00~~ 3.01**

Issue Date: ~~July 1, 2003~~ July 28, 2004

(Spelling and grammatical changes are not identified)

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale 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 BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)¹ and their ~~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 influence the SQM. This version of the SQM reflects the Florida Public Service Commission Order Nos. PSC 02-1736 PAA-TP, issued December 10, 2002, PSC 03-0529 PAA-TP, issued April 22, 2003 and PSC 03-0603 CO-TP, May 15, 2003. This specific SQM is based on Order No. (to be determined) in FPSC Docket No. (to be determined) dated (to be determined).~~

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 will be changed to reflect the dynamic changes in systems, described above and to correct errors, and respond to both 3rd Party audits, requirements and the Florida PSC Orders of the FPSC, FCC and the appropriate Courts of Law.

Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law relieves BellSouth of the obligations to provide any UNE or UNE combination pursuant to Section 251 of the Act, then upon providing the Commission with 30 days written notice, BellSouth may cease reporting data or paying remedies in accordance with the change of law. Performance measurements and remedy plans that have been ordered by the Commission can currently be accessed via the Internet on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder. Should there be any difference between the performance measurement and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

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

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them.

Once it is approved, the most current copy of this document can be found on the web at URL:
~~http://pmap.bellsouth.com in the Documentation/Exhibits folder.~~

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM PMAP website (<http://pmap.bellsouth.com>) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month. ~~Reports not posted by this time will be considered late for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21st. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month.~~

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

BellSouth shall retain the performance measurement ~~raw~~ Supporting dData fFiles (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. ~~The Florida Public Service Commission (FPSC) has~~ State/Federal Commissions have been given access to the website. ~~In addition, a copy of the SQM and Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.~~

Revision History

Version	Issue Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	<p>This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for OTC Compliance.)</p> <p>This is the final version, which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002.</p>
V3.00	June 20, 2003	<p>This version incorporates changes based on the 6 month review of FL PAI beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP.</p> <p>This is the final version, which will be filed in Florida, August 8, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22, 2003 and May 15, 2003.</p>
V3.01	July 28, 2004	Six-month review proposal

Contents

Section 1: Operations Support Systems (OSS)

OSS-1:	(Deleted) Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)	4
OSS-2 <u>IA</u> :	OSS Interface Availability (Pre-Ordering/Ordering)	7
OSS-3 <u>MRIA</u> :	OSS Interface Availability (Maintenance & Repair)	9
OSS-4:	(Deleted) Response Interval (Maintenance & Repair)	11
PO-1:	(Deleted) Loop Makeup - Response Time - Manual	13
P 0-2 <u>ERT</u> :	Loop Makeup - Response Time - Electronic	15
<u>BMRT</u> :	UNE Bulk Migration -- Response Time	17

Section 2: Ordering

O-1:	(Deleted) Acknowledgement Message Timeliness	19
O -2 <u>AKC</u> :	Acknowledgement Message Completeness	21
O -3 <u>PFT</u> :	Percent Flow-Through Service Requests (Summary)	23
O-4:	(Deleted) Percent Flow-Through Service Requests (Detail)	26
	(Deleted) Flow-Through Error Analysis	29
O-6:	(Deleted) CLEC LSR Information	31
O-7:	(Deleted) Percent Rejected Service Requests	33
O -8 <u>RI</u> :	Reject Interval	35
O -9 <u>FOCT</u> :	Firm Order Confirmation Timeliness	39
O-10:	(Deleted) Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual	43
O -11 <u>FOCRC</u> :	Firm Order Confirmation and Reject Response Completeness	45
O-12:	(Deleted) Speed of Answer in Ordering Center	48
P -11A <u>SOAC</u> :	Service Order Accuracy	50

Section 3: Provisioning

P-1:	(Deleted) Mean Held Order Interval & Distribution Intervals	53
P-2A:	(Deleted) Jeopardy Notice Interval	56
P-2B:	(Deleted) Percentage of Orders Given Jeopardy Notices	58
P -3 <u>PIAM</u> :	Percent Missed Initial Installation Appointments <u>Met</u>	60
<u>FOCI</u> :	Firm Order Confirmation Average Completion Interval	63
P-4:	(Deleted) Average Completion Interval (OCI) & Order Completion Interval Distribution	66
P-5:	(Deleted) Average Completion Notice Interval	69
P-6:	(Deleted) % Completions/Attempts without Notice or < 24 hours Notice	72
P -7 <u>CCC</u> :	Coordinated Customer Conversions Interval - Hot Cut Duration	74
P -7A <u>HCT</u> :	Coordinated Customer Conversions - Hot Cut Timeliness % <u>Percent</u> within Interval and <u>Average Interval</u>	76
P -7B <u>RT</u> :	Coordinated Customer Conversions - Average Recovery Time	79
P -7C <u>PT</u> :	Hot Cut Conversions - % <u>Percent</u> Provisioning Troubles Received within 7 <u>5</u> Days of a Completed Service Order ...	81
<u>CNDD</u> :	Non-Coordinated Customer Conversions - <u>Percent Completed and Notified on Due Date</u>	83
P-8:	(Deleted) Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing	84
P -9 <u>PPT</u> :	% <u>Percent</u> Provisioning Troubles within 30 <u>5</u> Days of Service Order Completion	86
P-11:	(Deleted) Service Order Accuracy	89
P -13B <u>LOOS</u> :	LNP-Percent Out of Service < 60 Minutes	91
P -13C <u>LAT</u> :	LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date	93
P -13D <u>DTNT</u> :	LNP-Average Disconnect Timeliness <u>Interval Distribution</u> (Non-Trigger)	95

Florida Proposed Performance Metrics
Section 4: Maintenance & Repair

M&R-1 PRAM : Missed Percent Repair Appointments Met	97
M&R-2 CTRR : Customer Trouble Report Rate.....	100
M&R-3 MAD : Maintenance Average Duration.....	103
M&R-4 PRT : Percent Repeat Customer Troubles within 30 Days	106
M&R-5: (Deleted) Out of Service (OOS) > 24 Hours	109
M&R-6 AAT : Average Answer Time – Repair Centers.....	112
M&R-7: (Deleted) Mean Time To Notify CLEC of Network Outages	114

Section 5: Billing

B-1 BIA : Invoice Accuracy	116
B-2 BIT : Mean Time to Deliver Invoices.....	118
B-3: (Deleted) Usage Data Delivery Accuracy	120
B-4: (Deleted) Usage Data Delivery Completeness	122
B-5 UDDT : Usage Data Delivery Timeliness.....	124
B-6: (Deleted) Mean Time to Deliver Usage	126
B-7: (Deleted) Recurring Charge Completeness	128
B-8: (Deleted) Non-Recurring Charge Completeness	130
B-9: (Deleted) Percent Daily Usage Feed Errors Corrected in “X” Business Days	132
B-10: (Deleted) Percent Billing Errors Corrected in “X” Business Days.....	134

Section 6: (Deleted) Operator Services and Directory Assistance

OS-1: Speed to Answer Performance/Average Speed to Answer - Toll.....	136
OS-2: Speed to Answer Performance/Percent Answered within “X” Seconds – Toll.....	138
DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)	139
DA-2: Speed to Answer Performance/Percent Answered within “X” Seconds – Directory Assistance (DA)	141

Section 7: (Deleted) Database Update Information

D-1: Average Database Update Interval.....	142
D-2: Percent Database Update Accuracy	144
D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date	146

Section 8: (Deleted) E911

E-1: Timeliness.....	148
E-2: Accuracy	149
E-3: Mean Interval.....	150

Section 9 6: Trunk Group Performance

TGP-1 TGPA : Trunk Group Performance-Aggregate.....	151
TGP-2: (Deleted) Trunk Group Performance-CLEC Specific	153

Section 10 7: Collocation

C-1 ART : Collocation Average Response Time	157
C-2 AT : Collocation Average Arrangement Time	159
C-3 PMDD : Collocation Percent of Due Dates Missed.....	161

Florida Proposed Performance Metrics**Section 44 8: Change Management**

CM-1 CMN :	Timeliness of Change Management Notices	162
CM-2:	(Deleted) Change Management Notice Average Delay Days	164
CM-3 CMD :	Timeliness of Documents <u>Documentation</u> Associated with Change	166
CM-4 :	(Deleted) Change Management Documentation Average Delay Days.....	168
CM-5 ION :	Notification of CLEC Interface Outages.....	169
CM-6 PSEC :	Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days	171
CM-7 PCRAR :	Percentage of Change Requests Accepted or Rejected within 10 Days	173
CM-8 PCRR :	Percent Change Requests Rejected	174
CM-9 NDPR :	Number of Defects in Production Releases (Type 6 CR)	175
CM-10 SV :	Software Validation	177
CM-11 PCRIP :	Percentage of Change Requests Implemented within 60 Weeks of Prioritization.....	179

Appendix A: (Deleted) Reporting Scope

A-1:	Standard Service Groupings.....	181
A-2:	Standard Service Order Activities.....	181

Appendix B ~~A~~: Glossary of Acronyms and Terms

.....	182
-------	-----

Appendix ~~C~~ B: BellSouth Audit Policy

C-1: BellSouth's Internal Audit Policy	--
C-2: BellSouth's External Audit Policy	--
.....	193

Appendix ~~D~~ C: OSS Interface Tables

.....	194
-------	-----

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

.....	198
-------	-----

Appendix E: Description of Raw Data and Other Supporting Data Files

.....	199
-------	-----

Appendix ~~E~~: Flow-Through Matrix

.....	202
-------	-----

Section 1: Operations Support Systems (OSS)

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)

Definition

The average response interval and percent within the Interval is the average times and percent of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service and feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions

- Syntactically incorrect queries
- Scheduled OSS Maintenance
- Retail usage of LENS

Business Rules

The average response interval 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 application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application. The percent of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the percent of accesses which take more than 6 seconds, and the percent which are less than or equal to 6.3 seconds are also captured. BellSouth will not schedule maintenance during the hours from 8:00 a.m. until 9:00 p.m., Monday through Friday.

Calculation

Response Interval = (a - b)

- a = Date and Time of Legacy Response
- b = Date and Time of Legacy Request

Average Response Interval = e / d

- e = Sum of Response Intervals
- d = Number of Legacy Requests During the Reporting Period

Percent within Interval = (e / f) X 100

- e = Count of requests within the designated Interval within the reporting period.
- f = Number of Legacy Requests during the Reporting Period for System for which a response was provided.

Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained**Relating to CLEC Experience**

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

Relating to BellSouth Performance

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

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

- RSAG—Address (Regional Street Address Guide—Address)—stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- RSAG—TN (Regional Street Address Guide—Telephone number)—contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth 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 BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth 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 BellSouth query this legacy system.
- CRIS (Customer Record Information System)—Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.
- 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. BellSouth queries this legacy system.

SQM Analog/Benchmark

- Parity + 2 seconds

(See Appendix D: Tables for SQM OSS Legacy Access Times)

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes.....		X.....	

SEEM Disaggregation - Analog/Benchmark**SEEM Disaggregation**

- RSAG—Address (Regional Street Address Guide—Address)—stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- RSAG—TN (Regional Street Address Guide—Telephone number)—contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth 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 BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system.

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)



Florida Proposed Performance Metrics

Operations Support Systems (OSS)

- ~~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 BellSouth query this legacy system.~~
- ~~CRIS (Customer Record Information System) — Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.~~
- ~~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. BellSouth queries this legacy system.~~

SEEM Analog/Benchmark

- ~~Parity + 2 Seconds~~

(See Appendix D: Tables for SEEM-OSS Legacy Systems)

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)

OSS-2 IA: OSS Interface Availability (Pre-Ordering/Ordering)

Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface 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.)

This measure captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. "Functional Availability" is defined as the number of hours in the reporting period the applications/interfaces are available to users. "Scheduled Availability" is defined as the number of hours in the reporting period the applications/interfaces are scheduled to be available.

Scheduled availability is posted on the Interconnection website- (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- ~~Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.~~
- ~~Scheduled OSS Maintenance~~

Business Rules

~~This measurement captures the functional~~ The Interface Availability (Full Outages) calculations are based upon availability of applications and ~~interfaces applications utilized by CLECs for pre-ordering and ordering as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.~~

Types of outages are defined as follows:

- Full outages are defined as occurrences of either of the following:
 - Application/Interface application is down or totally inoperative
 - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- ~~Partial~~ Loss of Functionality outages are defined incurred as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC, when any function the customer normally performs or a function normally provided by an application or system is unavailable to any customer.
- Degraded Service is defined as occurrences of either of the following:
 - When the application or system is known by any IT organization to be processing 20% or more below normal capacity
 - When 20% or more of the clients experience slow response from the system or application

Total Outages include Full Outages, Degraded Services and Loss of Functionality minutes, and will be calculated for diagnostic purposes.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems.

(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m. through 9:00 p.m. Monday through Friday.)

Calculation

OSS Interface Availability (Pre-Ordering/Ordering) = $(a/b) \times 100$

Interface Availability (Full Outages) = $(a - b) / a \times 100$

- a = Functional Scheduled Availability Minutes
- b = Scheduled Availability Full Outage Minutes

Interface Availability (Total Outages) = $[a - (b + c + d)] / a \times 100$

- c = Loss of Functionality Minutes
- d = Degraded Service Minutes

Report Structure

- Interface Type
- Not CLEC Specific
- Legacy System/Interface Specific
- Not Product/Service Specific
- Geographic Scope
 - Regional Level

Data Retained

Relating to CLEC Experience

- Report Month
- Legacy Contract Type (per reporting dimension)
- Regional Scope
- Hours of Downtime

Relating to BellSouth Performance

- Report Month
- Legacy Contract Type (per reporting dimension)
- Regional Scope
- Hours of Downtime

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Interface Availability (Full Outages) Regional Level, Per OSS Interface	>= 99.5%
• Interface Availability (Total Outages)	Diagnostic

(See Appendix D-C: Interface Tables for SQM OSS Availability)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level, Per OSS Interface	>= 99.5%

(See Appendix D: Tables for SEEM OSS Availability)

OSS-3 MRIA: OSS Interface Availability (Maintenance & Repair)

Definition

~~Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. "Functional Availability" is defined as the number of hours in the reporting period that the applications/interfaces are available to users. "Scheduled Availability" is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available.~~

Scheduled availability is posted on the Interconnection website: (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- ~~Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time~~

Business Rules

~~This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. The Interface Availability (Full Outages) calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. Only full outages are included in the calculations for this measure.~~

Types of outages are defined as follows:

- Full outages are defined as occurrences of either of the following:
 - Application/Interface application is down or totally inoperative
 - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- ~~Partial Loss of Functionality outages are defined incurred as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC; when any function the customer normally performs or a function normally provided by an application or system is unavailable to any customer.~~
- Degraded Service is defined as occurrences of either of the following:
 - When the application or system is known by any IT organization to be processing 20% or more below normal capacity
 - When 20% or more of the clients experience slow response from the system or application

Total Outages include Full Outages, Degraded Services and Loss of Functionality minutes, and will be calculated for diagnostic purposes.

~~Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of maintenance and repair systems.~~

Calculation

OSS Interface Availability (M&R) $-(a/b) \times 100$

Interface Availability (Full Outages) $= (a - b) / a \times 100$

- a = Functional-Scheduled Availability Minutes
- b = Scheduled Availability Full Outage Minutes

Interface Availability (Total Outages) $= [a - (b + c + d)] / a \times 100$

- c = Loss of Functionality Minutes
- d = Degraded Services Minutes

Report Structure

- ~~Interface Type~~
- ~~Not CLEC Specific~~
- ~~Not Product/Service Specific~~
- Legacy System/Interface Specific
- Geographic Scope
 - Regional Level

Data Retained
Relating to ~~CLEC~~ Experience

- ~~Availability of CLEC TAFI~~
- ~~Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM~~
- ~~ECTA~~

Relating to BellSouth Performance

- ~~Availability of BellSouth TAFI~~
- ~~Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM~~

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- Interface Availability (Full Outages) Regional Level, Per OSS Interface>= 99.5%
- Interface Availability (Total Outages)Diagnostic

(See Appendix DC: Interface Tables for OSS SQM Availability - M&R)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- ~~Regional Level, Per OSS Interface~~>= 99.5%

(See Appendix D: Tables for SEEM-OSS Availability - M&R)

OSS-3-MRIA: OSS Interface Availability (Maintenance & Repair)

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth 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 these categories.

Exclusions

None

Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth'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 BellSouth 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 BellSouth Total Report is a combination of BellSouth Residence and Business Total.

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (e / d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where, "X" is <= 4, > 4 <= 10, <= 10, > 10, or > 30 seconds.

Average Interval = (e / f)

- e = Sum of Response Intervals
- f = Number of Queries Submitted in the Reporting Period

Report Structure

- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained

Relating to CLEC Experience

- CLEC Transaction Intervals

Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals



SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**
• — Regional Level, Per OSS Interface _____ Parity with Retail

(See Appendix D: Tables for Legacy System Access Times for M&R)

Note: BellSouth's Appendix D lists the query functions and the appropriate legacy systems that the queries travel through to return a response.

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**
Yes _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**
• Region Level, Per OSS Interface _____ Parity with Retail

OSS-4: Response Interval (Maintenance & Repair)

PO-1: Loop Makeup - Response Time - Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Inquiries, which are submitted electronically
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Inquiries

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via E-mail or FAX to BellSouth's Complex Resale Support Group (CRSG)

This measurement combines three intervals:

1. From receipt of a valid Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

Calculation

Response Interval = (a - b)

- a = Date the LMUSI returned to CLEC
- b = Date the LMUSI is received

Average Interval = (e / d)

- e = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- ~~CLEC Aggregate~~
- ~~CLEC Specific~~
- ~~Geographic Scope~~
 - ~~— State~~
 - ~~— Region~~
- ~~Interval for manual LMUs:~~
 - ~~0 — <= 1 day~~
 - ~~> 1 — <= 2 days~~
 - ~~> 2 — <= 3 days~~
 - ~~0 — <= 3 days~~
 - ~~> 3 — <= 6 days~~
 - ~~> 6 — <= 10 days~~
 - ~~> 10 days~~
- ~~Average Interval in days~~

Data Retained
Relating to CLEC Experience

Report Month

- ~~Total Number of Inquiries~~
- ~~SL Intervals~~
- ~~State and Region~~

Relating to BellSouth Performance
SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**
 • ~~Loops~~ Benchmark: 95% <= 3 Business Days

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**
 Yes X X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**
 • ~~Loops~~ Benchmark: 95% <= 3 Business Days

PO-2 ERT: Loop Makeup - Response Time - Electronic

Definition

This report measures the ~~average interval and the percent within the interval from the~~ electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually Submitted Inquiries
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ~~Operational Support Systems~~ ordering interface; TAG gateways. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ~~TAG ordering interface gateways~~. LSRs submitted via LFNs will be reflected in the results for the TAG interface.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order ~~or not~~ and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an **firm order LSR is must be** submitted by the CLEC. ~~EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.~~

Calculation

Response Interval = (a - b)

- a = Date and time the LMUSI returned to CLEC
- b = Date and time the LMUSI is received

Average Interval = (e / d)

- e = Sum of all response intervals
- d = Total number of LMUSIs received within the reporting period

Percent within Interval = (e / f) (c / d) X 100

- e c = Total LMUSIs received within the interval
- f d = Total number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
 - Region
- Interval for electronic LMUSIs:
 - 0 - <= 1 minute
 - >1 - <= 5 minutes
 - >5 - <= 8 minutes



Florida Proposed Performance Metrics

- ☐ > 8 <= 15 minutes
- ☐ > 15 minutes
- ☒ Average Interval in minutes

Data Retained

Relating to CLEC Experience

- ☒ Report Month
- ☒ Total Number of Inquires
- ☒ SI Interval
- ☒ State and Region

Relating to BellSouth Performance

- ☒ Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Loops..... Benchmark: 95% <= 1 Minute

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Loop..... Benchmark: 95% <= 1 Minute

PO-2 ERT: Loop Makeup – Response Time - Electronic

BMRT: UNE Bulk Migration - Response Time

Definition

This report measures the average interval and percent within the interval from the submission of a UNE Bulk Migration Notification Form to the distribution of Bulk Notification Form, including negotiated due date back to the CLEC.

Exclusions

- Projects not identified as UNE Bulk Migration
- Weekends and Holidays
- Canceled Requests

Business Rules

The CLEC Bulk Migration process includes the submission of a Bulk Migration Notification Form to BellSouth via email. The project manager negotiates due date, assigns Bulk Order Package Identification (BOP) number, and validates related PONs in the Bulk package. BellSouth then returns the Bulk Notification Form, including negotiated due date to the CLEC.

The "Receive Date" is defined as the date the Bulk Migration Notification Form is received by the BellSouth Project Manager via email. It is counted as day zero. Bulk Migration "Return Date" is defined as the date BellSouth returns a response. The interval calculation is reset to zero when a CLEC initiated change occurs on the Bulk Migration Notification Form.

This measurement combines three sub-metrics:

1. From receipt of a valid Bulk Migration Notification Form (up to 99 individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.
2. From receipt of a valid Bulk Migration Notification Form (100 up to 200 individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.
3. From receipt of a valid Bulk Migration Notification Form (201 or more individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.

Calculation

Response Interval = (a - b)

- a = Date BellSouth returns a response
- b = Date the Bulk Migration Notification Form is received

Average Interval = (c / d)

- c = Sum of all response intervals
- d = Total number of Bulk Migration Notification Forms received within the reporting period

Percent within Interval = (e / f) X 100

- e = Total Bulk Migration Notification Forms received within the interval
- f = Total number of Bulk Migration Notification Forms processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
- Intervals for manual Bulk Migration Notification Forms:
 - 0 - <= 99 individual telephone numbers

**Florida Proposed Performance Metrics****Operations Support Systems (OSS)**

- 0 - <= 4 Business days
- > 4 Business days
- 100 - <= 200 individual telephone numbers
- 0 - <= 6 Business days
- > 6 Business days
- >= 201 individual telephone numbers
- Average Interval in days

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• 0 - <= 99 individual telephone numbers	Benchmark: 95% <= 4 Business Days
• 100 - <= 200 individual telephone numbers.....	Benchmark: 95% <= 6 Business Days
• >= 201 individual telephone numbers.....	Benchmark: Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

BMRT: UNE Bulk Migration - Response Time

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

This measurement provides the response interval and percent within the interval from the time an LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG until an acknowledgement notice is sent by the system.

Exclusions

- Scheduled OSS Maintenance
- Manually Submitted LSRs

Business Rules

The process includes EDI and TAG system functional acknowledgements for all Local Service Requests (LSRs) which are electronically submitted by the CLEC. The start time is the receipt time of the LSR at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented.

Calculation

Response Interval = (a - b)

- a = Date and Time Acknowledgement Notices returned to CLEC
- b = Date and Time Messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

Average Response Interval = (c / d)

- c = Sum of all Response Intervals for returned acknowledgements
- d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period.

Percent within Interval = (e / f) X 100

- e = Total number of electronically submitted messages/LSRs received, from CLEC via EDI or TAG respectively, in the Reporting Period.
- f = Total number of electronically submitted messages/LSRs acknowledged in the Reporting Period.

Reporting Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region
- Electronically Submitted LSRs
 - 0 — <= 10 minutes
 - > 10 — <= 20 minutes
 - > 20 — <= 30 minutes
 - 0 — <= 30 minutes
 - > 30 — <= 45 minutes
 - > 45 — <= 60 minutes
 - > 60 — <= 120 minutes
 - > 120 minutes

Florida **Proposed** Performance Metrics

- ~~Average interval for electronically submitted LSRs in minutes~~

Data Retained**Relating to CLEC Experience**

- ~~Report Month~~
- ~~Record of Functional Acknowledgements~~

Relating to BellSouth Performance

- ~~Not Applicable~~

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

- ~~EDI~~ ~~EDI 95% <= 30 Minutes~~
- ~~TAG~~ ~~TAG 95% <= 30 Minutes~~

SEEM Measure

SEEM _____ Tier I _____ Tier II
es X X

SEEM Disaggregation – Analog/Benchmark**SEEM Disaggregation** _____ **SEEM Analog/Benchmark**

- ~~EDI~~ ~~EDI 95% <= 30 Minutes~~
- ~~TAG~~ ~~TAG 95% <= 30 Minutes~~

O-2 AKC: Acknowledgement Message Completeness

Definition

This measurement provides the percent of Messages transmissions/LSRs received via EDI or TAG ordering interface gateways, which are acknowledged electronically.

Exclusions

- Manually Submitted LSRs
- Test Transactions/Records

Business Rules

EDI and TAG Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. ~~For those CLECs using Users of EDI, may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.~~

Calculation

Acknowledgement Completeness = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for Messages transmissions/LSRs electronically submitted by EDI or TAG ordering interface gateways respectively
- b = Total number of electronically submitted Messages transmissions/LSRs received in the reporting period by EDI or TAG ordering interface gateways respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

~~Note: Acknowledgement Message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized.~~

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~Record of Functional Acknowledgements~~

Relating to BellSouth Performance

- ~~Not Applicable~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- EDI Acknowledgments Benchmark: 99.9 ~~5%~~
- TAG Benchmark: 99.5%



SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
♦ <u>EDI</u>	Benchmark: 99.9%
♦ <u>TAG</u>	Benchmark: 99.5%

0-2 AKC: Acknowledgement Message Completeness

Q-3 PFT: Percent Flow-Through Service Requests (Summary)

Definition

The percentage of Local Service Requests (LSRs) and ~~Local Number Portability~~ 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 intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- ~~Planned Manual Fallout for Percent Flow Through only~~
- CLEC System Fallout
- ~~Scheduled OSS Maintenance~~
- ~~Test Transactions/Records~~
- ~~LSRs that received a Z Status~~

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the ~~three gateway interfaces~~ mechanized ordering interface gateways (~~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 (for example: fax and courier) or are not designed to flow through (for example: Planned Manual Fallout).

Definitions:

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

Auto-Clarification: Clarifications that are mechanically returned to the CLEC ~~due to~~ due to invalid data entry within the LSR. Edits contained within the ~~source systems~~ LESOG/AUTO will perform data validity checks to ensure the data within the LSR is complete ~~correct and accurate~~ 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 NXX requested, the CLEC will receive an Auto-Clarification.

Planned Manual Fallout*: Planned Fallout that occurs 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, ~~the source systems~~ LESOG/AUTO will determine if the LSR should be forwarded to LCSC for manual handling. ~~Following are the categories for Manual Fallout:~~

1. ~~Complex*~~
2. ~~Special pricing plans~~
3. ~~Some Partial migrations (All LNP Partial Migrations)~~
4. ~~New telephone number not yet posted to BOCRIS~~
5. ~~Pending order review required~~
6. ~~CSR inaccuracies such as invalid or missing CSR data in CRIS~~
7. ~~Expedites (requested by the CLEC)~~
8. ~~Denials restore and conversion, or disconnect and conversion orders~~
9. ~~Class of service invalid in certain states with some types of service~~
10. ~~Low volume such as activity type "T" (move)~~
11. ~~More than 25 business lines, or more than 15 loops~~
12. ~~Transfer of calls option for the CLEC end users~~
13. ~~Directory Listings (Identities and Captions)~~
14. ~~LNP Only Supplement LSRs except supp of Q-2 (Due Date Changes) on Res Type CB~~

Florida Proposed Performance Metrics

*See LSR Flow-Through Matrix in Appendix E on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC; or is due to BellSouth 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 due to BellSouth-caused system functionality, the LCSC representative will correct the error and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = $a / [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through ~~LESOG/AUTO~~ the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed ~~the basic system edits and are accepted for further service order processing from LEO/LNP Gateway to LESOG/AUTO~~
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification data entry error
- f = The number of LSRs that receive a Z status

Percent Achieved Flow Through = $a / [b - (c + d + e)] \times 100$

- a = The number of LSRs that flow through ~~LESOG/AUTO~~ and reach a status for a FOC to be issued
- b = The number of LSRs passed from ~~LEO/LNP Gateway to LESOG/AUTO~~
- c = The number of LSRs that are returned to the CLEC for auto clarification
- d = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = The number of LSRs that receive Z status

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - Region

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~~

Relating to BellSouth Performance

- ~~Report Month~~
- ~~Total number of errors by type~~
 - ~~—BellSouth System Error~~

Florida Proposed Performance Metrics

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark ^a
• Residence.....	Benchmark: 95%
• Business.....	Benchmark: 90%
• UNE - Loops.....	Benchmark: 85%
• UNE - P.....	Benchmark: 90%
• Resale.....	Benchmark: 90%
• LNP.....	Benchmark: 85%

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/ Benchmark ^a
• Residence.....	Benchmark: 95%
• Business.....	Benchmark: 90%
• UNE - Loops.....	Benchmark: 85%
• UNE - P.....	Benchmark: 90%
• LNP.....	Benchmark: 85%

Notes:

- The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.
- The CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the "Resources" section on left side of PMAP website). Enter the name of the report in the Comments section.

^a - Benchmarks do not apply to the "Percent Achieved Flow-Through."

O-4: Percent Flow-Through Service Requests (Detail)

Definition

A detailed list, by CLBC, of the percentage of Local Service Request (LSR) and LNP Local Service Request (LNP LSRs) submitted electronically via the CLBC mechanism 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 for Percent Flow-Through only
- CLBC System Fallout
- Scheduled OSS Maintenance

Business Rules

The CLBC mechanism 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, 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 CLBC mechanism ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Definitions:

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

Auto Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAU/TO 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-NXX requested, the CLBC will receive an Auto Clarification.

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 CLBC submits an LSR, LESOG/LAU/TO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations (All LNP Partial Migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLBC)
8. Denials restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLBC end users
13. Directory Listings (Identions and Captions)
14. LNP Only—Supplement LSRs except supps of O-2 (Due Date Changes) on Reg-Type CB

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior

Florida Proposed Performance Metrics

Commission approval:

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth 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 BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = $a / [b - (c + d + e + f)] \times 100$

- a = the total number of LSRs that flow through LESOG/AUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/AUTO
- c = the number of LSRs that fallout for manual processing
- d = the number of LSRs that are returned to the CLEC for auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = $a / [b - (c + d + e)] \times 100$

- a = the number of LSRs that flow through LESOG/AUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/AUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = the number of LSRs that receive Z status

Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized 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 BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation
- Region

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



Florida Proposed Performance Metrics

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type
 - BellSouth System Error

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE - Loops	Benchmark: 85%
• UNE P	Benchmark: 90%
• LNP	Benchmark: 85%

SEEM Measure

SEEM	Tier I	Tier II
es	X	

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE - Loops	Benchmark: 85%
• UNE P	Benchmark: 90%
• LNP	Benchmark: 85%

a Benchmarks do not apply to the "Percent Achieved Flow-Through."

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 or reached 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 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 (for example, fax and courier).

Calculation

Total for each error 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
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count.

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received
- Total Number of Errors by Type (by Error Code)
- CLEC caused error

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type (by Error Code)
 - BellSouth System Error



SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

• Not Applicable Not Applicable

SEEM Measure

SEEM _____ Tier I _____ Tier II

to

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable Not Applicable

Flow-Through Error Analysis

O-6: 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
- ♦—LSRs Submitted Manually

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 (for example, fax and courier).

Calculation

Not Applicable

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 columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR:

- ♦—CC
- ♦—PON
- ♦—Ver
- ♦—Timestamp
- ♦—Type
- ♦—Err #
- ♦—Note or Error Description

Data Retained

Relating to CLEC 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

Relating to BellSouth Performance

- ♦—Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
------------------------------------	-----------------------------

- | | |
|------------------|----------------|
| ♦—Not Applicable | Not Applicable |
|------------------|----------------|



Docket No. 000121A-TP
Ordering

Florida Proposed Performance Metrics

SEEM Measure

SEEM _____ Tier I _____ Tier II
No _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
♦ Not Applicable _____ Not Applicable

O-6: CLEC LSR Information

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Service Requests (Local Service Requests (LSRs) or Access Service Requests (ASRs)) received which are rejected due to error or omission. Service Requests are considered valid when they are submitted by the CLBC and pass edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLBC prior to being rejected/clarified.
- Fatal Rejects
- Order Activities of BellSouth or the CLBC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable
- LSRs identified as "Projects"

Business Rules

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

A Fatal Reject occurs when a CLBC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLBC before it is considered a valid LSR.

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 occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO 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 CLBC.

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

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

Calculation

Percent Rejected Service Requests = (a / b) X 100

- a = Total Number of Service Requests Rejected in the reporting period
- b = Total Number of Service Requests Received in the reporting period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLBC Specific
- CLBC Aggregate
- Geographic Scope
- State
- Region
- Product Specific percent Rejected
- Total percent Rejected



Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance RI

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

Mechanized, Partially Mechanized and Non Mechanized

Resale - Residence

Resale - Business

Resale - Design (Special)

Resale PBX

Resale Centrex

Resale ISDN

LNP (Standard)

LNP (Standard)

2W Analog Loop Design

2W Analog Loop Non-Design

2W Analog Loop with LNP Design

2W Analog Loop with LNP Non-Design

2W Analog Loop with LNP Non-Design

UNE Digital Loop < DS1

UNE Digital Loop > DS1

UNE Loop - Port Combinations

UNE Combination Other

UNE ISDN Loop

UNE Other Design

UNE Other Non-Design

UNE Line Splitting

EELs

Switch Ports

UNE xDSL (ADSL, HDSL, VCL)

Line Sharing

Local Interoffice Transport

Local Interconnection Trunks

SEEM Measure

SEEM

Tier I

Tier II

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable

O-8 RI: Reject Interval

Definition

~~Reject The interval is the average reject for the return of a reject is the response time from the receipt of a service request [(Local Service Requests (LSRs) or Access Service Requests (ASRs))] to the distribution of a reject. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single version of an LSR, the first reject issued is used for the calculation of the interval duration.~~

Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- ~~• Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only.~~
- LSRs which are identified and classified as "Projects" with the exception of valid "Project IDs" for UNE-P to UNE Loop Bulk Migration

~~Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/lcsc.html>~~

~~Local Interconnection Service Center (LISC) – Monday through Friday 4:30 PM until 8:00 AM
From 4:30 PM Friday until 8:00 AM Monday~~

~~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.~~

~~The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.~~

~~In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.~~

- Scheduled OSS Maintenance
- Test Transaction/Records

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 BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated 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.~~

~~Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.~~

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ~~EDI translator, or TAG ordering interface gateways~~) until the LSR is rejected (date and time stamp ~~or of reject in EDI translator, or TAG ordering interface gateways~~). 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 translator, or TAG ordering interface gateways~~) ~~until it which falls out for manual handling. The stop time on partially mechanized LSRs is when until~~ the LCSC Service Representative clarifies the LSR back to the CLEC via ~~EDI translator, or TAG ordering interface gateways~~.

Non-Mechanized: The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of



Florida Proposed Performance Metrics

FAX or date and time mailed paper LSRs is are received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LOA FAX Server.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the **Local Interconnection Service Center (LISC)** Carrier Interconnection Switching Center (CISC). Trunks data is reported as a separate category.

Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Reject Interval = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

Average Reject Interval = (e / d)

- e = Sum of all reject intervals
- d = Number of service requests rejected in reporting period

Reject Interval Distribution Percent within Interval = (e / f) (c / d) X 100

- e c = Service requests rejected in reported interval
- f d = Total number of service requests rejected in reporting period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
 - 0 - <= 4 minutes
 - > 4 - <= 8 minutes
 - > 8 - <= 12 minutes
 - > 12 - <= 60 minutes
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 12 hours
 - > 12 - <= 16 hours
 - > 16 - <= 20 hours
 - > 20 - <= 24 hours
 - > 24 hours
- Partially Mechanized:
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 10 hours
 - 0 - <= 10 hours
 - > 10 - <= 18 hours
 - 0 - <= 18 hours
 - > 18 - <= 24 hours
 - > 24 hours

Florida Proposed Performance Metrics

- Non-Mechanized:
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 12 hours
 - > 12 - <= 16 hours
 - > 16 - <= 20 hours
 - > 20 - <= 24 hours
 - 0 - <= 24 hours
 - > 24 hours
 - 0 - <= 18 hours
- Local Interconnection Trunks:
 - 0 - <= 4 days
 - 0 - <= 36 hours
 - > 36 hours
- Average Interval is reported in business hours.
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Reject Interval
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale - Residence Fully Mechanized
- Resale - Business Partially Mechanized
- Resale - Design (Special) Non-Mechanized
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design

SQM Analog/Benchmark

- Fully Mechanized: 97% <= 1 Hour
- Partially Mechanized: 95 90% <= 10 Hours
- Non-Mechanized: 95 85% <= 24 18 Hours



Docket No. 000121A-TP
Ordering

Florida Proposed Performance Metrics

- ~~UNE Line Splitting~~
- ~~BELs~~
- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, UCL~~
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- Local Interconnection Trunks ~~Trunks: 95~~ 85% ~~<= 36 Hours~~ 4 Days

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	97% <= 1 hour
• Partially Mechanized	95% <= 10 hours
• Non-Mechanized	95% <= 24 hours
• Local Interconnection Trunks	95% <=

O-8 RI: Reject Interval

Q-9 FOCT: Firm Order Confirmation Timeliness

Definition

The interval for return of a Firm Order Confirmation (FOC interval) is the average response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) or ASR to distribution of a FOC Firm Order Confirmation. The interval will include an electronic facilities check.

Exclusions

- Service Requests canceled by CLEC prior to a FOC being confirmed returned
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs which are identified and classified as "Projects" with the exception of valid "Projects IDs" for UNE-P to UNE Loop Bulk Migrations

Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/lese.html>

For ASRs processed in the Local Interconnection Service Center (LISC) — From 4:30 PM — All hours outside of Monday — Friday 8:00 AM — 4:30 PM CST. should be excluded.

The hours excluded will be altered to reflect changes in the Center operating hours. The Centers will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Test Transactions/Records
- Scheduled OSS Maintenance

Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG ordering interface gateways.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth 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 via EDI translator or TAG ordering interface gateways.

Non-Mechanized: The elapsed time from receipt of a valid paper LSR not submitted via electronic systems (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON FAX Server.

Florida Proposed Performance Metrics

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Local Interconnection Service Center (LISC)~~ Carrier Interconnection Switching Center (CISC). ~~The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.~~

Note: When multiple FOCs occur on a single version of an LSR, the first FOC is used to measure the interval.

Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and time of Firm Order Confirmation
- b = Date and time of service request receipt

Average FOC Interval = (e / d)

- e = Sum of all Firm Order Confirmation Times
- d = Number of service requests confirmed in reporting period

FOC Interval Distribution Percent within Interval = (e / f) (c / d) X 100

- e / c = Service requests confirmed in designated reported interval
- f / d = Total service requests confirmed in the reporting period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
 - ~~0 - <= 15 minutes~~
 - ~~> 15 - <= 30 minutes~~
 - ~~> 30 - <= 45 minutes~~
 - ~~> 45 - <= 60 minutes~~
 - ~~> 60 - <= 90 minutes~~
 - ~~> 90 - <= 120 minutes~~
 - ~~> 120 - <= 180 minutes~~
 - 0 - <= 3 hours
 - > 3 - <= 6 hours
 - > 6 - <= 12 hours
 - > 12 - <= 24 hours
 - > 24 - <= 48 hours
 - > 48 hours
- Partially Mechanized:
 - ~~0 - <= 4 hours~~
 - ~~> 4 - <= 8 hours~~
 - ~~> 8 - <= 10 hours~~
 - 0 - <= 10 hours
 - > 10 - <= 18 hours
 - 0 - <= 18 hours

Florida Proposed Performance Metrics

- > 18 <= 24 hours
- > 24 <= 48 hours
- > 48 hours
- Non-mechanized:
 - 0 <= 4 hours
 - > 4 <= 8 hours
 - > 8 <= 12 hours
 - > 12 <= 16 hours
 - 0 <= 24 hours
 - > 16 <= 20 hours
 - > 20 <= 24 hours
 - > 24 <= 36 hours
 - 0 <= 36 hours
 - > 36 <= 48 hours
 - > 48 hours
- Local Interconnection Trunks:
 - 0 <= 48 hours
 - > 48 hours
 - 0 <= 10 days
- Average interval is reported in business hours
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Interval for FOC
- Total Number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale - Residence Fully Mechanized
- Resale - Business Partially Mechanized
- Resale - Design (Special) Non-Mechanized
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1

SQM Analog/Benchmark

- Fully Mechanized: 95% <= 3 Hours
- Partially Mechanized: 95 90% <= 10 Hours
- Non-Mechanized: 95 90% <= 24 Hours



Docket No. 000121A-TP
Ordering

Florida Proposed Performance Metrics

- ~~UNE Loop + Port Combinations~~
- ~~UNE Combination Other~~
- ~~UNE ISDN Loop~~
- ~~UNE Other Design~~
- ~~UNE Other Non-Design~~
- ~~UNE Line Splitting~~
- ~~EELs~~
- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, UCL)~~
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- Local Interconnection TrunksTrunks: 95% <= 48 10 Hours Days

SEEM Measure

SEEM	Tier I	Tier II
Yes No	X	X

~~SEEM Disaggregation - Analog/Benchmark~~

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% <= 3 Hours
• Partially Mechanized	95% <= 10 Hours
• Non-Mechanized	95% <= 24 Hours
• Local Interconnection Trunks	95% <= 48 Hours

O-9 FOCT: Firm Order Confirmation Timeliness

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual²

Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

Exclusions

- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00 PM Friday until 8:00 AM Monday are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests
- Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/lese.html>

Business Rules

This measurement combines four intervals:

1. From receipt of a valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'.
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of a valid SI/LSR in the LCSC to Firm Order Confirmation.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

Calculation

FOC Timeliness Interval with SI = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

Average Interval = (e / d)

- e = Sum of all FOC Timeliness Intervals with SI
- d = Total number of SIs with LSRs received in the reporting period

Percent within Interval = (e / f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
 - Region
- Intervals
 - 0 – < 3 days

²See O-9 for FOC Timeliness

Florida Proposed Performance Metrics

- >3 — <= 5 days
- 0 — <= 5 days
- >5 — <= 7 days
- >7 — <= 10 days
- >10 — <= 15 days
- >15 days
- Average Interval measured in days

Data Retained
Relating to CLEC Experience

- Report Month
- Total Number of Requests
- SI Intervals
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops)	95% Returned <= 5 Business Days
• Unbundled Interoffice Transport	

SEEM Measure

SEEM Tier I Tier II

10

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Q-14 FOCRC: Firm Order Confirmation and Reject Response Completeness

Definition

~~A response is expected from BellSouth for every~~ This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation, ~~transaction~~ (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service requests canceled by the CLEC prior to FOC or Rejected/~~clarified being sent~~
- Fatal Rejects
- LSRs identified as “Projects” with the exception of valid “Projects IDs” for UNE-P to UNE Loop Bulk Migrations
- Test Transactions/Records

Business Rules

Fully Mechanized: The number of FOCs or ~~Auto Clarifications~~ Rejects sent to the CLEC from ~~EDI, or TAG~~ ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

Partially Mechanized: The number of FOCs or Rejects sent to the CLEC from ~~EDI, or TAG~~ ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fallout for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by via FAX server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Local Interconnection Service Center (LISC)~~ Carrier Interconnection Switching Center (CISC). Trunk data is reported as a separate category.

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

For CLEC Results:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Firm Order Confirmation / Reject Response Completeness = (a / b) X 100

- a = Total number of service requests for which a Firm Order Confirmation or Reject is sent
- b = Total number of service requests received in the report period

Florida Proposed Performance Metrics

Report Structure

- One report with the following four Disaggregation Levels
 - Fully Mechanized;
 - Partially Mechanized;
 - Non-Mechanized ~~and~~
 - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State and Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~Total Number of LSRs~~
- ~~Total Number of Rejects~~
- ~~Total Number of ASRs (Trunks)~~
- ~~Total Number of FOCs~~

Relating to BellSouth Performance

- ~~Not Applicable~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~Resale-Residence Fully Mechanized~~.....95% Returned
- ~~Resale-Business Partially Mechanized~~.....95% Returned
- ~~Resale-Design (Special) Non-Mechanized~~.....95% Returned
- ~~Resale-PBX~~
- ~~Resale-Centrex~~
- ~~Resale-ISDN~~
- ~~LNP (Standalone)~~
- ~~INP (Standalone)~~
- ~~2W Analog Loop Design~~
- ~~2W Analog Loop Non-Design~~
- ~~2W Analog Loop with INP Design~~
- ~~2W Analog Loop with INP Non-Design~~
- ~~2W Analog Loop with LNP Design~~
- ~~2W Analog Loop with LNP Non-Design~~
- ~~UNE Digital Loop < DS1~~
- ~~UNE Digital Loop >= DS1~~
- ~~UNE Loop + Port Combinations~~
- ~~UNE Combination Other~~
- ~~UNE ISDN Loop~~
- ~~UNE Other Design~~
- ~~UNE Other Non-Design~~
- ~~UNE Line Splitting~~
- ~~EELs~~
- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, VDSL)~~
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- ~~Local Interconnection Trunks~~.....95% Returned



Docket No. 000121A-TP
Ordering

Florida Proposed Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
---------------------------	-----------------------

- | | |
|--------------------------------|--------------|
| • Fully Mechanized | 95% Returned |
| • Partially Mechanized | |
| • Non Mechanized | |
| • Local Interconnection Trunks | |

O-14 FOCRC: Firm Order Confirmation and Reject Response Completeness

O-12: 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 BellSouth 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 a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

Calculation

Speed of Answer in Ordering Center = (a / b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

Report Structure

Aggregate

- CLEC — Local Carrier Service Center
- BellSouth
 - Business Service Center
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Mechanized Tracking Through LCSC Automatic Call Distributor

Relating to BellSouth Performance

- Mechanized Tracking Through BellSouth Retail Center Support System

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

Aggregate

- CLEC — Local Carrier Service Center Parity with Retail (Business Service Center)

O-12: Speed of Answer in Ordering Center



Florida Proposed Performance Metrics

Docket No. 000121A-TP
Ordering

SEEM Measure

SEEM _____ Tier I _____ Tier II
Yes X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
♦ CLEC - Local Carrier Service Center parity with Retail (Business Service Center)

O-12: Speed of Answer in Ordering Center

Note: This measure becomes effective with September 2003 service orders. The Service Order Accuracy measure as defined in the previous SQM will be effective prior to that time.

Note: This measure has been moved from Provisioning to Ordering

P-11A SOAC: Service Order Accuracy

Definition

~~The Service Order Accuracy measurement~~ This report measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling (Partially Mechanized) by a BellSouth service representative in the LCSC are measured.

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 using test OCs, etc.~~ which may be coded order types C, N, R or T etc.)
- Disconnect Orders
- ~~CLEC LSRs Submitted Manually (FAX or Courier)~~
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through)
- LSRs identified as "Projects"
- Listing Orders

Business Rules

~~Only CLEC LSRs submitted electronically that fall out of the electronic system for manual processing (partially mechanized) by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.~~

Selected CLEC Affecting Service Attributes

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

BellSouth LSR Fields

~~A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, if any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order will be scored as a miss. but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure.~~

~~An example would be BellSouth will maintain a list of LCSC/System workarounds which will not be service affecting. This list which will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.~~

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC

- Directory Listing
 - Directory Delivery Address
 - Listing Activity
 - Alphanumeric Listing Identifier Code
 - Record Type
 - Listing Type
 - Listed Telephone Number
 - Listed Name, Last Name
 - Listed Name, First Name
 - Address Indicator
 - Listed Address House Number
 - Listed Address House Number Suffix
 - Listed Address Street Directional
 - Listed Address Street Name
 - Listed Address Thoroughfare
 - Listed Address Street Suffix
 - Listed Address Locality
 - Yellow Pages Heading
- Features
 - Feature Activity
 - Feature Codes
 - Feature Detail*
- Hunting
 - Hunt Group Activity
 - Hunt Group Identifier
 - Telephone Number Identifier
 - Hunt Type Code
 - Hunt Line Activity
 - Hunting Sequence
 - Number Type
 - Hunting Telephone Number
- E911 Listing
 - Service Address House Number
 - Service Address House Number Suffix
 - Service Address Street Directional
 - Service Address Street Name
 - Service Address Thoroughfare
 - Service Address Street Suffix
 - Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

Calculation

Percent Service Order Accuracy = (a / b) X 100

- a = Applicable Orders completed without error
- b = Applicable Orders completed in reporting period

Report Structure

- CLEC Specific

- CLEC Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Order Number (PON)~~
- ~~Local Service Request (LSR) Number~~
- ~~BellSouth Service Order Number~~
- ~~BellSouth Service Order Completion Date~~
- ~~Service Type (Resale, UNE, UNE-P)~~
- ~~Standard Order Activity~~

Relating to BellSouth Performance

- ~~No BellSouth Analog Exists~~

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

- Resale.....95% Accurate
- UNE.....95% Accurate
- UNE-P.....95% Accurate

SQM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation

- ~~Resale.....95% Accurate~~
- ~~UNE.....95% Accurate~~
- ~~UNE-P.....95% Accurate~~

SEEM Analog/Benchmark

Section 3: Provisioning

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 BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth 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. 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 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
- Orders with Appointment Code of 'A', i.e., orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.

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 and identifying all orders that have been reported as completed in SOCS after 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 then 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 = a / b

- a = Sum of held over days for all Past Due Orders Held with a BellSouth Missed Appointment from the earliest BellSouth missed appointment
- b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

Held Order Distribution Interval (for each interval) = $(c / d) \times 100$

- c = # of Orders Held for >= 15 days or # of Orders Held for >= 90 days
- d = Total # of Past Due Orders Held and Pending But Not Completed)

Florida Proposed Performance Metrics

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Circuit Breakout < 10, >= 10 (except trunks)
- Dispatch/Non-Dispatch
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC 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.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Committed Due Date
- Service Type
- Hold Reason
- Total Line/Circuit Count
- 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 Based
- 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
- UNE ISDN (includes VBC).....Retail ISDN - BRI
- UNE Time Sharing.....ADSL Provided to Retail
- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport).....Retail DSL/DSL Interoffice
- Local Interconnection Trunks.....Party with Retail
- UNE Time Splitting.....ADSL to Retail
- EFLs.....Retail DSL/DSL

SEEM Measure

SEEM.....Tier I.....Tier II

No.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation.....SEEM Analog/Benchmark

• Not Applicable.....Not Applicable

P-2A: Jeopardy Notice Interval

Definition

When BellSouth 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/BellSouth systems until 5pm on the due date of the order.

Exclusions

- Orders held for CLEC end-user reasons
- Disconnect (D) and From (F) orders
- Orders with Jeopardy Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with a due date of ≤ 48 hours.

Business Rules

When BellSouth 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. Jeopardy notices for interconnection trunk results are usually zero as these trunks seldom experience facility delays. The Committed Due Date is considered the Confirmed Due Date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

Calculation

Jeopardy Interval = a - b

- a = Date and Time of Scheduled Due Date on Service Order
- b = Date and Time of Jeopardy Notice

Average Jeopardy Interval = e / d

- e = Sum of all Jeopardy Intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON

Florida Proposed Performance Metrics

- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark

• Resale Residence	95% >= 48 hours
• Resale Business	95% >= 48 hours
• Resale Design	95% >= 48 hours
• Resale PBX	95% >= 48 hours
• Resale Centrex	95% >= 48 hours
• Resale ISDN	95% >= 48 hours
• LNP (Standalone)	95% >= 48 hours
• INP (Standalone)	95% >= 48 hours
• 2W Analog Loop Design	95% >= 48 hours
• 2W Analog Loop Non-Design	95% >= 48 hours
• 2W Analog Loop with LNP-Design	95% >= 48 hours
• 2W Analog Loop with LNP-Non-Design	95% >= 48 hours
• 2W Analog Loop with INP-Design	95% >= 48 hours
• 2W Analog Loop with INP-Non-Design	95% >= 48 hours
• UNE Digital Loop < DS1	95% >= 48 hours
• UNE Digital Loop >= DS1	95% >= 48 hours
• UNE Loop + Port Combinations	95% >= 48 hours
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	95% >= 48
• UNE Combo Other	95% >= 48 hours
• UNE xDSL (HDSL, ADSL and UCL)	95% >= 48 hours
• UNE ISDN (Includes UDC)	95% >= 48 hours
• UNE Line Sharing	95% >= 48 hours
• UNE Other Design	95% >= 48
• UNE Other Non-Design	95% >= 48 hours
• Local Transport (Unbundled Interoffice Transport)	95% >= 48 hours
• Local Interconnection Trunks	95% >= 48 hours
• UNE Line Splitting	95% >= 48 hours
• EELs	95% >= 48 hours

SEEM Measure

SEEM Tier I Tier II

40

SEEM Disaggregation SEEM Analog/Benchmark

- Not Applicable
- Not Applicable

P-2B: Percentage of Orders Given Jeopardy Notices

Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

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) and From (F) orders

Business Rules

When BellSouth 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. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

Calculation

Percent of Orders Given Jeopardy Notice = (a / b) X 100

- a = Number of Orders Given Jeopardy Notices in Reporting Period
- b = Number of Orders Confirmed (due) in Reporting Period

Percent of Orders Given Jeopardy Notice >= 48 hours = (c / d) X 100

- c = Number of Orders Given Jeopardy Notice >= 48 hours in Reporting Period (electronic only)
- d = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
- State
- Region

Data Retained

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

Relating to CLEC Experience

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

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
• UNE ISDN (Includes UDC)	Retail ISDN - BR1
• UNE Line Sharing	ADSL Provided to Retail
• 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	ADSL Provided to Retail
• FFLs	Retail DS1/DS3

SEEM Measure
SEEM **Tier I** **Tier II**

No

SEEM Disaggregation **SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

P-3 PIAM: Percent Missed Initial Installation Appointments Met

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 report measures is the percentage of total orders processed for which BellSouth is unable to complete the service orders on meets the committed due dates and reported for Total misses and End User Misses.

Exclusions

- ~~Orders eCanceled Service Orders prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")~~
- ~~Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc., which may be o~~Order types may be coded C, N, R or T)
- ~~Disconnect (D) & From (F) o~~Orders
- ~~End User Misses~~
- ~~Listing Orders~~

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. All Service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons.

Calculation

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

- a = Number of orders with Completion date in reporting period past the original committed due date where the installation appointment is met
- b = Total number of orders completed during the in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Report in Categories of < 0 lines/circuits — 0 lines/circuits (except trunks)~~
- ~~Dispatch/Non-Dispatch (except Trunks)~~
- Geographic Scope
 - State
 - ~~Region~~

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Order Number and PON (PON)~~

Florida Proposed Performance Metrics

- ~~Committed Due Date (DD)~~
- ~~Completion Date (CMPLTN-DD)~~
- ~~Status Type~~
- ~~Status Notice Date~~
- ~~Standard Order Activity~~

Note: Code in parentheses is the corresponding header found in the raw data file.

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~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|--|---|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP/INP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch) |
| • 2W UNE 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 EELs | Retail DS1/DS3 |
| • 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 | Retail ISDN - BRI |
| • UNE Line Sharing Splitting Without Conditioning | ADSL Provided to Retail |
| • With Conditioning | ADSL Provided to Retail |
| • UNE Other Design | Diagnostic Retail Design |
| • UNE Other Non-Design | Diagnostic Retail Residence and Business |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |
| • UNE Line Splitting Without Conditioning | ADSL Provided to Retail |
| • With Conditioning | ADSL Provided to Retail |
| • UNE UDC/ISL | Retail ISDN - BRI |



Florida Proposed Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

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	Dispatched In
- Switch Based	Switch Based
• EELs	Retail DS1/DS3
• 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	Retail ISDN - BRI
• UNE Line Splitting Without Conditioning	ADSL Provided to Retail
- With Conditioning	ADSL Provided to Retail
• UNE Line Sharing Without Conditioning	ADSL Provided to Retail
- With Conditioning	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• UNE UDC/ADSL	Retail ISDN - BRI

P-3 PJAM: Percent Missed Initial Installation Appointments Met

FOCI: Firm Order Confirmation Average Completion Interval

Definition

The “Firm Order Confirmation Average Completion Interval” measures the interval of time it takes BellSouth to provide service for the CLEC or its own customers. This report measures how well BellSouth meets the interval offered to customers on service orders from receipt of a Local Service Request (LSR) to the order completion. It is a combined report of FOC and OCI.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- “L” Appointment coded orders (where the customer has requested a later than offered interval)
- End-User Caused Missed Appointments
- Rejected LSRs
- LSRs identified as “Projects” with the exception of valid “Projects IDs” for UNE-P to UNE Loop Bulk Migrations
- Scheduled OSS Maintenance
- Listing Orders

Business Rules

For CLEC orders, the actual FOC interval and completion interval is determined for each order processed during the reporting period. The duration starts when BellSouth receives a valid LSR or ASR and stops when the technician or system completes the order in SOCS. For BellSouth retail orders, an interval representing FOC time is added to the actual completion interval to create an analogous retail analog since BellSouth retail orders do not have a comparable ordering process. The start time for the completion interval for BellSouth retail orders is the timestamp of the first entry into SOCS and the stop time is when the technician or system completes the order in SOCS. Orders 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). Only valid business hours/days will be included in the calculation of this interval for FOC interval and valid business days for OCI interval. Valid business days and hours can be found on the Interconnection website (http://www.interconnection.bellsouth.com/#local_ordering_handbook/interval_guide).

LSR/ASR Business Hours:

Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

Mechanized Rules For LSR Receipt:

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) that does not fall out for manual handling until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways), which falls out for manual handling, until appropriate service orders are issued by a BellSouth 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 via ordering interface gateways.

Florida Proposed Performance Metrics

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time LSRs received in the center) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the center. Trunk data is reported separately.

When multiple FOCs occur on a single request, the first FOC is used to measure the interval.

Calculation

Firm Order Confirmation Completion Interval = (a - b)

- a = Service order completion date
- b = Service request receipt date and time

Firm Order Confirmation Average Completion Interval = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of < 6 lines/circuits, >= 6 lines/circuits (except trunks)
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Fully Mechanized; Partially Mechanized; Non-Mechanized; Local Interconnection Trunks
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

Disaggregation	Analog/Benchmark (OCI)	Performance Standard (FOC+OCI)		
		Business Days (FOC)		
		(Days Added to Interval)		
		FM	PM	NM
Resale Residence (Non-Design)	Retail Residence (Non-Design)	.5	1.0	2.5
Resale Business (Non-Design)	Retail Business (Non-Design)	.5	1.0	2.5
Resale Design	Retail Design	.5	1.0	2.5
LNP/INP (Standalone)	Retail Residence and Business (POTS)	.5	1.0	2.5
UNE Analog Loop Design	Retail Residence, Business and Design (Dispatch)	.5	1.0	2.5
UNE Analog Loop Non-Design	Retail Residence and Business (Dispatch)	.5	1.0	2.5
UNE Digital Loop < DS1	Retail Digital Loop < DS1	.5	1.0	2.5
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	.5	1.0	2.5
UNE Loop + Port Combinations	Retail Residence and Business	.5	1.0	2.5
UNE EELs	Retail DS1/DS3	.5	1.0	2.5
UNE xDSL (HDSL, ADSL and UCL) without conditioning	6 Days	.5	1.0	2.5
UNE xDSL (HDSL, ADSL and UCL) with conditioning	12 Days	.5	1.0	2.5
UNE Line Splitting without conditioning	ADSL Provided to Retail	.5	1.0	2.5
UNE Line Splitting with conditioning	12 Days	.5	1.0	2.5
UNE ISDN	Retail ISDN -- BRI	.5	1.0	2.5
UNE Other Design	Diagnostic	.5	1.0	2.5
UNE Other Non-Design	Diagnostic	.5	1.0	2.5
Local Interconnection Trunks	Retail Trunks			10

FOCI: Firm Order Confirmation Average Completion Interval



Florida Proposed Performance Metrics

Docket No. ~~000421A-TP~~
Provisioning

SEEM Measure

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
<u>Yes</u>	<u>X</u>	<u>X</u>

FOCI: Firm Order Confirmation Average Completion Interval

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

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 = (e / d)

- e = 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 and 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 \rightarrow ≤ 10 line/circuits (except trunks)

- ~~Geographic Scope~~
- ~~State~~
- ~~Region~~

~~Data Retained~~

Relating to CLEC Experience

- Report Month
- CLIC Company Name
- Order Number (PON)
- Application Date and Time
- Completion Date (CPLTN-DT)
- Service Type (CLASS-SVC-DESC)
- Geographic Scope

~~Note: Code in parentheses is the corresponding header found in the raw data file~~

Relating to BellSouth Performance

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

~~SOM Disaggregation - Analog/Benchmark~~

SOM Level of Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centre
- Resale ISDN
- LNP (Standalone)
- LNP (Standalone)
- Retail Residence and Business (POTS)
- Retail Residence and Business (POTS)
- Retail Residence and Business Dispatch
- 2W Analog Loop Design
- 2W Analog Loop Non Design
- Retail Residence and Business (POTS Excluding Switch-Based Orders)
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- Retail Residence and Business Dispatch
- Retail Residence and Business (POTS Excluding Switch-Based Orders)
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- Retail Residence and Business Dispatch
- Retail Residence and Business (POTS)
- Retail Digital Loop < DSL
- Retail Digital Loop >= DSL
- Retail Digital Loop >= DSL
- Retail Residence and Business
- Dispatch In
- Switch Based
- Switch Based
- Switch Based
- Retail Residence and Business (POTS)
- Retail Residence, Business and Design Dispatch
- UNE Combo Other
- UNE DSL (DSL, ADSL and UCL)
- Without Conditioning
- With Conditioning
- UNE ISDN
- UNE Line Sharing Without Conditioning
- ADSL Provided to Retail
- Retail ISDN BRI
- 5 Days
- 12 Days

Local Transport (Unbundled Interoffice Transport)	With Conditioning	<= 12 Days
Local Interconnection Trunks	Party with Retail	
UNE Line Splitting Without Conditioning	ADSL Provided to Retail	
UNE Other Design	With Conditioning	<= 12 Days
UNE Other Non-Design		
EELs	Retail DSL/DSL	
UNE UDC/DSL	Retail ISDN-BRI	

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

Retail Residence	
Retail Business	
Retail Design	
Retail PBX	
Retail Centrex	
Retail ISDN	
LNP (Standardone)	
LNP (Standardone)	
2W Analog Loop Design	
2W Analog Loop Non-Design	
2W Analog Loop with LNP-Design	
2W Analog Loop with LNP-Non-Design	
Switch-Based Orders	
Retail Residence and Business Dispatch	
Retail Residence and Business (POTS)	
2W Analog Loop with LNP-Design	
2W Analog Loop with LNP-Non-Design	
Switch-Based Orders	
Retail Residence and Business Dispatch	
Retail Residence and Business (POTS)	
2W Analog Loop with LNP-Design	
2W Analog Loop with LNP-Non-Design	
Switch-Based Orders	
Retail Residence and Business Dispatch	
Retail Digital Loop < DSL	
Retail Digital Loop >= DSL	
UNE Loop = Port Combinations	
Dispatch In	
Switch Based	
Switch Ports	
UNE Combo Other	
UNE xDSL (HDSL, ADSL and UCL)	
Without Conditioning	
With Conditioning	
UNE ISDN	
UNE Line Sharing Without Conditioning	
ADSL Provided to Retail	
With Conditioning	
<= 12 Days	
Local Transport (Unbundled Interoffice Transport)	
Retail DSL/DSL Interoffice	
Local Interconnection Trunks	
Party with Retail	
UNE Line Splitting Without Conditioning	
ADSL Provided to Retail	
With Conditioning	
<= 12 Days	
UNE Other Design	
UNE Other Non-Design	
EELs	
UNE UDC/DSL	
Retail ISDN-BRI	

P-5: Average Completion Notice Interval

Definitions

The Completion Notice Interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

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.
- D & F orders (Exception: "D" orders associated with LNP Standalone)

Business Rules

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and SPM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth 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.

The start time for all orders is the completion stamp either by the field technician or the SPM due date stamp; the end time for mechanized orders is the time stamp the notice was delivered to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end time will be date and timestamp of order update from the FAX record via LON or C-SOTS system. For the retail analog, the start time is when the technician completes the order and the end time is when the order status is changed to complete in SOCS.

Calculation

Completion Notice Interval = (a - b)

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

Average Completion Notice Interval = c / d

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Reporting intervals in Hours; 0, 1 <= 2, > 2 <= 4, > 4 <= 8, > 8 <= 12, > 12 <= 24, > 24 plus Overall Average Hour Interval
- Reported in categories of <10 line / circuits; >= 10 line/circuits (except trunks)
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- Work Completion Date (empln_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number (so_nbr)
- Work Completion Date (empln_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the raw data file.

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Retail Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with LNP-Design
- 2W Analog Loop with LNP-Non-Design
- Retail Residence and Business Dispatch
- Switch-Based Orders
- 2W Analog Loop with INP-Design
- 2W Analog Loop with INP-Non-Design
- Retail Residence and Business Dispatch
- Switch-Based Orders
- 2W Analog Loop with LNP-Design
- 2W Analog Loop with LNP-Non-Design
- Retail Residence and Business Dispatch
- Switch-Based Orders
- 2W Analog Loop with LNP-Design
- 2W Analog Loop with LNP-Non-Design
- Retail Digital Loop >= DS1
- Retail Digital Loop < DS1
- UNB Loop + Port Combinations
- Dispatch In
- Dispatch In
- Switch Based
- UNB Switch Ports
- UNB Combo Other
- UNB xDSL (HDSL, ADSL and UCL)
- UNB ISDN (includes UDC)
- UNB ISDN
- ADSL Provided to Retail
- ADSL Provided to Retail
- ADSL Provided to Retail



Docket No. 000121A-TP
Provisioning

Florida Proposed Performance Metrics

- Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks.....Parity with Retail
- UNE Line Splitting.....ADSL to Retail
- 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 - Analog/Benchmark

SEEM Disaggregation.....SEEM Analog/Benchmark
• Not Applicable.....Not Applicable

P-5: Average Completion Notice Interval

P-6: % Completions/Attempts without Notice or < 24 hours Notice

Definition

The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

Exclusions

- Canceled Orders
- Expedited Orders
- "0" dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date, or any LSR received < 24 hours prior to the original commitment date.

Business Rules

For CLEC Results:

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = $(a / b) \times 100$

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received < 24 Hours of Original Committed Due Date
- b = All Completions

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch / Non-Dispatch
- Total Orders FOC < 24 Hours
- Total Completed Service Orders
- % FOC < 24 Hours
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Committed Due Date (DD)
- FOC End Timestamp
- Report Month
- CLEC Order Number and PON

Relating to BellSouth Performance

- Not Applicable



SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

Resale Residence

Resale Business

Resale Design

Resale PBX

Resale Centrex

Resale ISDN

LNP (Standard)

LNP (Standard)

2W Analog Loop Design

2W Analog Loop Non-Design

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

2W Analog Loop Non-Design with LNP

Dispatch In

Switch Based

UNE Switch Ports

UNE Combo Other

UNE xDSL (HDSL, ADSL and VDSL)

UNE ISDN (includes VDC)

UNE Line Sharing

UNE Line Splitting

Local Transport (Unbundled Interoffice Transport)

Local Interconnection Trunks

EELS

SEEM Measure

SEEM

Tier I

Tier II

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

Not Applicable

P-7 CCCI: Coordinated Customer Conversions Interval – Hot Cut Duration

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loops from the BellSouth switch, and cross connect it the loops to the CLEC, and notify the CLEC after the conversion is complete equipment. This measurement applies to service orders with INP and with LNP, and where the CLEC has requested BellSouth to provide a coordinated cut-over conversion.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement Canceled Service Orders
- Delays caused by the 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~~
- Non-Coordinated Conversions
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

When the service order includes LNP, the interval includes the total time for the cut-over including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link 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. Coordinated conversions are scheduled between the CLEC and BellSouth. The start time for this measure will be the mutually agreed upon start of the conversion and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

Calculation

Coordinated Customer Conversions Interval = $(a - b) / c$

- a = Completion date and time for ~~Cross Connection~~ of a Coordinated ~~Unbundled Loop~~ of CLEC notification
- b = ~~Disconnection~~ Start date and time of an Coordinated ~~Unbundled Loop~~ conversion
- c = Number of loops per order

Percent Coordinated Customer Conversions (for each interval) = $(e / d) (d / c) \times 100$

- e / d = Total number of Coordinated Customer Conversions ~~for each interval~~ (loops) within <= 20 minutes
- d / c = Total number of ~~Unbundled Loop~~ with Coordinated Customer Conversions (items loops) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~The interval breakout is 0-5=0, <=5, 5-15=>5, <=15, >=15=15 and greater, plus Overall Average Interval~~
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Order Number~~

Florida Proposed Performance Metrics

- ~~Committed Due Date (DD)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Cutover Start Time~~
- ~~Cutover Completion Time~~
- ~~Portability Start and Completion Times (INP orders)~~
- ~~Total Conversions (Items)~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- ~~No BellSouth Analog Exists~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~Unbundled Loops with INP~~ Coordinated Customer Conversions (Loops) 95% <= ~~15~~ 20 Minutes
- ~~Unbundled Loops with LNP~~ 95% <= 15 minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- ~~Unbundled Loops with INP~~ 95% <= 15
- ~~Unbundled Loops with LNP~~ 95% <= 15 minutes

P-7 CCCl: Coordinated Customer Conversions Interval – Hot Cut Duration

P-7A HCT: Coordinated Customer Conversions – Hot Cut Timeliness % Percent within Interval and Average Interval

Definition

This ~~report category~~ measures ~~the percentage of orders where whether~~ BellSouth begins the ~~cutover conversion~~ of an unbundled loop on a coordinated and/or a time specific order at ~~within a timely manner of the CLEC 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
- Subsequent ~~All unbundled~~ loops on multiple loop orders after the first loop
- ~~Test Orders~~
- ~~Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)~~
- ~~Listing Orders~~

Business Rules

This report measures whether BellSouth 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 cut over start time, the measurement will calculate the percent 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 "on time" 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. If Integrated Digital Loop Carrier (IDLC) is involved, a four-hour window applies to the start time. (8 A.M. to Noon or 1 P.M. to 5 P.M.) This only applies if BellSouth must notify the CLEC by 10:30 AM on the day before the due date that the service is on IDLC and then the "on time" interval is ≤ 2 hours before or after the requested start time.~~

Calculation

% Percent within Interval = $(a / b) \times 100$

- a = Total number of coordinated unbundled loop orders ~~for the interval converted~~ "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

Interval = $(c - d)$

- ~~c = Scheduled Time for Cross-Connection of a Coordinated Unbundled Loop Order~~
- ~~d = Actual Start Date and Time of a Coordinated Unbundled Loop Order~~

Average Interval = (e / f)

- ~~Sum of all Intervals~~
- ~~Total Number of Coordinated Unbundled Loop Orders for the reporting period~~

Report Structure

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

Florida Proposed Performance Metrics

- Geographic Scope
 - State
 - Region
- Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts

On Time (Non-IDLC)

<= 15 minutes

Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.

Early (Non-IDLC)

>15 minutes - <= 30 minutes

>30 minutes - <= 60 minutes

>60 minutes - <= 120 minutes

>120 minutes - <= 180 minutes

>180 minutes - <= 240 minutes

<= 240 minutes

Late (Non-IDLC)

>15 minutes - <= 30 minutes

>30 minutes - <= 60 minutes

>60 minutes - <= 120 minutes

>120 minutes - <= 180 minutes

>180 minutes - <= 240 minutes

>240 minutes

Overall Average Interval for non-IDLC

On Time (IDLC)

<= 2 hours

Note: This is a 4-hour bucket representing a cut involving IDLC that begins 2 hours or less before or after the scheduled start time

Early (IDLC)

>2 hours

Late (IDLC)

>2 hours

Overall Average Interval for IDLC

Data Retained**Relating to CLEC 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 Conversion Orders

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog exists

Florida Proposed Performance Metrics

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- Product Reporting Level
 - ~~SL1 Time Specific~~ Non-IDLC 95% within + or - 15 minutes of scheduled start time
 - ~~SL1 Non-Time Specific~~
 - ~~SL2 Time Specific~~
 - ~~SL2 Non-Time Specific~~
 - ~~SL1 IDLC~~ 95% within 4 Hour Window 95% within + or - 2 hours of
scheduled start time
 - ~~SL2 IDLC~~

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- Product Reporting Level
 - ~~SL1 Time Specific~~ 95% within + or - 15 minutes of scheduled start time
 - ~~SL1 Non-Time Specific~~
 - ~~SL2 Time Specific~~
 - ~~SL2 Non-Time Specific~~
 - ~~SL1 IDLC~~ 95% within 4 Hour Window
 - ~~SL2 IDLC~~

P-7B RT: 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, which can be isolated to BellSouth's side of the network.

Exclusions

- ~~Cutovers~~ Conversions where service outages are due to CLEC caused reasons
- ~~Cutovers~~ Conversions where service outages are due to end-user caused reasons when the CLEC agrees
- ~~Test Orders~~
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service 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. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.

Calculation

Recovery Time = (a - b)

- a = Date and time ~~that the initial trouble is cleared and the~~ Closed by CLEC is notified
- b = Date and time the initial trouble is opened with BellSouth

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times ~~per circuit~~
- d = Number of troubles ~~per circuit~~ referred to BellSouth

Percentage of Items with No Troubles = (e / f) X 100

- e = Total items in the reporting period that did not have a trouble during a coordinated conversion
- f = Total items for the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Company Name~~



Florida Proposed Performance Metrics

- 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 raw data file.

Relating to BellSouth Performance

- None

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Unbundled Loops with INP Coordinated Customer Conversions (Loops) ← 5 Hours Diagnostic
- Unbundled Loops with LNP ← 5 Hours

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable Not Applicable

P-7C PT: Hot Cut Conversions - % Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order**Definition**

This report measures the percentage of provisioning troubles received within 7 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Hot Cut Conversion (CCC) ~~measures and ensures the quality and accuracy of Coordinated Customer~~ Hot Cut Conversion activities.

Exclusions

- ~~Any order canceled by the CLEC~~ Canceled Orders
- Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Troubles outside of BellSouth's control
- Disconnect 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 5 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

% Percentage of Provisioning Troubles within 7 5 Days of Service Order Completion = (a / b) X 100

- a = The sum of all CCC Hot Cut Circuits with a trouble within 7 5 days following service order(s) completion
- b = The total number of CCC Hot Cut Service Order Circuits completed in the previous reporting period 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~~

P-7C PT: Hot Cut Conversions - % Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order



Docket No. 000121A-TP
Provisioning

Florida Proposed Performance Metrics

- ~~Geographic Scope~~
- ~~Total Conversion Circuits~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- ~~No BellSouth Analog exists~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~UNE Loops Design~~ ~~<= 3 5%~~
- ~~UNE Loop Non-Design~~ ~~=~~

SEEM Measure

SEEM	Tier I	Tier II
Yes <u>No</u>	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- ~~UNE Loop Design~~ ~~<= 3%~~
- ~~UNE Loop Non-Design~~ ~~<= 3%~~

P-7C PI: Hot Cut Conversions - % Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order

CNDD: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)

Business Rules

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

Calculation

Percent Completed and Notified on Due Date = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

SEEM Measure

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
<u>Yes.....</u>	<u>X.....</u>	<u>X.....</u>

CNDD: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

P-8: Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing

Definition

A loop will be considered successfully cooperatively tested when both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR 73600.

Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing
- Test Orders

Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short. CLEC caused failures will be captured in the raw data files.

Calculation

Cooperative Acceptance Testing—% of xDSL Loops Successfully Tested = $(a / b) \times 100$

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop Tested
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name (OCN)
- CLEC Order Number (so_nbr) and PON (PON)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Acceptance Testing Completed (ACCEPT_TESTING)
- Acceptance Testing Declined (ACCEPT_TESTING)
- Total xDSL Orders
- Missed Appointments Code (SO_MISSED_CMMT_CD)

Note: Code in parentheses is the corresponding header found in the raw data file.

P-8: Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing



Florida Proposed Performance Metrics

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• <input type="checkbox"/> UNE xDSL	95% of Lines Successfully Tested
<input type="checkbox"/> ADSL	
<input type="checkbox"/> HDSL	
<input type="checkbox"/> UCL	
<input type="checkbox"/> OTHER	

SEEM Measure

SEEM ☐ Tier I ☐ Tier II
Yes ☐ X ☐

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• <input type="checkbox"/> UNE xDSL	95% of Lines Successfully Tested
<input type="checkbox"/> ADSL	
<input type="checkbox"/> HDSL	
<input type="checkbox"/> UCL	
<input type="checkbox"/> Other	

P-8: Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing

P-9 PPT: % Percent Provisioning Troubles within 30 5 Days of Service Order Completion**Definition**

This report measures ~~percent Provisioning troubles within 30 days of service order Completion~~ measures the quality and accuracy of the provisioning process by calculating the percentage of troubles received within 5 days of service order completion activities.

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 which may be order types C, N, R, or T)
- D & F Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth's control

Business Rules

~~Measures the quality and accuracy of completed orders. The first trouble report received after the completion of a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Reports are calculated Candidates are identified by searching in the prior report period for all completed service orders and then searching for all trouble reports received within 5 days of the service order completion date. 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.~~

~~Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).~~

Calculation

% Percent Provisioning Troubles within 30 5 Days of Service Order Activity Completion = (a / b) X 100

- a = Trouble Reports on all Total completed orders receiving a trouble report within 5-30 days of the following service order(s) completion
- b = All service orders completed in the previous reporting period calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks)
- Dispatch /Non-Dispatch (except trunks)
- Geographic Scope
 - State
 - Region

Data Retained**Relating to CLEC Experience**

- Report Month

P-9 PPT: % Percent Provisioning Troubles within 30 5 Days of Service Order Completion

Florida Proposed Performance Metrics

- 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.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|---|---|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • 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 UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch) |
| • 2W UNE 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 |
| • UNE EELs | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN (Includes UDC) | Retail ISDN-BRI |
| • UNE Line Sharing | ADSL Provided to Retail |
| • UNE Line Splitting | ADSL Provided to Retail |
| - 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 (Including Dispatch Out and Dispatch In) |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Interconnection Trunks | Parity with Retail Trunks |

Florida Proposed Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

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 (Including Dispatch Out and Dispatch In)
• FFLs	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN (Includes UDC)	Retail ISDN BRI
• UNE Line Splitting	ADSL Provided to Retail
• UNE Line Sharing	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Other Non-Design	Retail Residence and Business
• UNE Other Design	Retail Design

P-9 PPT: % Percent Provisioning Troubles within 30 5 Days of Service Order Completion

P-11: Service Order Accuracy

Definition

The “service order accuracy” measurement measures the accuracy and completeness of BellSouth service orders by comparing what was ordered and what was completed.

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.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is “completed without error” if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Service Order Accuracy Sampling Process: A list of all orders completed in the report month is generated. The orders are then listed by the disaggregations specified in the SQM. For each disaggregation, the quantity of completed orders and the error rate for each disaggregation from the previous month are entered into a “Stratified Random Sampling for Proportions” formula. This formula determines the number of orders that are to be reviewed for each disaggregation. Once the sample size for each disaggregation is determined, the specified quantity of orders for each disaggregation are pulled for review.

Calculation

Percent Service Order Accuracy = $(a / b) \times 100$

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; ≥ 10 line/circuits
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Local Service Request (LSR)
- Order Submission Date
- Committed Due Date
- Service Type
- Standard Order Activity



Florida Proposed Performance Metrics

Relating to BellSouth Performance

- No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark

- Resale Residence 95% Accurate
- Resale Business
- Resale Design (Specials)
- UNE Specials (Design)
- UNE (Non-Design)
- Local Interconnection Trunks

SEEM Measure

SEEM Tier I Tier II

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation SEEM Analog/Benchmark

- Resale 95%
- UNE 95%
- UNE-P 95%

Note: This measure to be replaced when P-11A is implemented.

P-13B LOOS: LNP-Percent Out of Service < 60 Minutes

Definition

This report measures ~~the percentage of time that BellSouth performs electronic system updates within 60 minutes of receiving LNP activations, 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
- Standalone LNP orders with more than 500 number activations
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders
- Scheduled OSS Maintenance

Business Rules

~~The interval starts when time is the ESI Number Manager broadcast message is sent to BellSouth's gateway. Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The end time is the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole. 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 orders containing activations provisioned in less than 60 minutes
- b = Total orders containing 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 Performance

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~



SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

• LNP.....>= 96.5 95%

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes.....	<u>X</u>	<u>X</u>	

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

• LNP.....>= 96.5

P-13B LOOS: LNP-Percent Out of Service < 60 Minutes

P-13G LAT: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date**Definition**

This report measures the pPercentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers LNP-TNs prior to the due date.

Exclusions

- Remote Call Forwarding, DIDs, and ISDN Data TNs
- Excludes CLEC or customer caused misses or delays
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T).
- Zero due dated expedited orders requested by the CLEC
- Listing Orders

Business Rules

Obtain The number of LNP TNs orders where the 10-digit trigger was applieabled prior to the due date, divided by ~~and~~ the total number of LNP TNs orders where the 10-digit trigger was applicable.

Calculation

Percentage of 10-Digit Trigger Applications = (a / b) X 100

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

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~~ Performance

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

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

- LNP (Standalone) Benchmark: >= 95%

SQM Analog/Benchmark



Docket No. 000124A-TP
Provisioning

Florida Proposed Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation

• LNP (Standalone)

SEEM Analog/Benchmark

Benchmark: 95%

P-13C LAT: LNP— Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

P-13D DTNT: LNP-Average Disconnect Timeliness Interval (Non-Trigger)

Definition

This report measures the Disconnect Timeliness percentage of time translations are removed from BellSouth's switch within 12 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval. is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLFC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLFC related activities:

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLFC associated with internal or administrative use of local services (Record Orders, Existing Orders, Test Orders, etc.) where identifiable—Order types which may be order types C, N, R, or T)
- Listing Orders
- CLFC Caused Errors
- NPAC-caused Errors, unless caused by BellSouth
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via 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 CLFC did not contact B-SF BellSouth within 30 minutes after Activate Message

Business Rules

The Disconnect Timeliness interval is determined for each telephone 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 BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLFC 'activate') for each telephone number ported until each number on the service order is disconnected in the BellSouth 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. Non-business hours will be excluded from the duration calculation for unscheduled after hours LNP ports. This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.

Calculation

$$\text{Disconnect Timeliness Interval} = (a - (b \times 100))$$

- a = Completion Date and Time in Central Office switch for each number on disconnect order Number of non-triggerable orders with translations removed in less than 12 hours
- b = Valid 'Number Ported' message received date and time Total number of non-triggerable orders during report period
- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Report Structure

- CLFC Specific
- CLFC Aggregate
- Geographic Scope
- State
- Region



Florida Proposed Performance Metrics

Data Retained

Relating to CLEC Experience

- ~~Order Number~~
- ~~Telephone Number/Circuit Number~~
- ~~Committed Due Date~~
- ~~Receipt Date/Time (ESI Number Manager)~~
- ~~Date/Time of Recent Change Notice~~

Relating to BellSouth Performance

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~LNP (Normal Working Hours and Approved After Hours).....95% <= 4 12 Hours~~
- ~~LNP (Unscheduled After Hours Ports).....95% <= 4 Hours (excluding non-business hours)~~

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation – Analog/Benchmark

- ~~LNP (Normal Working Hours and Approved After Hours).....95% <= 4 Hours~~
- ~~LNP (Unscheduled After Hours Ports).....95% <= 4 Hours (excluding non-business hours)~~

P-13D DINT: LNP-Average Disconnect Timeliness Interval (Non-Trigger)

Section 4: Maintenance & Repair

M&R-1 PRAM: Missed Percent Repair Appointments Met

Definition

This report measures (The percentage of customer trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

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 BellSouth personnel clear the trouble and closes the customer trouble report in his/her their 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 BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. ("No aAccess" reports troubles are not considered as a part of this measure because they are not a missed appointment).

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. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

Percentage of Missed Repair Appointments Met = (a / b) X 100

- a = Count of customer troubles not cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name



Florida Proposed Performance Metrics

- ~~Submission Date and Time (TICKET_ID)~~
- ~~Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- ~~Report Month~~
- ~~BellSouth Company Code~~
- ~~Submission Date and Time~~
- ~~Completion Date~~
- ~~Service Type~~
- ~~Disposition and Cause (Non-Design/Non-Special-Only)~~
- ~~Trouble Code (Design and Trunking Services)~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|--|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence, & Business and Design (Dispatch) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence & and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EELs | Retail DS1/DS3 |
| • 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 |
| • UNE ISDN | Retail ISDN - BRI |
| • UNE Line Sharing Splitting | ADSL Provided to Retail |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- 2W Analog Loop Design
- 2W Analog Loop Non Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Switch ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN
- UNE Line Sharing
- UNE Other Design
- UNE Other Non-Design
- Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)
- Retail DSL/DSL Interoffice
- Local Interconnection Trunks
- Party with Retail



M&R-2 CIRR: Customer Trouble Report Rate

Definition

This report measures the percentage of initial and repeated customer troubles reported closed within a calendar month, per 100 lines/circuits in service.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

Business Rules

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

Calculation

Customer Trouble Report Rate = (a / b) X 100

- a = Count of initial and repeated customer trouble reports closed in the current reporting period
- b = Number of Service Access lines in service at end of the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Ticket Submission Date and 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

Note: Code in parentheses is the corresponding header found in the raw data file.

Florida Proposed Performance Metrics

Relating to BellSouth Performance

- ~~Report Month~~
- ~~BellSouth Company Code~~
- ~~Ticket Submission Date and 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~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- ~~Resale Residence (Non-Design)~~
- ~~Resale Business (Non-Design)~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~2W UNE Analog Loop (Design)~~
- ~~2W UNE Analog Loop (Non-Design)~~
- ~~UNE Digital Loop < DS1~~
- ~~UNE Digital Loop >= DS1~~
- ~~UNE Loop + Port Combinations~~
- ~~UNE FEELs~~
- ~~UNE Switch Ports~~
- ~~UNE Combo Other~~
- ~~UNE xDSL (HDSL, ADSL and UCL)~~
- ~~UNE ISDN~~
- ~~UNE Line Sharing Splitting~~
- ~~UNE Other Design~~
- ~~UNE Other Non-Design~~
- ~~Local Transport (Unbundled Interoffice Transport)~~
- ~~Local Interconnection Trunks~~

SQM Analog/Benchmark

- ~~Retail Residence (Non-Design)~~
- ~~Retail Business (Non-Design)~~
- ~~Retail Design~~
- ~~Retail PBX~~
- ~~Retail Centrex~~
- ~~Retail ISDN~~
- ~~Retail Residence and Business and Design (Dispatch)~~
- ~~Retail Residence and Business - (POTS) (Exclusion of Excluding Switch Based Feature Troubles)~~
- ~~Retail Digital Loop < DS1~~
- ~~Retail Digital Loop >= DS1~~
- ~~Retail Residence and Business~~
- ~~Retail DS1/DS3~~
- ~~Retail Residence and Business (POTS)~~
- ~~Retail Residence, Business and Design Dispatch~~
- ~~ADSL Provided to Retail~~
- ~~Retail ISDN - BRI~~
- ~~ADSL Provided to Retail~~
- ~~Retail Design Diagnostic~~
- ~~Retail Residence and Business Diagnostic~~
- ~~Retail DS1/DS3 Interoffice~~
- ~~Parity with Retail Trunks~~

SEEM Measure

SEEM	Tier I	Tier II
Yes No	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~2W Analog Loop Design~~
- ~~2W Analog Loop Non-Design~~
- ~~UNE Digital Loop < DS1~~
- ~~UNE Digital Loop >= DS1~~
- ~~UNE Loop + Port Combinations~~
- ~~UNE Switch Ports~~
- ~~UNE Combo Other~~

SEEM Analog/Benchmark

- ~~Retail Residence~~
- ~~Retail Business~~
- ~~Retail Design~~
- ~~Retail PBX~~
- ~~Retail Centrex~~
- ~~Retail ISDN~~
- ~~Retail Residence and Business Dispatch~~
- ~~Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles)~~
- ~~Retail Digital Loop < DS1~~
- ~~Retail Digital Loop >= DS1~~
- ~~Retail Residence and Business~~
- ~~Retail Residence and Business (POTS)~~
- ~~Retail Residence, Business and Design Dispatch~~



Docket No. 000121A-TP
Maintenance & Repair

Florida Proposed Performance Metrics

• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail
• UNE ISDN.....	Retail ISDN — BRI
• UNE Line Sharing.....	ADSL Provided to Retail
• 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

M&R-2 CTRR: Customer Trouble Report Rate

M&R-3 MAD: Maintenance Average Duration

Definition

This report measures 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
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

Business Rules

~~For average~~ The duration the clock starts on the date and time of the receipt of the a correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the repair request. The clock and stops on the date and time the service is restored and the BellSouth or CLEC customer is notified, (when the technician completes the trouble ticket on his/her CAT or work systems).

For tickets administered through WFA, (CLECs and BellSouth), durations do not include No Access, Delayed Maintenance and Referred Time.

Calculation

Maintenance Duration = (a - b)

- a = Date and time of service restoration
- b = Date and time customer trouble ticket was opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total closed customer troubles in the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~Total Tickets (LINE_NBR)~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~

Florida Proposed Performance Metrics

- Ticket Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth 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)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|---|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EFLs | Retail DS1/DS3 |
| • UNE Switch ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business & Design-Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN | Retail ISDN - BRI |
| • UNE Line Sharing Splitting | ADSL Provided to Retail |
| • UNE Other Design | Retail Design-Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- | | |
|--------------------|------------------|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |

Florida Proposed Performance Metrics

• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
• 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
• UNE ISDN	Retail ISDN — BRI
• UNE Line Sharing	ADSL Provided to Retail
• 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

M&R-3 MAD: Maintenance Average Duration

M&R-4 PRT: Percent Repeat Customer Troubles within 30 Days

Definition

Percent Customer Repeat Troubles within 30 Days measures the percent of customer troubles, during the current reporting period, that had at least one prior trouble ticket on the same line/circuit, anytime in the proceeding 30 calendar days from the receipt of the current trouble report. This report measures the percentage of customer trouble reports received within 30 days of a previous report.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

Business Rules

This measure includes Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 days of an original customer trouble report. Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

Calculation

Percent Repeat Customer Troubles within 30 Days = (a / b) X 100

- a = Count of repeat customer troubles-reports using the 'received date' where more than one trouble report was logged for the same service line/circuit, within a continuous 30 day period
- b = Count of Total customer trouble reports using the 'cleared date', closed in the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- Total Tickets (LINE_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET_DT)
- Ticket Completion Date (CMPLTN_DT)
- Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT_REPEAT)
- Service Type
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)

Note: Code in parentheses is the corresponding header found in the raw data file.

Florida Proposed Performance Metrics

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time
- Total and Percent Repeat Customer Trouble Reports within 30 Days
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|---|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EELs | Retail DS1/DS3 |
| • 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 |
| • UNE ISDN | Retail ISDN - BRI |
| • UNE Line Sharing Splitting | ADSL Provided to Retail |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

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 |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business (POTS) (Exclusion of Switch
Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |



Docket No. 000121A-TP
Maintenance & Repair

Florida Proposed Performance Metrics

• UNE Loop + Port Combinations.....	Retail Residence and Business
• 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
• UNE ISDN.....	Retail ISDN BRI
• UNE Line Sharing.....	ADSL Provided to Retail
• 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

M&R-4 PRT: Percent Repeat Customer Troubles within 30 Days

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

Definition

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

Exclusions

- Trouble Reports canceled at the CLFC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLFC Equipment Troubles

Business Rules

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

Calculation

- $a = \text{Total Cleared Customer Troubles OOS} > 24 \text{ Hours}$
- $b = \text{Total OOS Customer Troubles in Reporting Period}$

$$\text{Out of Service (OOS)} > 24 \text{ hours} = (a / b) \times 100$$

Report Structure

- Dispatch/Non-Dispatch
- CLFC Specific
- BellSouth Aggregate
- CLFC Aggregate
- Geographic Scope
- State
- Region

Data Retained

Relating to CLFC Experience

- Report Month
- Total Tickets
- CLFC Company Name
- Ticket Submission Date and Time (TICKET_ID)
- Ticket Completion Date (COMPLTN_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)

Note: Code in parentheses is the corresponding header found in the raw data file.

Florida Proposed Performance Metrics

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth 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)

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
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
• 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
• UNE ISDN	Retail ISDN - BRI
• UNE Line Sharing	ADSL Provided to Retail
• 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

SEEM Measure

SEEM	Tier I	Tier II
•	X	X

SEEM Disaggregation - Analog/Benchmark

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
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business

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



Docket No. 000121A-TP
Maintenance & Repair

Florida Proposed Performance Metrics

• 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
• UNE ISDN.....	Retail ISDN—BRI
• UNE Line Sharing.....	ADSL Provided to Retail
• 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

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

M&R-6 AAT: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth repair center.

Exclusions

Volume of abandoned calls

Business Rules

The duration 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 and clock stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds.

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth repair attendant answers call
- b = Time of entry into queue ~~after ACD selection~~

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls by in the reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- ~~CLEC Average Answer Time~~

Relating to BellSouth Performance

- ~~BellSouth Average Answer Time~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- ~~Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.~~



Docket No. 000121A-TP
Maintenance & Repair

Florida Proposed Performance Metrics

SQM Analog/Benchmark

- For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SQM Level of Disaggregation

SQM Analog/Benchmark

- CLEC Average Answer Time BellSouth Average Answer Time

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable Not Applicable

M&R-6 AAT: Average Answer Time – Repair Centers

M&R-7: Mean Time to Notify CLEC of Network Outages

Definition

BellSouth will inform the CLEC and appropriate BellSouth personnel of any Network outages (customer impacting).

Exclusions

None

Business Rules

The time it takes for the Network Management Center (NMC) to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

Calculation

Time to Notify = (a - b)

- a = Date and Time NMC Notified
- b = Date and Time NMC detected network incident

Mean Time to Notify = (c / d)

- c = Sum of all Times to Notify
- d = Count of all Network Incidents

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

Relating to BellSouth Performance

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification



SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- BellSouth Aggregate _____ Parity with Retail
- CLEC Aggregate _____ Parity with Retail
- CLEC Specific _____ Parity with Retail

SEEM Measure

SEEM _____ Tier I _____ Tier II

to _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable _____ Not Applicable

M&R-7: Mean Time to Notify CLEC Network Outages

Section 5: Billing

B-1 BIA: Invoice Accuracy

Definition

This measure provides reports the percentage of accuracy of the billing invoices rendered to CLECs during the current month by BellSouth to wholesale and retail customers.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer, adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes)
- Test Accounts

Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. 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. The CLEC specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA. Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.

Calculation

Invoice Accuracy = $[(a - b) / a] \times 100$

- a = Absolute value of total billed revenues during current report month
- b = Absolute value of total billing error related adjustments during current report month

~~Measure of Adjustments = $[(c - d) / c] \times 100$~~

- ~~• c = Number of Bills in current month~~
- ~~• d = Number of Billing-related Adjustments in current month~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region
- Number of Adjustments



Florida Proposed Performance Metrics

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~Invoice Type~~
 - ~~—UNE~~
 - ~~—Resale~~
 - ~~—Interconnection~~
- ~~total billed revenue~~
- ~~Total Billing Related Adjustments~~
- ~~Number of Bills~~
- ~~Number of Adjustments~~

Relating to BellSouth Performance

- ~~Report Month~~
- ~~Retail Type~~
 - ~~—CRIS~~
 - ~~—CABS~~
- ~~Total billed revenue~~
- ~~Total Billing Related Adjustments~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~Product/Invoice Type~~.....Parity with BellSouth Retail Aggregate

CLEC Invoice Accuracy

- ~~Resale~~.....Retail Invoice Accuracy
- ~~UNE~~.....Retail Invoice Accuracy
- ~~Interconnection~~.....Retail Invoice Accuracy

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- ~~Resale~~.....ity with Retail
- ~~UNE~~
- ~~Interconnection~~

B-1B1A: Invoice Accuracy

B-2BIT: Mean Time to Deliver Invoices

Definition

This report measures the mean interval for timeliness of billing invoices sent to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

Exclusions

None

Business Rules

Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice. 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 workday. 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. To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity. 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.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = Close Date of Scheduled Bill Cycle Period Date

Mean Time to Deliver Invoices = (c / d)

- c = Sum of all invoice timeliness intervals
- d = Count of invoices transmitted in reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
 - UNE
 - Resale



Docket No. 000121A-TP
Billing

Florida Proposed Performance Metrics

- ☐ Interconnection
- ☐ State
- ☒ Invoice Transmission Count
- ☒ Date of Scheduled Bill Close

Relating to BellSouth Performance

- ☒ Report Month
- ☒ Invoice Type
 - ☐ CRIS
 - ☐ CABS
- ☒ Invoice Transmission Count
- ☒ Date of Scheduled Bill Close

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- ☒ Product/Invoice Type
- ☒ State

SQM Analog/Benchmark

The average delivery intervals are compared as follows:

- Resale CRIS Retail CRIS
- UNE CRIS Retail CRIS
- Interconnection CABS Retail CABS

SQM Analog/Benchmark

- CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- ☒ CLEC State Parity with Retail
 - ☐ CRIS
 - ☐ CABS
- ☒ BST State

SEEM Analog/Benchmark

B-2BIT: Mean Time to Deliver Invoices

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 BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth 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 (Packs) = $(a - b) / a \times 100$ (This calculation not ordered by the FPSC)

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

Usage Data Delivery Accuracy (Records) = $(e - d) / e \times 100$

- e = Total number of usage records sent during current month
- d = Total number of usage records requiring retransmission during current month

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded
- Number of Records
- Packs

Relating to BellSouth Performance

- Report Month
- Record Type
- Number of Records
- Packs



SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
• Region _____ Parity With Retail

SEEM Measure

SEEM _____ Tier I _____ Tier II
Yes _____ X _____ X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• CLEC State (In Florida, SEEM is based on records) _____ Parity with Retail
• BellSouth Region

B-3: Usage Data Delivery Accuracy

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 BellSouth 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 BellSouth 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 = $(a / b) \times 100$

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Disaggregation -- Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**
• Region _____ $\geq 98\%$ within 30 Calendar Days



Docket No. ~~000121A-TP~~
Billing

Florida Proposed Performance Metrics

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation SEEM Analog/Benchmark
• Not Applicable Not Applicable

B-4: Usage Data Delivery Completeness

B-5 UDDT: Usage Data Delivery Timeliness

Definition

This measurement provides a percentage of report measures recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth 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 BellSouth 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 BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Timeliness Current Month = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region Usage Data Delivery Timeliness>= 95% Delivered within 6 Six Calendar Days

SQM Analog/Benchmark



Docket No. 000121A-TP
Billing

Florida Proposed Performance Metrics

SEEM Measure

SEEM Tier I Tier II
No.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation.....SEEM Analog/Benchmark
• Not Applicable.....Not Applicable

B-5UDDT: Usage Data Delivery Timeliness

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 BellSouth 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 measure is to calculate the average number of days it takes BellSouth to deliver usage data to the appropriate CLEC. The calculation reflects the differences between the date the data is transmitted or mailed to the CLEC and the date the data is generated by Customer divided by the total record volume delivery.

Each delivery record is calculated as the time, in days, between when the customer generates the call and when BellSouth delivers the usage data to the CLEC. Each delivery record is categorized by the resulting number of days.

An estimated interval is calculated for each category by taking the total number of usage data records delivered for that period and multiplying it by the total number of days in that period. The mean (average) time to deliver the usage data is calculated by summing all estimated intervals and dividing by the total number of records delivered.

Note: Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

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

Delivery Interval Record = (a - b)

- a = Date BellSouth delivers the usage data
- b = Date usage data is generated by the customer

Estimated Interval = (c X d)

- c = Number of records delivered in each category
- d = Number of days to deliver for the category

Mean Time to Deliver Usage = (e / f)

- e = Sum of all estimated intervals
- f = Total number of records delivered

Report Structure

- CLEC Aggregate
- CLEC Specific
- Region



Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation -- Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
• Region < 6 Days

SEEM Measure

SEEM _____ Tier I _____ Tier II
to _____

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• Not Applicable Not Applicable

B-6: Mean Time to Deliver Usage

B-7: Recurring Charge Completeness

Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill.

Calculation

Recurring Charge Completeness = $(a / b) \times 100$

- a — Count of fractional recurring charges that are on the correct bill¹
 - b — Total count of fractional recurring charges that are on the bill
- ¹Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
- Total Recurring Charges Billed
- Total Billed On-Time

Relating to BellSouth Performance

- Report Month
- Retail Analog
- Total Recurring Charges Billed
- Total Billed On-Time

SQM Level of Disaggregation – Analog/Benchmark

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

Product/Invoice Type

- | | |
|-------------------------|---------------|
| • Resale | Parity |
| • UNE | Benchmark 90% |
| • Interconnection | Benchmark 90% |



Docket No. 000421A-TP
Billing

Florida Proposed Performance Metrics

SEEM Measure

SEEM _____ Tier I _____ Tier II

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• Not Applicable _____ Not Applicable

B-7: Recurring Charge Completeness

~~B-8: Non-Recurring Charge Completeness~~

Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

Calculation

Non-Recurring Charge Completeness = $(a / b) \times 100$

- a = Count of non-recurring charges that are on the correct bill¹
- b = Total count of non-recurring charges that are on the bill
- ¹Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
- State

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
- Total Non-Recurring Charges Billed
- Total Billed On-Time

Relating to BellSouth Performance

- Report Month
- Retail Analog
- Total Non-Recurring Charges Billed
- Total Billed On-Time



Florida Proposed Performance Metrics

Docket No. 000121A-TP
Billing

SQM Level of Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

Product/Invoice Type

- Resale.....Parity
- UNE.....Benchmark 90%
- Interconnection.....Benchmark 90%

SEEM Measure

SEEM Tier I Tier II

No.....

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

B-8: Non-Recurring Charge Completeness

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 errors 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 (<http://pmap.bellsouth.com/>) and click the Documentation/Exhibits 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 = $(a / b) \times 100$

- 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 = $(c / d) \times 100$

- 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

Florida Proposed Performance Metrics
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

• _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable _____ Not Applicable

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

B-10: ~~Percent Billing Errors Corrected in “X” Business Days~~

Definition

Measures timely carrier bill adjustments.

Exclusions

Adjustments that are initiated by BellSouth

Business Rules

This measure applies to CLEC wholesale bill adjustment requests. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. The clock starts when BellSouth receives the CLEC Billing Adjustment Request (BAR) form and the clock stops when BellSouth either makes an adjustment through BOCRIS or ACATS (generally next CLEC bill unless adjustment request after middle of the month) or BellSouth denies the request in BDATS or ACATS and BellSouth notifies the CLEC of the BAR resolution. BellSouth will report separately those adjustment requests that are disputed by BellSouth. (BAR form and instructions are found at www.interconnection.bellsouth.com/forms/html/billing&collections.html).

Calculation

~~Percent Billing Errors Corrected in 45 Business Days~~ = $(a / b) \times 100$

- ~~a = Number of BAR resolutions sent in 45 Business Days~~
- ~~b = Total Number of BAR resolutions due in Reporting Period~~

Report Structure

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

Data Retained

Relating to CLEC Experience

- ~~Number of BellSouth Adjustments in 45 Business Days~~
- ~~Total number of Billing Adjustment Requests in Reporting Period~~
- ~~Number of Adjustments disputed by BellSouth (reported separately)~~

Relating to BellSouth Performance

- ~~None~~

SQM Disaggregation—Retail Analog/Benchmark

SQM Level of Disaggregation

- ~~State~~

SQM Analog/Benchmark

~~90% Billing Disputes < 45 Business Days~~

B-10: ~~Percent Billing Errors Corrected in “X” Business Days~~



Florida Proposed Performance Metrics

SEEM Measure

SEEM _____ Tier I _____ Tier II
_____ es _____ X _____ X

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• State _____ 90% Billing Disputes <= 45 Business Days

Note: In order to set an appropriate penalty provision, staff recommends deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.

B-10: Percent Billing Errors Corrected in "X" Business Days

Section 6: ~~Operator Services and Directory Assistance~~

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 BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer—Toll = a / b

- ◆ a = Total queue time
- ◆ b = 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 BellSouth and CLECs
 - State

Data Retained (on Aggregate Basis)

- ◆ For the items below, BellSouth'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

SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
◆ None	Parity by Design

OS-1: Speed to Answer Performance/Average Speed to Answer—Toll



Florida Proposed Performance Metrics

Docket No. 000121A-TP
Operator Services and Directory Assistance

~~SEEM Measure~~

SEEM _____ Tier I _____ Tier II
No. _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

OS-1: Speed to Answer Performance/Average Speed to Answer - Toll

**OS-2: ~~Speed to Answer Performance/Percent Answered within "X"~~
~~Seconds — Toll~~****Definition**

Measurement of the percent of toll calls that are answered in less than ten seconds

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 BellSouth 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 BellSouth and CLECs~~
~~— State~~

Data Retained (on Aggregate Basis)

- ~~For the items below, BellSouth'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~~

SQM Disaggregation — Analog/Benchmark

SQM Level of Disaggregation: _____ **SQM Analog/Benchmark**
• None _____ Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II
to _____

SEEM Disaggregation — Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**
• Not Applicable _____ Not Applicable

OS-2: ~~Speed to Answer Performance/Percent Answered within "X" Seconds — Toll~~

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

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 BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer—Directory Assistance (DA) = a / b

- a = Total queue time
- b = 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 BellSouth and CLECs
—State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth'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

SQM Level of Disaggregation – Analog/Benchmark

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

- None Parity by Design

DA-1: Speed to Answer Performance/Average Speed to Answer—Directory Assistance (DA)



Florida Proposed Performance Metrics

Docket No. ~~000121A-TP~~
~~Operator Services and Directory Assistance~~

SEEM Measure

SEEM _____ Tier I _____ Tier II
No. _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• Not Applicable _____ Not Applicable

DA-1: Speed to Answer Performance/Average Speed to Answer - Directory Assistance (DA)

**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 twelve seconds.

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 BellSouth 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 BellSouth and CLECs
— State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth'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

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- None _____ Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II

to _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable _____ Not Applicable

DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)

Section 7: Database Update Information

D-1: Average Database Update Interval

Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings.

Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system. This metric includes updates from stand-alone directory listing orders.

For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation

Update Interval = (a - b)

- a = Completion Date and Time of Database Update
- b = Submission Date and Time of Database Change

Average Update Interval = (c / d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period



Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Database File Submission Time
- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

Relating to BellSouth Performance

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- Database Type Parity by Design
- LIDB
- Directory Listings
- Directory Assistance

SEEM Measure

SEEM _____ Tier I _____ Tier II

No.

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable Not Applicable

D-1: Average Database Update Interval

D-2: Percent Database Update Accuracy

Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB) Directory Assistance and Directory Listings using a statistically valid sample of completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth Service Orders.

Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

For each update reviewed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

A statistically valid sample of completed CLEC Service Orders is pulled each month. This metric includes updates from stand-alone directory listing orders.

Calculation

Percent Update Accuracy = $(a / b) \times 100$

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

Note: Code in parentheses is the corresponding header found in the raw data file.



Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- Database Type 95% Accurate
 - LIDB
 - Directory Listings
 - Directory Assistance

SEEM Measure

SEEM _____ Tier I _____ Tier II

40

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable Not Applicable

D-2: Percent Database Update Accuracy

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers (LRNs) loaded and tested in new end-office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date
- Expedite Requests

Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date, or completion of the initial interconnection trunk group(s) whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration—Dispatch In database.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing and Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINS) document.

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = $(a / b) \times 100$

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)
- Geographic Scope
 - Region

Data Retained**Relating to CLEC Experience**

- ~~Company Name~~
- ~~Company Code~~
- ~~NPA/NXX~~
- ~~LERG Effective Date~~
- ~~Loaded Date~~

Relating to BellSouth Performance

- ~~Not Applicable~~

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

- ~~Geographic Scope~~
~~– Region~~

SQM Analog/Benchmark

100% by LERG Effective Date

SEEM MeasureSEEM ~~_____~~ Tier I ~~_____~~ Tier II~~to _____~~**SEEM Disaggregation – Analog/Benchmark****SEEM Disaggregation**

- ~~Not Applicable~~

SEEM Analog/Benchmark

Not Applicable

D-3: Percent NXXs and LERGs Loaded by the LERG Effective Date

Section 8: E911

E-1: Timeliness

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth 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 (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth 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 BellSouth retail records.

Calculation

$$\text{E911 Timeliness} = (a / b) \times 100$$

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- None Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II

10

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable Not Applicable

E-1: Timeliness

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully 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 (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Accuracy = $(a / b) \times 100$

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation – Analog/Benchmark

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

- None Parity by Design

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

to _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- Not Applicable Not Applicable

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC res 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 in 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Interval = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

E911 Mean Interval = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

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

- None Parity by Design

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- Not Applicable Not Applicable

Section 9 6: Trunk Group Performance

TGP-1 TGPA: 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 BellSouth affecting trunk groups.

This report displays Trunk Group blocking performance for both BellSouth and CLECs

Exclusions

- Trunk groups blocked due to unanticipated significant increases in CLEC traffic (An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous month's traffic when the increase was not forecasted by the CLEC.)
- Orders ~~that are~~ delayed or refused by CLEC
- Trunk groups for which there was no valid data is not available for an entire study period
- Duplicate trunk group information
- **Trunk groups blocked due to CLEC network/equipment failure**
- **Final groups actually overflowing, not blocked**

Business Rules

The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. ~~BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.~~

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:



Florida Proposed Performance Metrics

Docket No. 000121A-TP
Trunk Group Performance

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 1:	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

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
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
- ~~With and Without Exclusion for Orders Delayed or Refused by CLEC~~

Data Retained

Relating to CLEC 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~~

TGP-1TGA: Trunk Group Performance-Aggregate

Related to BellSouth Performance

- ~~Report Month~~
- ~~Total Trunk Groups~~
- ~~Aggregate hourly blocking per trunk group~~
- ~~Hourly usage per trunk group~~
- ~~Hourly call attempts per trunk group~~

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation

- CLEC Aggregate and CLEC Specific.....BellSouth Aggregate

SQM Analog/Benchmark

Any ~~consecutive 2 consecutive~~ hours period in a 24-hours period where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable); and 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth

- ~~BellSouth Aggregate~~

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation

- ~~CLEC Aggregate~~.....
- ~~BellSouth Aggregate~~

SEEM Analog/Benchmark

Any consecutive 2 hour period in 24 hours where CLEC blockage ~~exceeds BellSouth blockage by more than 0.5% using~~ trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

TRGP-4|TGPA: Trunk Group Performance-Aggregate

TGP-2: Trunk Group Performance — CLEC Specific

Definition

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

Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

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 Affecting Categories:

Point A	Category 1: BellSouth End Office	BellSouth Access Tandem
Point B	Category 9: BellSouth End Office	BellSouth End Office
	Category 10: BellSouth End Office	BellSouth Local Tandem
	Category 16: BellSouth Tandem	BellSouth Tandem

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
- With and Without Exclusion for Orders Delayed or Refused by CLEC

Data Retained

- Relating to CLEC 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

Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group



SQM Disaggregation - Analog/Benchmark

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

- ~~CLEC Trunk Group~~ Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

~~Yes~~ ~~X~~

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- ~~CLEC Trunk Group~~ Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth
- BellSouth Trunk Group

TGP-2: Trunk Group Performance-CLEC Specific

Section 10 7: Collocation

~~C-4~~ ART: Collocation Average Response Time

Definition

This report ~~measures the average time (counted in calendar days) from the~~ it takes BellSouth to respond to the receipt of a complete and accurate collocation application ~~(including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. BellSouth must respond as to whether or not space is available within the required number of calendar days as designated by the Collocation order after having received a bona fide application for physical collocation. BellSouth must respond with space availability and a price quote.~~

Exclusions

- Any application canceled by the CLEC

Business Rules

The ~~clock starts~~ interval begins on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The ~~clock~~ interval stops on the date that BellSouth returns a response. The ~~clock~~ interval will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all response times
- d = Count of responses returned within the reporting period

Report Structure

- ~~Individual CLEC (alias) aggregate~~ Specific
- CLEC Aggregate of all CLECs
- Geographic Scope
 - State

~~Data Retained~~

- ~~Report Period~~
- ~~Aggregate Data~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|---|---|
| • State-Virtual | <u>Virtual—15 Calendar Days</u> |
| • Virtual-Initial-Physical Caged | <u>Physical-Caged—15 Calendar Days</u> |
| • Virtual-Augment-Physical Cageless | <u>Physical-Cageless—15 Calendar Days</u> |
| • Physical-Caged-Initial-Virtual Augment | <u>15 Calendar Days</u> |
| • Physical Caged Augment | <u>15 Calendar Days</u> |
| • Physical Cageless-Initial | |
| • Physical Cageless-Augment | <u>15 Calendar Days</u> |



Docket No. 000121A-TP
Collocation

Florida Proposed Performance Metrics

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation SEEM Analog/Benchmark

• Not Applicable Not Applicable

C-1ART: Collocation Average Response Time

G-2 AT: Collocation Average Arrangement Time

Definition

This report 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. BellSouth's performance in provisioning a collocation arrangement.

Exclusions

- Any bona fide firm order canceled by the CLEC
- Any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval

Business Rules

The clock starts interval for collocation arrangements begins on the date that BellSouth receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends. 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~~ Specific
- CLEC Aggregate of all CLECs
- Geographic Scope
 - State

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- State ~~Virtual-Initial~~
- Virtual-Initial Augment (without space increase)
- Virtual-Augment (with space increase)
- Physical Caged-Initial (Ordinary)
- Physical Caged-Augment (without space increase)
- Physical Caged-Augment (with space increase)
- Physical Cageless-Initial
- Physical Cageless-Augment (without space increase)

SQM Analog/Benchmark

- Virtual—60 Calendar Days
- Virtual-Augment—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 Cageless-Augment—45 Calendar Days (Without space



Docket No. 000121A-TP
Collocation

Florida Proposed Performance Metrics

- Physical Cageless-Augment (with space increase) Increase)
Physical Cageless-Augment — 90 Calendar Days (With space
Increase)

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation SEEM Analog/Benchmark
Not Applicable Not Applicable

G-2AT: Collocation Average Arrangement Time

C-3 PMDD: Collocation Percent of Due Dates Missed

Definition

This report measures the percentage of missed due dates for collocation arrangements.

Exclusions

- Any bona fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percentage of total collocation arrangements which BellSouth is unable to complete by end-of-the BellSouth committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Calculation

% Percent of Due Dates Missed = (a / b) X 100

- a = Number of completed orders collocation arrangements that were not completed by the BellSouth committed due date during in the reporting period
- b = Total Number of orders collocation arrangements completed in the reporting period

Report Structure

- Individual CLEC Specific (alias) aggregate
- CLEC Aggregate of all CLECs
- Geographic Scope
 - State

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- State-Virtual>= 95% on time
- Physical>= 95% on time
- Virtual-Initial>= 95% on time
- Virtual- Augment>= 95% on time
- Physical Caged- Initial>= 95% on time
- Physical Caged- Augment>= 95% on time
- Physical Cageless- Initial>= 95% on time
- Physical Cageless- Augment>= 95% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- All Collocation Arrangements>= 95% on time

Section 11 8: Change Management

CM-4 CMN: Timeliness of Change Management Notices

Definition

This report measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes—F(for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

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.

The clock starts interval begins on the notification date. The clock stops and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock interval would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region Notices.....98% on time

SQM Analog/Benchmark



Florida Proposed Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Region.....98% on-time

CM-1 CMN: Timeliness of Change Management Notices

CM-2: Change Management Notice Average Delay Days

Definition

Measures the average delay days for change management system release notices sent outside the timeframe set forth in the Change Control Process

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system vendor
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to compute the average delay days for change management notices sent to the CLBCs outside the timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLBCs to manage requested changes to the BellSouth Local Interfaces:

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

$$\text{Change Management Notice Delay Days} = (a - b)$$

- a = Date Notice Sent
- b = Date Notice Due

$$\text{Change Management Notice Average Delay Days} = (c / d)$$

- c = Sum of all Change Management Notice delay days
- d = Total number of notices sent late

Report Structure

- BellSouth Aggregate
- Geographic Scope
- Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- Region _____ < 5 Days

SEEM Measure

SEEM _____ Tier I _____ Tier II

No _____



Docket No. 000121A-TP
Change Management

Florida Proposed Performance Metrics

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-2: Change Management Notice Average Delay Days

GM-3CMD: Timeliness of Documents Documentation Associated with Change

Definition

This report measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth's control, such as changes due to Regulatory mandate a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

The clock starts interval begins on the date the business rule documentation is released date. The clock stops and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock interval would restart.

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to dDocumentation standards and timeframes set forth can be found in the Change Control Process, a copy of which can be found at on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

Calculation

Timeliness of Documents Documentation Associated with Change = (a / b) X 100

- a = Change Management documentation sent within required timeframes after notices
- b = Total number of Change Management documentation sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Notice Date~~
- ~~Release Date~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- ~~Region Documentation~~98% on Time

SQM Analog/Benchmark

GM-3CMD: Timeliness of Documents Documentation Associated with Change



SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
•—Region.....	98% on Time

CM-3CMD: Timeliness of Documents Documentation Associated with Change

CM-4: ~~Change Management Documentation Average Delay Days~~

Definition

Measures the average delay days for requirements or business rule documentation sent outside the timeframes set forth in the Change Control Process.

Exclusions

- ~~Documentation for release dates that slip less than 30 days for reasons outside BellSouth's control, such as changes due to regulatory mandate or CLEC request~~
- ~~Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process~~

Business Rules

This metric is designed to compute the average delay days for business rule documentation sent to the CLECs outside the 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.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

~~Change Management Documentation Delay Days = (a - b)~~

- ~~a = Date Documentation Provided~~
- ~~b = Date Documentation Due~~

~~Change Management Documentation Average Delay Days = (e / d)~~

- ~~e = Sum of all CM documentation delay days~~
- ~~d = Total Change Management documents sent~~

Report Structure

- ~~BellSouth Aggregate~~
- ~~Geographic Scope~~
 - ~~Region~~

Data Retained

- ~~Report Period~~
- ~~Notice Date~~
- ~~Release Date~~

SQM Disaggregation -- Analog/Benchmark

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

- ~~Region~~ _____ ~~<= 5 Days~~

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

No. _____

CM-5-ION: Notification of CLEC Interface Outages

Definition

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

Exclusions

None

Business Rules

~~This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process documentation. BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:~~

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

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

~~This metric will be expressed as a percentage~~

Calculation

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

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

Report Structure

- CLEC Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- ~~Number of Interface Outages~~
- ~~Number of Notifications <= 15 minutes~~

Relating to BellSouth Performance

- ~~Not Applicable~~



SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

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

Interface

Applicable to

EDI	CLEC
CSOTS.....	CLEC
LENS.....	CLEC
TAG.....	CLEC
ECTA.....	CLEC
TAFI	CLEC/BellSouth

SEEM Measure

SEEM	Tier I	Tier II
------	--------	---------

No		
----------	--	--

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

CM-510N: Notification of CLEC Interface Outages

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

Definition

This report measures the percentage of all outstanding software errors, due and overdue, to be corrected by BellSouth in "X" (10, 30, 45) business days within the monthly 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 errors (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 each month in correcting identified software errors within the specified interval. The clock starts interval begins when a Software Error is validated per the Change Control Process (CCP), a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops ends when the error is corrected and the notice is posted to the change control website. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP. A copy of the most current CCP can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.~~

Calculation

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

- a = Total number of software errors corrected where in "X" = 10, 30, or 45 business days, as defined for each severity level (Severity 2, Severity 3, and Severity 4)
- b = Total number of Severity 2, Severity 3, and Severity 4 software errors requiring correction where "X" = 10, 30, or 45 business days, corrected

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- Geographic Scope
 - Region

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

- Region Errors.....95% within Interval

SQM Analog/Benchmark



SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation -- Analog/Benchmark

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

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

CM-7PCRAR: Percentage of Change Requests Accepted or Rejected within 10 Days

Definition

This report ~~measures~~ the percentage of change requests, other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.

Exclusions

- Change requests ~~that are~~ canceled or withdrawn before a response from BellSouth is due

Business Rules

The acceptance/rejection interval starts begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at on the Interconnection website: (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The clock interval ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions that have been responded to within, ~~not just those received and accepted or rejected in the reporting period.~~

Calculation

Percentage of Change Requests Accepted or Rejected within 10 Business Days = (a / b) X 100

- a = Total number of change requests accepted or rejected within 10 business days
- b = Total number of change requests ~~submitted~~ responded to within the reporting period

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Requests Accepted or Rejected~~
- ~~Total Requests~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region Requests Accepted/Rejected.....95% within Interval

SQM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

~~SEEM Disaggregation—Analog/Benchmark~~

~~SEEM Disaggregation~~

- ~~Region.....95% within Interval~~

~~SEEM Analog/Benchmark~~

Florida Proposed Performance Metrics

CM-8 PCRR: Percent Change Requests Rejected
Definition

This report ~~measures~~ measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected ~~by reason~~ within the report period.

Exclusions

- Change requests ~~that are~~ canceled or withdrawn before a response from BellSouth is due

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within, ~~not just those received and~~ ~~accepted or rejected in~~ the same reporting period.

Calculation

Percent Change Requests Rejected = (a / b) X 100

- a = Total number of change requests rejected
- b = Total number of change requests ~~submitted~~ responded to within the reporting period

Report Structure

- BellSouth Aggregate
- ~~Technical Feasibility~~
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Requests Rejected~~
- ~~Total Requests~~

SQM Level of Disaggregation - Analog/Benchmark
SQM Level of Disaggregation

- ~~Region~~.....Diagnostic
- ~~Reason – Cost~~.....Diagnostic
- ~~Reason – Technical Feasibility~~.....Diagnostic
- ~~Reason – Industry Direction~~.....Diagnostic

SQM Analog/Benchmark
SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation – Analog/Benchmark
SEEM Disaggregation

- ~~Not Applicable~~.....Not Applicable

SEEM Analog/Benchmark

CM-9NDPR: Number of Defects in Production Releases (Type 6 CR)

Definition

This report ~~M~~measures the number of defects in production releases. This measure will be presented as the number of Type 6 Severity ~~1~~ 2 ~~d~~Defects, the number of Type 6 Severity ~~2~~ 3 ~~d~~Defects without a mechanized work around, and the number of Type 6 Severity ~~3~~ 4 ~~d~~Defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity ~~1~~ 2, Severity ~~2~~ 3, and Severity ~~3~~ 4 ~~d~~Defects can be found in the Change Control Process document.

Exclusions

None

Business Rules

This metric measures the number of Type 6 Severity ~~1~~ 2 ~~d~~Defects, the number of Type 6 Severity ~~2~~ 3 ~~d~~Defects without a mechanized work around, and the number of Type 6 Severity ~~3~~ 4 ~~d~~Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity ~~1~~ 2, ~~2~~ 3, and ~~3~~ 4 ~~d~~Defects can be found in the Change Control Process, which can be found at on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

Calculation

The number of Type 6 Severity ~~1~~ 2 Defects, the number of Type 6 Severity ~~2~~ 3 Defects without a mechanized work around, and the number of Type 6 Severity ~~3~~ 4 Defects.

Report Structure

- Production Releases
- **Number of Type 6 Severity ~~1~~ 2 ~~d~~Defects**
- **Number of Type 6 Severity ~~2~~ 3 ~~d~~Defects** without a mechanized work around
- **Number of Type 6 Severity ~~3~~ 4 ~~d~~Defects**
- Geographic Scope
 - Region

Data Retained

- ~~Region~~
- ~~Report Period~~
- ~~Production Releases~~
- ~~Number of Type 6 Severity 1 defects~~
- ~~Number of Type 6 Severity 2 defects without a mechanized work around~~
- ~~Number of Type 6 Severity 3 defects~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~Region~~—Number of Type 6 Severity ~~1~~ 2 Defects0 Defects
- ~~Region~~—Number of Type 6 Severity ~~2~~ 3 Defects0 Defects without a mechanized work around without a mechanized work around
- ~~Region~~—Number of Type 6 Severity ~~3~~ 4 Defects0 Defects



Florida Proposed Performance Metrics

Docket No. 000121A-TP
Change Management

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-9NDPR: Number of Defects in Production Releases (Type 6 CR)

CM-10SV: Software Validation

Definition

This report ~~measures~~ measures software validation test results for production releases of BellSouth local interfaces

Exclusions

None

Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software production releases work as designed. Each transaction in the test deck is assigned a weight factor, ~~which is based on the weights that have been assigned to the metrics.~~ Within the software validation metric, weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a production release. Test deck transactions will be executed using production release software in the CAVE environment. Within seven (7) business days following completion of the production release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found at on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using production release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Production Release Number~~
- ~~Test Deck Weights~~
- ~~% test deck weight failure~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region Failed Transactions.....<=5%

SQM Analog/Benchmark



Florida Proposed Performance Metrics

Docket No. 000121A-TP
Change Management

SEEM Measure

SEEM Tier I Tier II

No

SEEM Disaggregation **SEEM Analog/Benchmark**

• ~~Not Applicable~~ Not Applicable

GM-10SV: Software Validation

GM-11PCRIP: Percentage of Change Requests Implemented within 60 Weeks of Prioritization

Definition

This report measures whether BellSouth provides CLECs timely implementation of prioritized change requests.

Exclusions

- Change requests ~~that are~~ implemented later than 60 weeks with the consent of the CLECs
- Change requests wherefor which BellSouth has regulatory authority to exceed the interval

Business Rules

~~This metric is designed to measure BellSouth's monthly performance in implementing prioritized change requests. The clock starts interval when a for each change request begins when it has first been prioritized as described in the Change Control Process, and ends The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this monthly measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.~~

Calculation

Percentage of Type 5 CLEC Initiated Change Requests Implemented on Time = (a / b) X 100

- a = Total number of prioritized Type 5 Change Requests implemented within the data month having an implementation interval less than or equal to 60 weeks from the most recent release prioritization date each month that are less than or equal to 60 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.
- b = All entries in "a" above plus all Total number of prioritized Type 5 Change Requests implemented within the data month prioritized more than 60 weeks before the end of the monthly reporting period

Percentage of Type 4 BellSouth Initiated Change Requests Implemented on Time = (a / b) (c / d) X 100

- a c = Total number of prioritized Type 4 Change Requests implemented within the data month having an implementation interval less than or equal to 60 weeks from the release prioritization date each month that are less than or equal to 60 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.
- b d = Total number of prioritized Type 4 Change Requests implemented within the data month All entries in "a" above plus all Type 4 Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

Report Structure

- BellSouth Aggregate
- Type 4 Requests Implemented
- Type 5 Requests Implemented
- % Percent implemented within 16, 32, 48 and 60 weeks
- Geographic Scope
 - Region

Data Retained

- Region
- Report Month
- Total Implemented by Type
- Total Implemented within 60 weeks

GM-11PCRIP: Percentage of Change Requests Implemented within 60 Weeks of Prioritization



SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region.....	95% within interval
• Type 4 Requests Implemented.....	95% within Interval
• Type 5 Requests Implemented.....	95% within Interval

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes.....		X.....	

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

GM-14PCRIP: Percentage of Change Requests Implemented within 60 Weeks of Prioritization

Appendix A: Reporting Scope

A-1: Standard Service Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types

TAFI—TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
 - DLR
 - DLETH
 - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC-RESH
- CLEC-State
- CLEC-Region
- Aggregate CLEC-State
- Aggregate CLEC-Region
- BellSouth-State
- BellSouth-Region

Appendix ~~B~~A: Glossary of Acronyms and Terms

Symbols used in calculations

Σ A mathematical symbol representing the sum of a series of values following the symbol.

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

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 a 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 – A customer who competes with the Incumbent Local Exchange Carrier (ILEC) in providing local service.

ADSL

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

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

~~BFR: Bona Fied Request~~

~~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 (~~Front end to the CRIS database.~~) – System used to maintain customer account information which includes, but is not limited, to bills, payment history, and memo notations made during customer contact.

BRI

Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

BRC

Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.

~~BellSouth~~

~~BellSouth Telecommunications, Inc.~~

C

CABS

Carrier Access Billing System – The database that is used to store access customer service records including customer bills and service record documents.

CCC

Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

CCP

Change Control Process – The methods and procedures used consistently to make changes to the requirements of the metrics identified in the Service Quality Measurements Plan (SQM).

Centrex

A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CISC

Carrier Interconnection Switching Center - The BellSouth Center dedicated to handling CLEC access service requests.

CKTID

Circuit Identifier - A unique identifier for elements combined in a service configuration.

CLEC

Competitive Local Exchange Carrier – A customer who competes with the Incumbent Local Exchange Carrier (ILEC) in providing local service.

CLP

Competitive Local Provider – ~~NC-CLEC~~ – A customer who competes with the Incumbent Local Exchange Carrier (ILEC) in providing local service.

CM

Change Management – The ongoing process that identifies, documents, and appropriately notifies a party of all changes and modifications.

CMDS

Centralized Message Distribution System - ~~Teleordia administered~~ National system used to transfer specially formatted messages among companies.

COFFI

Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI ~~is a part of DOE/SONGS. It~~ indicates all services available to a customer.

COG

Corporate Gateway – System designed for the electronic submission of xDSL Local Service Requests.

CRIS

Customer Record Information System – ~~This system is used to retain customer information and render bills for telecommunication service.~~ – The BellSouth proprietary corporate database and billing system for non-access customers and services.

CRSACCTS

~~CRIS software contract for CSR information.~~

CRSG

Complex Resale Support Group – Provides Loop Makeup information on an address.

C-SOTS

CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database.

CSR

Customer Service Record – A record of the customer/end-user information including detail about the services and physical address of the end-user.

CTTG

Common Transport Trunk Group - ~~Final~~ Trunk groups between BellSouth, & Independent end offices, and the BellSouth access tandems.

CWINS Center

Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

D

~~DA~~ – Directory Assistance

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 (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

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 – A report that gives detailed line record information on records maintained in LMOS.

DS0

The worldwide standard speed for one digital voice signal (64,000 bps).

DS1

24 DS0s (1.544Mb/sec., i.e. carrier systems)

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.

DOM

Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

DSAP

DOE (Direct Order Entry) Support Application - The A BellSouth Operations System which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSAP-DDI

DSAP software contract for schedule information.

DSL

Digital Subscriber Line – Allows customers to provide simultaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

DUI

Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

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.

ESSX

BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.

F

Fatal Reject

~~The number of LSRs that were electronically rejected from LEO, which checks to see if the LSR has all the~~ because the required fields are not correctly populated.

Flow-Through

In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth 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.

FX

Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

G H

~~HAL – “Hands off” Assignment Logic Frontend access and error resolution logic used in interfacing BellSouth Operations System such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG, and SOCS.~~

~~HALCRIS – HAL software contract for CSR information.~~

HDSL

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

I J K

ILEC

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

INP

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

ISDN

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

IPC

Interconnection Purchasing Center

L

LAN

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

LAUTO

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

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~~ Navigation 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. LEO stores information and is an interface for LSR processing. LEO provides first-level validation to ensure all appropriate fields are populated.~~

LERG

Local Exchange Routing Guide - System used to access legacy systems and gather information to process LSRs.

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.

LFACS

Loop Facilities Assignment and Control System - Database of facilities assigned to the service order.

LIDB

Line Information Database - Contains information about the user's calling card and other billing data.

LMOS

Loop Maintenance Operations System - ~~A BellSouth operations system that provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports.~~ 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~~ Loop Maintenance Operations System Host Computer

LMOSupd

~~LMOS update allows trouble tickets on line records to be entered into LMOS.~~

LMU

Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI

Loop Make-up Service Inquiry - The form submitted by the CLEC to obtain the loop make-up information.

LNP

Local Number Portability - In the context of this document, the capability for a subscriber to retain ~~his~~ their current telephone number as ~~he~~ they transfers to a different local service provider.

LNP Gateway

Local Number Portability (gateway)- A system that provides both internal and external communications with various interfaces and process including:

- (1). Linking BellSouth to the Number Portability Administration Center (NPAC).

(2). Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.

(3). Providing interface between NPAC and AIN SMS for LNP routing processes.

Loops

Transmission paths from the central office to the customer premises.

LRN

Location Routing Number – A 10-digit number which routes calls to the appropriate end-user's ported telephone number.

LSR

Local Service Request – A request from a CLEC for local resale service or unbundled network elements from a CLEC.

M**Maintenance & Repair**

The process and function by which trouble reports are passed sent to BellSouth and by which the related service problems are resolved.

MARCH

BellSouth Operations System which accepts service orders and other data, 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. A memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.

N**NBR**

New Business Request - Process used by CLECs to initiate a service, which is not included within its interconnection agreement.

NC

"No Circuits"— All circuits busy announcement.

NIW

Network Information Warehouse— A system that stores central office blockage data for use in processing trouble reports.

NMLI

Native Mode LAN Interconnection – An intralata, shared fibered-based, LAN inter-networking service

NPA

Numbering Plan Area – Area Code portion of a telephone number.

NXX

The "exchange" portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

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

OASISNET

OASIS software contract for feature/service

OASISOCP

OASIS software contract for feature/service

Ordering

The process and functions by which where 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.

Ordering Interface Gateways

Gateways for CLECs to submit LSRs electronically

Order Types

The following order types are used in this document:

- (1). ~~T~~—The “to” portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A “T” Order Type is always paired with an “F” Order Type which will have the same telephone number following the “F” Order Type Code unless the orders are within different states.
- (2). ~~N~~—Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another such as when changing from PBX to Centrex.
- (3). ~~C~~—Order Type used for the following conditions: changes or partial connections or disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.
- (4). ~~R~~—Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no “field work” is involved.

OSPCM

Outside Plant Contract Management System – ~~A system that p~~rovides scheduling and completion information on outside plant construction activities.

OSS

Operations Support System – An overall support system or database which is used to mechanize the flow ~~or and~~ 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

PMAP

Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

PMQAP

Performance Measurement Quality Assurance Plan – Documents and maintains the systematic procedures used to ensure BellSouth Telecommunications (BST) produces accurate and reliable service quality measurement reports.

PON

Purchase Order Number – Identifier assigned by the customer originating the service request

POTS

Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

PREDICTOR

A BellSouth system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities; ~~provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports~~

Preordering

The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI

Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels.

Provisioning

The process and functions ~~by which~~ where 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.

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.

ROS

Regional Ordering System

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~~ Validates street addresses ~~validated to be accurate~~ for accuracy with state and local governments records.

RSAGADDR

Regional Street Address Guide Address - RSAG software contract for address search

RSAGTN

Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search

S

SAC

Service Advocacy Center– Resolves issues in the provisioning process

SDUM

Supporting Data User Manual

SEEM

Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs.

SGG

ServiceGate Gateway – A common gateway to receive and send interconnection requests.

SOCS

Service Order Control System – A BellSouth system which routes service order images among BellSouth drop points and BellSouth OSS during the service provisioning process

SOG

Service Order Generator - Designed to generate a service order for xDSL

~~SOIR~~

~~Service Order Interface Record – any change effecting activity to a customer account by service order that impacts 911/E911~~

SONGS

Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens, and prompts, to aid negotiation and entry of all order types.

Syntactically Incorrect Query

A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering “1234 Main St.” will be considered syntactically correct because valid characters were used in the address field. However, entering “AB34 Main St.” will be considered syntactically incorrect because invalid characters (~~i.e., example:~~ alpha characters were entered in numeric slots) were used in the address field.

T

TAFI

Trouble Analysis Facilitation Interface - ~~The BellSouth Operations System that s~~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~~ input into a service order generator.

U V

UCL

Unbundled Copper Link - A dedicated metallic transmission facility from BellSouth’s Main Distribution Frame (MDF) to a customer’s premises.

UNE

Unbundled Network Element – Provides connectivity from a Competitive Local Exchange Carrier to an end-user.

USOC

Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment.

W X Y Z**WATS**

Wide Area Telephone Service

WFA

Work Force Administration – Electronic document tracking system.

WMC

Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians).

WTN

Working Telephone Number

XML

eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems.

Appendix CB: BellSouth Audit Policy

C-1: BellSouth's Internal Audit Policy

BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.

The plan consists of three sections:

1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.
2. Production addresses the quality assurance steps used to create monthly SQM reports.
3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.

C-2: BellSouth's External Audit Policy

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo an comprehensive audit of its Performance Metrics Quality Assurance Plan (PMQAP) the current year aggregate level reports for both BellSouth and the CLECs every other year for each of the next five (5) years (2004–2005–2005–2010) to be conducted by an independent third party auditor jointly selected by BellSouth and the CLEC. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Requested This aggregate level audits include the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs expressing their contractual rights. If no party is sharing the costs of this audit, BellSouth may utilize its internal auditing organization to conduct the audit.
2. Should an The independent third party auditor shall be selected required, with input from it shall be selected by BellSouth, with input from the PSC, if applicable, and the CLEC(s) other parties bearing the cost of the audit.
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit. Due to the regional nature of the processes used to generate performance metric data, BellSouth will agree to no more than one regional third party audit within its region per year.

These comprehensive audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP and SEEM produce accurate data that reflects each State's Order for performance measurements. Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

Appendix DC: OSSInterfaceTables

OSS-1: Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

Table 1: 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	OASISBIG	Feature/Service.....	X	X	X	X	X

Table 2: Legacy System Access Times For R0S

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

Table 3: 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	Schedule.....	X	X	X	X	X
CRIS	CRSECSRL	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

Table 4: 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	TAG-CSR	CSR.....	X	X	X	X	X
P/SIMS	PSIM/ORB	Feature/Service.....	X	X	X	X	X

OSS-1: Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

SEEM-OSS Legacy System

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
ATLAS	RNS, ROS	TAG, LENS
Appointment Scheduling		
SAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB, COFFI		LENS, TAG

OSS-2IA: OSS Interface Availability (Pre-Ordering/Ordering)

OSS SQM Interface Availability

OSS Interface <u>Availability Application</u>	Applicable to	% Availability
EDI	CLEC	X
TAG/XML	CLEC	X
LENS	CLEC	X
LEO	CLEC	X
LESOG	CLEC	X
PSIMS	CLEC	X
TAG	CLEC	
LNP Gateway	CLEC	X
COG	CLEC	X
SOG	CLEC	X
DOM	CLEC	X

SGG.....	CLEC.....	X
DOE.....	CLEC/BellSouth.....	X
SONGS.....	CLEC/BellSouth.....	X
CRIS.....	CLEC/BellSouth.....	X
ATLAS/COFFI.....	CLEC/BellSouth.....	X
BOCRIS/CRIS.....	CLEC/BellSouth.....	X
DSAP.....	CLEC/BellSouth.....	X
RSAG.....	CLEC/BellSouth.....	X
SOCS.....	CLEC/BellSouth.....	X
RNS.....	BellSouth.....	X
OS.....	BellSouth.....	X

OSS-2: OSS Availability (Pre-Ordering/Ordering)

SEEM OSS Availability

OSS Interface	Applicable to	% Availability
EDI.....	CLEC.....	X
LENS.....	CLEC.....	X
LEO.....	CLEC.....	X
LESOG.....	CLEC.....	X
PSIMS.....	CLEC.....	X
TAG.....	CLEC.....	X
LNP Gateway.....	CLEC.....	X
OG.....	CLEC.....	X
SOG.....	CLEC.....	X
DOM.....	CLEC.....	X

OSS-3MRIA: OSS Interface Availability (Maintenance & Repair)

OSS SQM Interface Availability (M&R)

OSS Interface	% Availability
BellSouth TAFI	X
CLEC TAFI.....	X
CLEC ECTA.....	X
BellSouth & CLEC	
CRIS.....	X
LMOS HOST.....	X
LNP Gateway	X

MARCH	X
OSPCM.....	X
PREDICTOR	X
SOCS	X

OSS-3: ~~OSS Availability (Maintenance & Repair)~~

~~SEEM OSS Availability (M&R)~~

~~OSS Interface % Availability~~

CLEC TAFI	X
CLEC ECTA	X

OSS-4: ~~Response Interval (Maintenance & Repair)~~

~~Legacy System Access Times for M&R~~

System	BellSouth & CLEC	Count					Avg. Int.
		= 1	> 1 <= 10	<= 10	> 10	> 30	
CRIS	X	X	X	X	X	X	X
DLETH	X	X	X	X	X	X	X
DLR	X	X	X	X	X	X	X
LMOS	X	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X	X
LNP	X	X	X	X	X	X	X
MARCH	X	X	X	X	X	X	X
OSPCM	X	X	X	X	X	X	X
Predictor	X	X	X	X	X	X	X
SOCS	X	X	X	X	X	X	X
NIW	X	X	X	X	X	X	X

TAFI

System	Open Trouble Ticket	Status Trouble Ticket	Mechanized Line Testing	Close Trouble Ticket
CRIS	X			
DLETH	X			
DLR	X			
LMOS	X	X		X
LMOSupd	X	X	X	X
LNP	X			
MARCH	X			
OSPCM	X	X		
Predictor	X	X		
SOCS	X	X		
NIW	X			

Note: Depending on the type of customer report multiple systems may be touched in one transaction.

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

1. Those measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
2. Performance sub-metric calculations that result in a shift in the performance in the aggregate from an "in parity" condition to an "out of parity" condition will be available for reposting.
3. Performance sub-metric calculations with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a $\geq 2\%$ decline in BellSouth's performance at the sub-metric level.
4. Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a decline in performance as shown by an adverse change of $\leq .5$ in the z-score at the sub-metric level.
5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.
6. Performance data will be made available for a maximum of three months in arrears.
7. When updated performance data has been made available for reposting or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments. Where technically feasible, SEEM payments will be subject to recalculation for a maximum of three months in arrears from the date updated performance data was made available or the date when the payment error was discovered.
8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
9. Any adjustments for underpayments will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

Appendix E: Description of Raw Data and Other Supporting Data Files

BellSouth Service Quality Measurement Plan (SQMP) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

I. Definitions and Overview

A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from legacy system data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation is standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more “user friendly” to facilitate use by SMEs, auditors and CLECs.

This supporting data represents all records that are used to calculate CLEC performance under the SQM sub-metrics.

II. Raw (Supporting) Data – General

Raw (Supporting) Data Files (SDF)

Raw (Supporting) Data Files for CLEC data will be published on the PMAP website each month. For the measures calculated in PMAP, these files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by PMAP. Some reports are calculated outside of PMAP and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.

Other Supporting Data Files (OSDF)

Other Supporting Data Files will also be provided upon CLEC request each month. These files contain CLECs initiated data/records extracted from the legacy systems, but “excluded” from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDFs. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the PMAP Web Site. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four 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.

Florida Proposed Performance Metrics**A. Raw Data (SDF) Records - Ordering****For Ordering Metrics:**

Supporting data is provided for the following metrics:

- [AKC] Acknowledgement Message Completeness
- [RI] Reject Interval
- [FOCT] Firm Order Confirmation Timeliness
- [FOCRC] Firm Order Confirmation and Reject Response Completeness

As a general rule, all versions of transactions are provided in the Supporting Data Files. Records for Service Requests that are related to a project, cancelled prior to being FOC or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.

B. Raw Data (SDF) Records – Provisioning**For Provisioning Metrics:**

Supporting data is provided for the following metrics:

- [PIAM] Percent Installation Appointments Met
- [FOCI] Firm Order Confirmation Average Completion Interval
- [CCCI] Coordinated Customers Conversions Interval – Hot Cut Duration
- [HCT] Coordinated Customers Conversions – Hot Cut Timeliness Percent within Interval
- [RT] Coordinated Customer Conversions – Average Recovery Time
- [PT] Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
- [PPT] Percent Provisioning Troubles within “X” Days of Service Order Completion

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

C. Raw Data (SDF) Records – M&R**For Maintenance and Repair (M&R) Metrics:**

Supporting data is provided for the following metrics:

- [PRAM] Percent Repair Appointments Met
- [CTRR] Customer Trouble Report Rate
- [MAD] Maintenance Average Duration
- [PRT] Percent Repeat Customer Troubles within 30 Days

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are BellSouth generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.

D. Raw Data (SDF) Records – Other**For Other Metrics:****Billing:**

Supporting data is provided for the following metrics:

- [BIA] Invoice Accuracy
- [BIT] Mean Time to Deliver Invoices
- [UDDT] Usage Data Delivery Timeliness



Appendix E: Description of Raw Data and Other Supporting Data Files

Florida Proposed Performance Metrics

The billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP website. This SDF along with the reports resulting from billing supporting data can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual invoices, which identify the nature of the charges or adjustments, whether credits or debits.

Database Update Information - None

Trunk Group Performance - None

Collocation - None

Change Management - None

E. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)

The SDUM and Schema can be found on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder.

Florida Proposed Performance Metrics

Product	PRODUCT TYPE	REQ TYPE	ACT TYPE	F/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING	EDI	TAG2	LENS4	COMMENTS
2 wire analog DID trunk port	U	F	N	No	UNE	Yes	NA	N	N	N	-
2 wire analog port	U	F	N	No	UNE	No	Yes	X	X	X	-
2 wire ISDN digital line	U	A	N,T	No	UNE	Yes	NA	N	N	N	-
2 wire ISDN digital loop	U	A	N,C,D	Yes	UNE	Yes	No	X	X	N	-
2 wire ISDN digital loop - LNP	U	B	V,P,Q	Yes	UNE	Yes	No	X	X	N	-
3 Way Calling	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	X	X	X	-
3rd Party Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	X	X	X	-
4 wire analog voice grade loop	U	A	T	No	UNE	Yes	Yes	X	X	N	-
4 wire analog voice grade loop	U	A	N	Yes	UNE	Yes	No	X	X	N	-
4 wire DS1 & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N	-
4 wire DS1 & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N	-
4 wire ISDN DS1 digital trunk ports	U	A	N,T	No	UNE	Yes	NA	N	N	N	-
4 WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT DS1	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-
4 WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT TRUNK SERVICE	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-
000 Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	X	X	X	-
Access	C	F	N,C,T,V,W	No	Yes	Yes	NA	N	N	N	-
NOTE THIS PRODUCT CAN BE ORDERED FOR RES/BUS AND CENTREX	R,B,C	E	V,W,D	Yes	C/S	C/S	No	X	X	X	-
Analog Data/Private Line	C	E	N,C,T,V,W,D	No	Yes	Yes	NA	N	N	N	-
Area Plus	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	X	X	X	-
ATM (ASYNCHRONOUS TRANSFER MODE)	C	B	N,C,V,W,D	No	Yes	Yes	NA	N	N	N	-
Basic Rate ISDN *Unbundled	U	A	N,V,D	Yes	UNE	Yes	No	X	X	X	-
Basic Rate ISDN *Unbundled	U	A	N,V,D	Yes	UNE	Yes	No	X	X	X	-
Basic Rate ISDN 2 wire UNE P	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-



Docket No. 000121^ TP

Appendix E: LSR Flow-Through Matrix
(as of May 13, 2003)

Florida Proposed Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING1	EDI	TAG2	LENS4	COMMENTS
Basic Rate ISDN 2 Wire	C	E	N,C,D,T,V,P,Q	No	Yes	Yes	Yes	Y	Y	Y	-
BELLSOUTH CHANNELIZED TRUNKS	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	-
Call Block	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Call Forwarding	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Call Return	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Call Selector	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Call Tracing	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Call Waiting	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Call Waiting Deluxe	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Caller ID	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
BELLSOUTH CENTREX*	C	P	N,C,D,W,T,S,B,L,V,P	No	Yes	Yes	NA	N	N	N	-
UNE P CENTREX	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-
Collect Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	Y	Y	Y	-
DID	C	N	N,C,D,V,W,T,P,Q	No	Yes	Yes	Yes	Y	Y	Y	-
2-WIRE DIRECT INWARD DIAL (DID) TRUNK PORT AND VOICE GRADE LOOP COMBINATION	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-
Digital Data Transport	U	E	N,C,T,V,W	No	UNE	Yes	NA	N	N	N	-
DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) DSI	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-
DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) TRUNK SERVICE	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	-
Directory Listing Indentions	B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	No	Yes	Y	Y	Y	-
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	N,C,R,V,W,P,Q	Yes	No	No	No	Y	Y	Y	-
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	T	No	No	No	Yes	Y	Y	N	-
Directory Listings-Captions	R,B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	Yes	Yes	Y	Y	Y	-
DIFFERENT PREMISE ADDRESS (DPA)	C	E	N,C,D,V,W,T	No	Yes	Yes	NA	N	N	N	-
DSL Loop	U	A	N,D,V	Yes	UNE	Yes	No	Y	Y	Y	-
DS3	U	A	N,C,V	No	UNE	Yes	NA	N	N	N	-
DSO Loop	U	A	N,D,V	Yes	UNE	Yes	No	Y	Y	Y	-
DSO Loop	U	A	C,T	No	No	No	Yes	Y	Y	Y	-

Florida Proposed Performance Metrics

Product	PRODUCT TYPE	REQ TYPE	ACT TYPE	E/F3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING	EDI	TAG2	LENS4	COMMENTS
Enhanced Caller ID	R,B	E	C,B,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Enhanced Extended Links (EELS)	U	A	C,D,N,T,V	Yes	No	No	No	Y	Y	Y	-
ESSX	C	P	C,B,T,V,S,B,W,L,P,Q	No	Yes	Yes	NA	N	N	N	-
Flat Rate/Business	B	E,M	C,D,N,V,W,T Y,B,L,S,D,T,P,Q	Yes	No	No	No	Y	Y	Y	-
Flat Rate/Residence	R	E,M	C,D,N,V,W,T Y,B,L,S,D,T,P,Q	Yes	No	No	No	Y	Y	Y	-
FLBXSERV	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	-
Frame Relay	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N	-
FX/FCO	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	-
UNE P FX/FCO (RES,BUS,PBX) (NOTE: THIS PRODUCT WILL NOT BE AVAILABLE UNTIL 08-01-02)	C	M	N,C,V,D,T,S,B,L,W,Y,P,Q	No	Yes	Yes	NA	N	N	N	-
Ga-Community Calling	R,B	M	C,D,N,V,W,P,Q	No	No	No	NA	N	N	N	-
Ga-Community Calling	R,B	E	T	No	No	No	Yes	Y	Y	N	-
HDSL	U	A	T	No	UNE	No	Yes	Y	Y	Y	-
HDSL	U	A	N,C,D,V	Yes	UNE	No	No	Y	Y	Y	-
Hunting MLH	R,B	E,M	C,D,N,T,V,W	No	C/S4	C/S	Yes	Y	Y	Y	-
Hunting Series Completion	R,B	E,M	C,D,N,V,W	Yes	C/S	C/S	No	Y	Y	Y	-
Hunting Series Completion	R,B	E,M	C,D,N,V,W	No	No	No	Yes	Y	Y	Y	-
Hunting Series Completion	R,B	E,M	T	No	No	No	Yes	Y	Y	Y	-
INP to LNP Conversion	U	C	C	No	UNE	Yes	Yes	Y	Y	Y	-
LightGate	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	-
Line Sharing	U	A	N,C,D,V,P,Q	Yes	UNE	No	No	Y	Y	Y	-
Line Splitting	U	A	N,C,D	Yes	UNE	No	No	Y	Y	Y	-
LNP With Complex Listing	U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	N	-
LNP with Complex Services	U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	N	-
LNP with Partial Migration	U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	N	-
LNP	U	C	P,V,Q	Yes	UNE	Yes	No	Y	Y	N	-
Local Number Portability (INP to LNP)	U	C	C	No	UNE	No	Yes	Y	Y	N	-
INP	U	B,C	D	No	UNE	No	Yes	Y	Y	N	-
Loop+LNP	U	B	V,P,Q	Yes	UNE	No	No	Y	Y	N	-



Florida Proposed Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING†	EDI	TAG2	LENS4	COMMENTS
Measured Rate/Bus	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T ₁ Y ₁ B ₁ L ₁ S ₁ D	Yes	No	No	No	Y	Y	Y	-
Measured Rate/Res	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T ₁ Y ₁ B ₁ L ₁ S ₁ D	Yes	No	No	No	Y	Y	Y	-
Megalink POINT-TO-POINT	C	E	N ₁ V ₁ W ₁ T ₁ D ₁ C ₁ P ₁ Q ₁	No	Yes	Yes	NA	N	N	N	-
Megalink CHANNELIZED	C	E	N ₁ V ₁ W ₁ T ₁ D ₁ C ₁ P ₁ Q ₁	No	Yes	Yes	NA	N	N	N	-
Memory Call	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T ₁	Yes	No	No	No	Y	Y	Y	-
Memory Call Ans. Svc.	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T ₁	Yes	No	No	No	Y	Y	Y	-
Multiserv	C	P	N ₁ C ₁ D ₁ T ₁ V ₁ S ₁ B ₁ W ₁ L ₁ P ₁ Q ₁	No	Yes	Yes	NA	N	N	N	-
Native Mode LAN Interconnection (NMLI)	C	E	N ₁ C ₁ D ₁ V ₁ W ₁	No	Yes	Yes	NA	N	N	N	-
Off-Prem Stations	C	E	N ₁ C ₁ D ₁ V ₁ W ₁ T ₁ P ₁ Q ₁	No	Yes	Yes	NA	N	N	N	-
Optional Calling Plan	R ₁ B	E ₁ M	N ₁ V ₁ P ₁ Q ₁ W	Yes	No	No	No	Y	Y	Y	-
Package/Complete Choice and Area Plus	R ₁ B	E ₁ M	N ₁ C ₁ V ₁ W ₁ P ₁ Q ₁	Yes	No	No	No	Y	Y	Y	-
Package/Complete Choice and Area Plus	R ₁ B	E ₁ M	T	No	No	No	Yes	Y	Y	N	-
Pathlink/- Primary Rate ISDN	C	E	N ₁ C ₁ D ₁ T ₁ V ₁ W ₁ P ₁ Q ₁	No	Yes	Yes	NA	N	N	N	-
4 WIRE ISDN PRI UNE COMBO	C	M	N ₁ C ₁ D ₁ V	No	Yes	Yes	NA	N	N	N	-
Pay Phone Provider	B	E ₁ M	C ₁ D ₁ T ₁ N ₁ V ₁ W ₁ P ₁ Q ₁	Yes	No	No	No	Y	Y	Y	-
PBX Standalone Port	C	F	N ₁ C ₁ D	No	Yes	Yes	Yes	Y	Y	N	-
PBX Trunks	C	E	N ₁ C ₁ D ₁ V ₁ W ₁ T ₁ P ₁ Q ₁	No	Yes	Yes	Yes	Y	Y	N	-
PIC/LPIC Change	R ₁ B ₁ C	E ₁ M	C ₁ V ₁ P ₁ Q ₁ T	Yes	No	No	No	Y	Y	Y	-
PIC/LPIC Freeze	R ₁ B ₁ C	E ₁ M	N ₁ C ₁ V ₁ P ₁ Q ₁ T	Yes	No	No	No	Y	Y	Y	-
PORT/LOOP COMBO 2-WIRE PBX	C	M	N ₁ C ₁ D ₁ V	No	No	No	Yes	Y	Y	N	-
Port-Loop Simple	U	M	N ₁ C ₁ D ₁ V	Yes	No	No	No	Y	Y	Y	-
Preferred Call Forward	R ₁ B ₁ U	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T	Yes	No	No	No	Y	Y	Y	-
RCF Basic	R ₁ B	E ₁ M	N ₁ D ₁ W ₁ V ₁ P ₁ Q ₁ T	No	No	No	Yes	Y	Y	N	-
Remote Access to CF	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T	No	No	No	NA	Y	Y	N	-
Repeat Dialing	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T	Yes	No	No	No	Y	Y	Y	-
Ringmaster	R ₁ B	E ₁ M	C ₁ D ₁ N ₁ V ₁ W ₁ P ₁ Q ₁ T	Yes	No	No	No	Y	Y	Y	-
Smartpath	R ₁ B	E	C ₁ D ₁ T ₁ N ₁ V ₁ W	No	Yes	Yes	NA	N	N	N	-
SmartRING	C	E	N ₁ D ₁ C ₁ V ₁ W	No	Yes	Yes	NA	N	N	N	-



Florida Proposed Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	FT/3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING†	EDI	TAG2	LENS4	COMMENTS
Speed Calling	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	-
Synchromet	C	E	N,D,C,V,W	No	Yes	Yes	Yes	Y	Y	N	-
Three-Way Call Block	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	N	-
Tie Lines	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	NA	N	N	N	-
TOLL-FREE-DIALING (TFD)	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N	-
Toultone	R,B	E	C,D,N,V,W,P,Q,T	Yes	UNE	No	No	Y	Y	Y	-
Unbundled Loop-Analog 2W, SL1, SL2	U	A,B	D,N,V	Yes	UNE	No	No	Y	Y	Y	-
Unbundled Loop-Analog 2W, SL1, SL2	U	A,B	C**	Yes	UNE	No	Yes	Y	Y	Y	-
Unbundled Universal Digital Channel (UDC) Loop	U	A	N,D	Yes	UNE	No	No	Y	Y	Y	-
WATS*	C	E	W,D,N,C,V	No	Yes	Yes	NA	N	N	N	-
XDSL	U	A,B	N,C,V,D	Yes	UNE	No	No	Y	Y	Y	-
XDSL	U	A,B	T	No	No	No	Yes	Y	Y	N	-

Product: U-UNE; C-Complex; B-Business; R-Residence

Reqtype: A-Loop; B-Loop with LNP/INP; C-LNP/INP; E-Resale; F-Port; J-Directory Listing and Directory Assistance; M-UNE-P; N-DID-Resale; P-Centrex Resale; ACT: N-New installation; C-Change an existing account; D-Disconnection; T-Outside move of end user location; R-Record activity is for ordering administrative changes; V-Conversion of service to new LSP as specified; W-Conversion of service to new LSP "as is"; S-Suspend; B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (initial); Q-Partial Migration (subsequent)

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 column includes those LSRs submitted via Robo TAG.

Note 3: For all services that indicate "No" for flow-through, the following reasons, in addition to complex services or complex order, also prompt manual handling: Expedites from CLECs, special pricing plans, partial migrations (although conversions as-is flow through for issue 9 unless migrating the main TN and a new TN must be assigned); class of service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C-activity; pending order review required (Example: Any pending service order (PSO) not related to current PON; pending service order (PSO) with multiple service orders pending related to current PON and SUP received); more than 25 business lines and more than 15 loops; CSR inaccuracies such as invalid or missing CSR data in CRIS; Directory listings with Indentations or Captions; , transfer of calls option for CLEC end user — new TN not yet posted to CRIS.

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

Note 5: The following list of items will not FT:

LSRs with Project or RPON fields populated

**SL1-REQTYP A, ACT C, LNA N, C, or D

**SL2-REQTYP A, ACT C, LNA C

REQTYP B, C, ACT P when migrating main telephone number

REQTYP B, C, ACT V with Complex

REQTYP E, M, N and P; ACT = V, LNA = V (LNP to Resale/UNE-Switched Combinations)

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	Deleted Line Sharing in SQM/SEEM Disaggregation	Line sharing is no longer a UNE
Header	Changed: Alpha/Numeric Measure Identifier to Alpha Only	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Data Retained	Delete Data Retained section and replace with sentence in the SQM referring to SDUM	Formerly used to list fields needed to replicate the report but it couldn't be kept current as system changes were implemented. The current Supporting Data Users Manual (SDUM) is now automatically attached to every raw data file with detailed code so this section in the SQM is unnecessary.
SEEM Disaggregation – Analog / Benchmark	Delete entire SEEM Disaggregation section and replace with "Note" in the introduction reference to the SEEM Plan.	The SEEM Disaggregation has been removed from the SQM because it is included in the SEEM Administrative Plan, which is the more appropriate location for this information. This also eliminates the possibility of conflict between the SQM and SEEM Plans.
Introduction	<p>The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale 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 BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC) and their Retail Customers. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.</p> <p>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 influence the SQM. This version of the SQM reflects the Florida Public Service Commission Order Nos. PSC 02-1736 PAA-TP, issued December 10, 2002, PSC 03-0529 PAA-TP, issued April 22, 2003 and PSC 03-0603 CO-TP, May 15, 2003. This specific SQM is based on Order No. (to be determined) in FPSC Docket No. (to be determined) dated (to be determined).</p> <p>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 will be changed to reflect <u>the dynamic changes in systems, described above and to correct errors, and respond to both 3rd Party audits, requirements and the Florida PSC Orders of the FPSC, FCC and the appropriate Courts of Law.</u></p>	<p>The Introduction has been revised to update documentation references.</p> <p>Revised section to more accurately define the nature of the SQM and include references to the FCC and Courts of Law.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	<p><u>Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law relieves BellSouth of the obligations to provide any UNE or UNE combination pursuant to Section 251 of the Act, then upon providing the Commission with 30 days written notice, BellSouth may cease reporting data or paying remedies in accordance with the change of law. Performance measurements and remedy plans that have been ordered by the Commission can currently be accessed via the Internet on BellSouth's PMAP website (http://pmap.bellsouth.com) in the Documentation/ Exhibits folder. Should there be any difference between the performance measurement and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.</u></p>	<p>Added a section to address the implementation schedule of the performance measurement and remedy plans after a Commission order, describes change of law provisions, and provide BellSouth PMAP website address for the location of performance measurement and remedy plans.</p>
Report Publication Dates	<p><u>Each month, preliminary SQM reports will be posted to BellSouth's SQM PMAP website (http://pmap.bellsouth.com) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. reports will be posted on the 15th of the following month. SEEM payments due will also be paid the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month.</u></p> <p><u>For details on SEEM, please refer to the SEEM Administrative Plan.</u></p> <p><u>BellSouth shall retain the performance measurement raw Supporting dData fFiles (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.</u></p>	<p>Clarification to existing processes.</p> <p>Removed the SEEM requirements to prevent the possibility of conflict with the SEEM documentation.</p> <p>Reference SEEM Administrative Plan for SEEM report publication information.</p> <p>Added as information to clarify and reflect current nomenclature.</p>
Report Delivery Methods	<p><u>CLEC SQM and SEEM reports will be considered delivered when posted to the website. The Florida Public Service Commission (FPSC) has State/Federal Commissions have been given access to the website. In addition, a copy of the SQM and Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.</u></p>	<p>SRS format replaced SQM / MSS reports and reports will be considered delivered when posted to the web site.</p> <p>Eliminated the redundant requirement to file copies.</p>

Proposed Florida SQM Modifications

	Section	Proposed Change	Rationale for Proposed Change
ment		Delete Average Response Interval and Percent within Interval	Removed this measure to streamline the measurement plan. This measure provides minimal information about the level of performance. These are electronic pre-ordering transactions with intervals measured in seconds. The relevant issue is whether systems are operating which is measured in OSS-2. If systems are working, even if there are differences of a few seconds between wholesale and retail preordering responses, they are inconsequential. Further OSS-2 was modified to monitor degraded service and partial outages as well, so any system degradation can be monitored in that revised measure.
g /	Title	OSS-2 IA: OSS Interface Availability (Pre-Ordering/Ordering)	Consistent nomenclature throughout the interface measures
	Definition	<p>Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface 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.)</p> <p><u>This measure captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. "Functional Availability" is defined as the number of hours in the reporting period the applications/interfaces are available to users. "Scheduled Availability" is defined as the number of hours in the reporting period the applications/interfaces are scheduled to be available.</u></p> <p>Scheduled availability is posted on the Interconnection website: (http://www.interconnection.bellsouth.com/oss/oss_hour.html)</p>	Wording clarification
	Exclusions	<ul style="list-style-type: none"> CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc. Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time. Scheduled OSS Maintenance 	<p>Degraded service outages will now be reflected in one version of the measure and in the total outage calculation.</p> <p>Deleted this exclusion since it is redundant. This time is already excluded from the measure by definition.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Business Rules	<p>This measurement captures the functional availability of applications and interfaces applications utilized by CLECs for pre-ordering and ordering as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.</p> <p><u>The Interface Availability (Full Outages) calculations are based upon availability of applications and interfaces applications utilized by CLECs for pre-ordering and ordering as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.</u></p> <p><u>Types of outages are defined as follows:</u></p> <ul style="list-style-type: none"> • <u>Full outages are defined as occurrences of either of the following:</u> <ul style="list-style-type: none"> - <u>Application/Interface application is down or totally inoperative</u> - <u>Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)</u> • <u>Partial Loss of Functionality outages are defined incurred as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC. when any function the customer normally performs or a function normally provided by an application or system is unavailable to any customer.</u> • <u>Degraded Service is defined as occurrences of either of the following:</u> <ul style="list-style-type: none"> - <u>When the application or system is known by any IT organization to be processing 20% or more below normal capacity</u> - <u>When 20% or more of the clients experience slow response from the system or application</u> <p><u>Total Outages include Full Outages, Degraded Services and Loss of Functionality minutes, and will be calculated for diagnostic purposes.</u></p> <p><u>Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems.</u></p> <p><u>(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m through 9:00 p.m. Monday through Friday.)</u></p>	<p>The changes create a two part measure that will continue to report full outages as BellSouth does today, and add a result that includes degraded service and loss of functionality in addition to full outages as a diagnostic measure. Only full outages will be considered for SEEM/SQM performance compliance and for determining the overall performance level to determine the appropriate SEEM schedule to apply. Defines terms.</p> <p>Included BellSouth's IT definition for degraded service.</p> <p>Removed irrelevant statement.</p> <p>Removed note because the SQM does not determine the scheduled hours of operation. Hours of scheduled maintenance is a business practice and is addressed in the CLEC Ordering Guide.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Calculation	<p>OSS Interface Availability (Pre-Ordering/Ordering) = $(a / b) \times 100$</p> <p>Interface Availability (Full Outages) = $(a - b) / a \times 100$</p> <ul style="list-style-type: none"> ▪ a = Functional-Scheduled Availability Minutes ▪ b = Scheduled Availability Full Outage Minutes <p>Interface Availability (Total Outages) = $[a - (b + c + d)] / a \times 100$</p> <ul style="list-style-type: none"> ▪ c = Loss of Functionality Minutes ▪ d = Degraded Service Minutes 	<p>Clarify full outage calculation</p> <p>Added Total Outage calculation as described in the Business Rules</p>
Report Structure	<ul style="list-style-type: none"> ▪ Interface Type ▪ Not CLEC Specific ▪ Legacy System/Interface Specific ▪ Not Product/Service Specific ▪ Geographic Scope - Regional Level 	Report Structure changed to more clearly reflect the output report.
SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <p>Interface Availability (Full Outages) Regional Level, Per OSS Interface</p> <p>Interface Availability (Total Outages)</p> <p>SQM Analog/Benchmark</p> <p>>= 99.5%</p> <p>Diagnostic</p> <p>(See Appendix D-C: Tables for SQM <u>OSS Interface Availability</u>)</p>	<p>Removed the redundant language for Full Outage and added Total Outage. When the interface is available but there is degraded service, the CLEC can still access the interface and there may be little or no impact on a CLEC dependent on the value and frequency that the impaired functionality would be utilized by the CLEC. Consequently, the results do not give a valid basis to evaluate system performance.</p> <p>Modified Appendix D to list current applications captured in measurement. Also to delete tables for deleted measures OSS-1 and OSS-4.</p>
Title	<u>OSS-3 MRLA: OSS Interface Availability (Maintenance & Repair)</u>	Consistent nomenclature throughout the interface measures

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
e &	Definition	<p>Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. “Functional Availability” is defined as the number of hours in the reporting period that the applications/interfaces are available to users. “Scheduled Availability” is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available.</p> <p>Scheduled availability is posted on the Interconnection website: http://www.interconnection.bellsouth.com/oss/oss_hour.html.</p>	Wording clarification
	Exclusions	<ul style="list-style-type: none"> ▪ Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time 	Delete exclusion for Degraded service. Degraded service outages will now be reflected in one version of the measure.

Proposed Florida SQM Modifications

Ident	Section	Proposed Change	Rationale for Proposed Change
	Definitions	<p>This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. The Interface Availability (Full Outages) calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. <u>Only full outages are included in the calculations for this measure.</u></p> <p>Types of outages are defined as follows:</p> <ul style="list-style-type: none"> • Full outages are defined as occurrences of either of the following: <ul style="list-style-type: none"> - Application/Interface application is down or totally inoperative - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application) • Partial Loss of Functionality outages are defined as: <u>A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC, when any function the customer normally performs or a function normally provided by an application or system is unavailable to any customer.</u> • Degraded Service is defined as occurrences of either of the following: <ul style="list-style-type: none"> - When the application or system is known by any IT organization to be processing 20% or more below normal capacity - When 20% or more of the clients experience slow response from the system or application <p>Total Outages include Full Outages, Degraded Services and Loss of Functionality minutes, and will be calculated for diagnostic purposes.</p> <p>Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of maintenance and repair systems.</p>	<p>The changes create a two part measure that will continue to report full outages as BellSouth does today, and add a result that includes degraded service and loss of functionality in addition to full outages as a diagnostic measure. Only full outages will be considered for SEEM/SQM performance compliance and for determining the overall performance level to determine the appropriate SEEM schedule to apply. CLECs maintain access to the interface with degraded service.</p> <p>Included BellSouth's IT definition for degraded service.</p> <p>Removed irrelevant statement</p>
	Calculation	<p>OSS Interface Availability (M&R) $-(a/b) \times 100$</p> <p><u>Interface Availability (Full Outages) $= (a - b) / a \times 100$</u></p> <ul style="list-style-type: none"> • a = Functional-Scheduled Availability Minutes • b = Scheduled-Availability Full Outage Minutes <p><u>Interface Availability (Total Outages) $= [a - (b + c + d)] / a \times 100$</u></p> <ul style="list-style-type: none"> • c = Loss of Functionality Minutes • d = Degraded Services Minutes 	<p>Clarify full outage calculation</p> <p>Added Total Outage calculation as described in the Business Rules Only full outages will be considered for SEEM/SQM main calculation. CLECs maintain access to the interface with degraded service</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Report Structure	<ul style="list-style-type: none"> ▪ Interface Type ▪ Not CLEC Specific ▪ Not Product/Service Specific ▪ <u>Legacy System/Interface Specific</u> ▪ <u>Geographic Scope</u> <ul style="list-style-type: none"> - Regional Level 	Report Structure changed to more clearly reflect the output report.
SQM Disaggregation – Analog / Benchmark	<div style="display: flex; justify-content: space-between;"> <div> <p>SQM Level of Disaggregation</p> <p><u>Interface Availability (Full Outages) Regional Level, Per OSS Interface</u> >= 99.5%</p> <p><u>Interface Availability (Total Outages)</u>..... Diagnostic</p> </div> <div> <p>SQM Analog/Benchmark</p> </div> </div> <p>(See Appendix DC: Tables for <u>SQM OSS Interface Availability</u> - M&R)</p>	<p>Removed the redundant language for Full Outage and added Total Outage. When the interface is available but there is degraded service, the CLEC can still access the interface and there may be little or no impact on a CLEC dependent on the value and frequency that the impaired functionality would be utilized by the CLEC. Consequently, the results do not provide a valid basis to evaluate system performance.</p> <p>Modified Appendix D to list current applications captured in measurement. Also to delete tables for deleted measures OSS-1 and OSS-4.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	Delete Response Interval (Maintenance & Repair)	Removed of this measure to streamline the measurement plan. The TAFI boxes cannot distinguish between the CLEC request and the BST request; therefore both get the same treatment. This measure provides minimal information about the level of performance. These are electronic queries to the maintenance and repair systems for transactions with intervals measured in seconds. The relevant issue is whether systems are operating which is measured in MRIA. Even if there are differences of a few seconds between wholesale and retail maintenance transactions, they are inconsequential. Further, OSS-3, now MRIA was modified to monitor degraded service and partial outages as well so any system degradation can be monitored in that measure.
	Delete Loop Makeup – Response Time – Manual	Removal of this measure to streamline the measurement plan. Delete measure Based on low volume and low impact (10 transactions in the last 5 months)
Title	(PO-2) ERT: Loop Makeup- Response Time - Electronic	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	This report measures the average interval and the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.	Streamline the measurement plan by removing inconsequential data. Only the percent of response returned within the interval is used for monitoring performance. Average interval is simply another way to state this performance.
Exclusions	<ul style="list-style-type: none"> Manually Submitted Inquiries Canceled Requests <u>Scheduled OSS Maintenance</u> <u>Test Transactions/Records</u> 	BellSouth should not be penalized for necessary maintenance downtime. Add exclusion for test records. Test records do not impact CLECs.

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
	Business Rules	<p>The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems ordering interface, TAG gateways. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the TAG-ordering interface gateways. LSRs submitted via LENSs will be reflected in the results for the TAG interface.</p> <p>Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If <u>a CLEC concludes that the loop makeup will support the service, and wants to order it, an firm order LSR is must be submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.</u></p>	<p>This allows consistent reflection of the gateway name as technology moves forward by making business rules generic instead of referencing specific systems.</p> <p>Clarify wording. Remove statement about EDI as EDI now has preordering capability.</p>
	Calculations	<p>Response Interval = (a - b)</p> <ul style="list-style-type: none"> a = Date and time the LMUSI returned to CLEC b = Date and time the LMUSI is received <p>Average Interval = (e / d)</p> <ul style="list-style-type: none"> e = Sum of all response intervals d = Total number of LMUSIs received within the reporting period <p>Percent within Interval = (e / f) (c / d) X 100</p> <ul style="list-style-type: none"> e c = Total LMUSIs received within the interval f d = Total number of LMUSIs processed within the reporting period 	<p>Only the % within interval calculations is used to monitor performance so the Average Interval calculation is unnecessary.</p>
	Report Structure	<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific Geographic Scope <ul style="list-style-type: none"> - State Interval for electronic LMUSIs <ul style="list-style-type: none"> 0 – <= 1 minute >1 – <= 5 minutes >5 – <= 8 minutes >8 – <= 15 minutes >15 minutes Average Interval in minutes 	<p>Performance is evaluated by state so a regional report is unnecessary.</p> <p>Changed acronym for consistency throughout the measure Interval buckets are no longer reasonable given the current intervals. There is no need to continue to break down data to this level of detail, especially when the CLECs can separate data into any interval buckets they choose via the raw data. Average Interval is no longer calculated.</p>

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation – Analog / Benchmark	SQM Disaggregation - Analog/Benchmark SQM Level of Disaggregation Loops SQM Analog/Benchmark Benchmark: 95% <= 1 Minute	
E on - ne	Title	<u>BMRT: UNE Bulk Migration - Response Time</u>	This is a new measure that was filed in the Florida TRO hearing to address a new process that may have considerable volume.
	Definition	<u>This report measures the average interval and percent within the interval from the submission of a UNE Bulk Migration Notification Form to the distribution of Bulk Notification Form, including negotiated due date back to the CLEC.</u>	This is a new measure that was filed in the Florida TRO hearing to address a new process that may have considerable volume.
	Exclusions	<ul style="list-style-type: none"> • <u>Projects not identified as UNE Bulk Migration</u> • <u>Weekends and holidays</u> • <u>Canceled Requests</u> 	Only bulk Migration orders are included in the measure by definition. BellSouth should not be penalized for time that center is closed. No response is provided on canceled requests.
	Business Rules	<p><u>The CLEC Bulk Migration process includes the submission of a Bulk Migration Notification Form to BellSouth via email. The project manager negotiates due date, assigns Bulk Order Package Identification (BOPID) number, and validates related PONs in the Bulk package. BellSouth then returns the Bulk Notification Form, including negotiated due date to the CLEC.</u></p> <p><u>The “Receive Date” is defined as the date the Bulk Migration Notification Form is received by the BellSouth Project Manager via email. It is counted as day zero. Bulk Migration “Return Date” is defined as the date BellSouth returns a response. The interval calculation is reset to zero when a CLEC initiated change occurs on the Bulk Migration Notification Form.</u></p> <p><u>This measurement combines three sub-metrics:</u></p> <ol style="list-style-type: none"> <u>1. From receipt of a valid Bulk Migration Notification Form (up to 99 individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.</u> <u>2. From receipt of a valid Bulk Migration Notification Form (100 up to 200 individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.</u> <u>3. From receipt of a valid Bulk Migration Notification Form (201 or more individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.</u> 	This is a new measure that was filed in the Florida TRO hearing to address a new process that may have considerable volume.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change								
Calculation	<p>Response Interval = (a - b)</p> <ul style="list-style-type: none">a = Date BellSouth returns a responseb = Date the Bulk Migration Notification Form is received <p>Average Interval = (c / d)</p> <ul style="list-style-type: none">c = Sum of all response intervalsd = Total number of Bulk Migration Notification Forms received within the reporting period <p>Percent within interval = (e / f) X 100</p> <ul style="list-style-type: none">e = Total Bulk Migration Notification Forms received within the intervalf = Total number of Bulk Migration Notification Forms processed within the reporting period	This is a new measure that was filed in the Florida TRO hearing to address a new process that may have considerable volume.								
Report Structure	<ul style="list-style-type: none">CLEC AggregateCLEC SpecificGeographic Scope<ul style="list-style-type: none">StateIntervals for manual Bulk Migration Notification Forms:<ul style="list-style-type: none">0 - <= 99 individual telephone numbers<ul style="list-style-type: none"><= 4 Business days> 4 Business days100 - <= 200 individual telephone numbers<ul style="list-style-type: none"><= 6 Business days> 6 Business days>= 201 individual telephone numbersAverage Interval in days	This is a new measure that was filed in the Florida TRO hearing to address a new process that may have considerable volume. The structure is consistent with the way that the service is offered.								
SQM Disaggregation – Analog / Benchmark	<table><thead><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr></thead><tbody><tr><td>0 - <= 99 individual telephone numbers.....</td><td>Benchmark: 95% <= 4 Business Days</td></tr><tr><td>100 - <= 200 individual telephone numbers.....</td><td>Benchmark: 95% <= 6 Business Days</td></tr><tr><td>>= 201 individual telephone numbers</td><td>Benchmark: Diagnostic</td></tr></tbody></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	0 - <= 99 individual telephone numbers.....	Benchmark: 95% <= 4 Business Days	100 - <= 200 individual telephone numbers.....	Benchmark: 95% <= 6 Business Days	>= 201 individual telephone numbers	Benchmark: Diagnostic	Benchmarks were established to equal the intervals stated in the product offering. >= 201 individual telephone numbers does not have a standard interval
SQM Level of Disaggregation	SQM Analog/Benchmark									
0 - <= 99 individual telephone numbers.....	Benchmark: 95% <= 4 Business Days									
100 - <= 200 individual telephone numbers.....	Benchmark: 95% <= 6 Business Days									
>= 201 individual telephone numbers	Benchmark: Diagnostic									
SEEM Measure	<table><thead><tr><th>SEEM</th><th>Tier I</th><th>Tier II</th></tr></thead><tbody><tr><td>No</td><td></td><td></td></tr></tbody></table>	SEEM	Tier I	Tier II	No			This process has little if any end user customer impact. It is simply a process that allows CLECs to organize large volume migrations from UNE-P to UNE-L.		
SEEM	Tier I	Tier II								
No										

Proposed Florida SQM Modifications

	Section	Proposed Change	Rationale for Proposed Change
ent		Delete Acknowledgement Message Timeliness	<p>Removed this measure to streamline the measurement plan. This measure is of minimal use to evaluate performance. An</p> <p>measuring a few seconds of duration is irrelevant.</p>
eme	Title	(0-2) <u>AKC</u> : Acknowledgement Message Completeness	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
s	Definition	This measurement provides the percent of Messages <u>transmissions</u> /LSRs received via EDI or TAG <u>ordering interface</u> gateways, which are acknowledged electronically.	<p>Wording clarification</p> <p>Received requests are not referred to as Message Change to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p>
	Exclusions	<ul style="list-style-type: none"> Manually Submitted LSRs <u>Test Transactions/Records</u> 	Performance on test transactions does not affect CLECs.
	Business Rules	<p>EDI and TAG <u>Ordering interface</u> gateways send Functional Acknowledgements for all <u>transmissions</u>/LSRs, which are electronically submitted by a CLEC. For those CLECs using Users of EDI, may package many LSRs from multiple states in one transmission. if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.</p>	<p>Wording clarification</p> <p>Change to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p> <p>Removed irrelevant note</p>
	Calculation	<p>Acknowledgement Completeness = (a / b) X 100</p> <ul style="list-style-type: none"> a = Total number of Functional Acknowledgements returned in the reporting period for Messages <u>transmissions</u>/LSRs electronically submitted by EDI or TAG <u>ordering interface</u> gateways respectively b = Total number of electronically submitted Messages <u>transmissions</u>/LSRs received in the reporting period by EDI or TAG <u>ordering interface</u> gateways respectively 	<p>Wording clarification</p> <p>Received requests are not referred to as Message Change to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change						
Report Structure	<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific Geographic Scope <ul style="list-style-type: none"> Region <p>Note: Acknowledgement Message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized.</p>	Removed irrelevant note.						
SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> EDI Acknowledgments Benchmark: 99.95% TAG Benchmark: 99.5% <p>SQM Analog/Benchmark</p>	There is no need to separate interface types in Disaggregation 99.9% benchmark is not a reasonable expectation nor is it necessary as a minimum service level to ensure non-discrimination.						
SEEM Measure	<p>SEEM</p> <table border="1"> <thead> <tr> <th></th> <th>Tier I</th> <th>Tier II</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>X</td> <td>X</td> </tr> </tbody> </table>		Tier I	Tier II	Yes	X	X	See SEEM matrix for rationale.
	Tier I	Tier II						
Yes	X	X						
Title	(O-3) PFT: Percent Flow-Through Service Requests (Summary)	Removed the word Summary in order to combine this measure with O-4						
Definition	The percentage of Local Service Requests (LSRs) and Local Number Portability 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 intervention.	Wording clarification						
Exclusions	<ul style="list-style-type: none"> Fatal Rejects Auto Clarification Planned Manual Fallout for Percent Flow-Through only CLEC System Fallout Scheduled OSS Maintenance Test Transactions/Records LSR that received a Z Status 	<p>To agree with Field name on output report</p> <p>This is not an interval measure that needs to exclude scheduled downtime</p> <p>Only account for those records that are CLEC impacting</p> <p>Z status is assigned to original requests that are supped before receiving a response so they do not have the opportunity to Flow Through</p>						

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Business Rules	<p>The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces <u>mechanized ordering interface gateways</u> (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 (for example: fax and courier) or are not designed to flow through (for example: <u>Planned</u> Manual Fallout).</p> <p>Definitions:</p> <p>Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further <u>initially</u>. When an LSR is submitted by a CLEC, <u>source systems</u> LEO/LNP Gateway <u>will perform basic</u> edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, <u>source systems</u> LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject</p> <p>Auto-Clarification: <u>Clarifications that are mechanically returned to the CLEC</u> occur due to invalid data <u>entry</u> within the LSR. <u>Edits contained within the source systems</u> LESOG/AUTO will perform data validity checks to ensure the data within the LSR is complete <u>correct</u> and accurate 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 NXX requested, the CLEC will receive an Auto-Clarification.</p> <p>Planned Manual Fallout*: Planned Fallout that occurs 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, <u>the source systems</u> LESOG/AUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:</p> <ol style="list-style-type: none"> 1. Complex* 2. Special pricing plans 3. Some Partial migrations (All LNP Partial Migrations) 4. New telephone number not yet posted to BOCRIS 5. Pending order review required 6. CSR inaccuracies such as invalid or missing CSR data in CRIS 7. Expedites (requested by the CLEC) 8. Denials restore and conversion, or disconnect and conversion orders 9. Class of service invalid in certain states with some types of service 10. Low volume such as activity type "T" (move) 11. More than 25 business lines, or more than 15 loops 12. Transfer of calls option for the CLEC end users 13. Directory Listings (Identions and Captions) 14. LNP Only Supplement LSRs except supps of O-2 (Due Date Changes) on Req-Type CB 	<p>Wording changes to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems and other clarifications.</p> <p>Wording Change to include interface for xDSL ordering</p> <p>It is not practical to maintain a list of Planned manual Fallout accurately and completely in the SQM as new products are introduced and mechanization occurs. This information will be available on the PMAP website.</p>

Proposed Florida SQM Modifications

	Section	Proposed Change	Rationale for Proposed Change
		<p>*See LSR Flow-Through Matrix in Appendix E on BellSouth's PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.</p> <p>Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth 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 due to BellSouth-caused system functionality, the LCSC representative will correct the error, and the LSR will continue to be processed.</p> <p>Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.</p>	<p>Remove Flow Through Matrix from SQM and provide PMAP website address where it can be found. This facilitates keeping the matrix up to date. Currently the matrix is only updated by filing revised SQM pages which is impractical.</p>
	Calculation	<p>Percent Flow Through = $a / [b - (c + d + e + f)] \times 100$</p> <p>a = The total number of LSRs that flow through LESOG/LAUTO the source systems and reach a status for a FOC to be issued</p> <p>b = The number of LSRs that passed the basic system edits and are accepted for further service order processing from LEO/LNP Gateway to LESOG/LAUTO</p> <p>c = The number of LSRs that fallout for planned manual processing</p> <p>d = The number of LSRs that are returned to the CLEC for auto clarification</p> <p>e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification data entry error</p> <p>f = The number of LSRs that receive a Z status</p> <p>Percent Achieved Flow Through = $a / [b - (c + d + e)] \times 100$</p> <p>a = The number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.</p> <p>b = The number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO</p> <p>c = The number of LSRs that are returned to the CLEC for auto clarification</p> <p>d = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification</p> <p>e = The number of LSRs that receive Z status</p>	<p>Wording changes to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p> <p>Wording changes for clarification</p> <p>Delete calculation not used to monitor performance and does not measure system performance. The data is provided that enables CLECs to calculate this result if they want to see it.</p>
	Report Structure	<ul style="list-style-type: none"> • <u>CLEC Specific</u> • CLEC Aggregate • <u>Geographic Scope</u> <ul style="list-style-type: none"> - Region 	<p>Combined O-3 and O-4 by adding CLEC Specific to report structure.</p> <p>Include omitted heading.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation – Analog / Benchmark	<ul style="list-style-type: none"> • Residence Benchmark: 95% • Business Benchmark: 90% • UNE –Loops Benchmark: 85% • UNE-P Benchmark: 90% • Resale Benchmark: 90% • LNP Benchmark: 85% 	<p>Residence Benchmark is currently 95% and Business is currently 90%. BellSouth proposed to combine into one disaggregation and utilize the 90% benchmark for Resale. This level of Flow through is sufficient to allow CLECs to compete as experience has shown</p> <p>UNE-P disaggregation has been folded into UNE. No reason to treat UNE-P different from other UNEs.</p>
		<p><u>Notes</u></p> <p><u>The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.</u></p> <p><u>The CLEC LSR information (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the “Resources” section on left side of PMAP website). Enter the name of the report in the Comments section.</u></p>	
		Delete Percent Flow-through Service Requests (Detail)	This data is now provided as part of the new measure PFT
		Delete Flow Through Error Analysis	This is not a measurement. BellSouth will continue to post this information as part of the Flow-Through (PFT) report. (see new note above in PFT)
		Delete CLEC LSR Information	<p>This should be deleted from the SQM because it is not a measure, it is provided as information.</p> <p>BellSouth will continue to make the data available to CLECs who elect to subscribe to it. CLECs can request it via the PMAP web site. (see new note above in PFT)</p>
		Delete Percent Rejected Service Requests	This measure only provides a view of the percentage of CLEC requests that were rejected and can be ascertained by reviewing data from Reject Interval (RI). This measure does not provide any information about performance.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Title	(O-8) RI: Reject Interval	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	Reject The i interval is the average reject for the return of a reject is the response time from the receipt of a service request [(Local Service Requests (LSRs) or Access Service Requests-(ASRs)] to the distribution of a reject. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single version of an LSR, the first reject issued is used for the calculation of the interval duration.	Wording clarification It is more appropriate to address Multiple rejects on a single version of an LSR in the Business Rules so the statement has been moved to that section.
Exclusions	<ul style="list-style-type: none"> • Service requests canceled by CLEC prior to being rejected/clarified • Fatal Rejects • Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only. • LSRs which are identified and classified as "Projects" <u>with the exception of valid "Project IDs" for UNE-P to UNE Loop Bulk Migration</u> <p>Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http://www.interconnection.bellsouth.com/centers/html/lcsc.html</p> <p><u>Local Interconnection Service Center (LISC) – Monday through Friday 4:30 PM until 8:00 AM</u> <u>From 4:30 PM Friday until 8:00 AM Monday</u></p> <p>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.</p> <p>The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.</p> <p>In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.</p> <ul style="list-style-type: none"> • <u>Scheduled OSS Maintenance</u> • <u>Test Transaction/Records</u> 	<p>To identify that LSRs associated with TRO Bulk Migrations of UNE-P to UNE-L will not be excluded from the measure</p> <p>Delete Center specific hours. Specific center hours, such as the LISC, should not be in the SQM because operational hours change dynamically based on the demands of the business. Additionally, CLECs are notified well in advance of any hours of operation for the centers through the Carrier Notification process. Clearer generic language is included in the Business Rules section.</p> <p>BellSouth should not be penalized for scheduled OSS maintenance Test transactions don't affect CLECs and should not be included</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Business Rules	<p>The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated 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.</p> <p><u>Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.</u></p> <p>Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, or TAG ordering interface gateways) until the LSR is rejected (date and time stamp or of reject in EDI translator, or TAG ordering interface gateways). Auto Clarifications are considered in the Fully Mechanized category.</p> <p>Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, or TAG ordering interface gateways) until it which falls out for manual handling. The stop time on partially mechanized LSRs is when until the LCSC Service Representative clarifies the LSR back to the CLEC via EDI translator, or TAG ordering interface gateways.</p> <p>Non-Mechanized: The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of FAX or date and time mailed paper LSRs is are received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON FAX Server.</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) <u>Carrier Interconnection Switching Center (CISC)</u>. Trunks data is reported as a separate category.</p> <p><u>Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website http://www.interconnection.bellsouth.com/centers.</u></p> <p>Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.</p>	<p>Moved from Definition section</p> <p>Wording changes to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p> <p>Clarification of business rules for non-mechanized LSRs</p> <p>Updated name of center processing ASRs for Local Interconnection Trunks</p> <p>Provided web address for hours of operations which are clearly defined on the Interconnection web site.</p> <p>Provides Business Rules and definitions for the components of the new Bulk Migration process.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Calculation	<p>Reject Interval = (a - b)</p> <ul style="list-style-type: none"> a = Date and time of service request rejection b = Date and time of service request receipt <p>Average Reject Interval = (e / d)</p> <ul style="list-style-type: none"> e = Sum of all reject intervals d = Number of service requests rejected in reporting period <p>Reject Interval Distribution Percent within Interval = (e / f) (c / d) X 100</p> <ul style="list-style-type: none"> e = Service requests rejected in reported interval f = Total number of service requests rejected in reporting period 	<p>Removal of inconsequential data. Average Reject Interval is not used to monitor performance and is simply another way to state performance.</p> <p>Changes made to the calculations for Reject Interval provide only the calculation that is monitored.</p>
Report Structure	<p><u>One report with the following four Disaggregation Levels and their associated interval buckets:</u></p> <ul style="list-style-type: none"> Fully Mechanized <ul style="list-style-type: none"> 0 - <= 4 minutes >4 - <= 8 minutes >8 - <= 12 minutes >12 - <= 60 minutes 0 - <= 1 hour >1 - <= 4 hours >4 - <= 8 hours >8 - <= 12 hours >12 - <= 16 hours >16 - <= 20 hours >20 - <= 24 hours >24 hours Partially Mechanized <ul style="list-style-type: none"> 0 - <= 1 hour >1 - <= 4 hours >4 - <= 8 hours >8 - <= 10 hours 0 - <= 10 hours >10 - <= 18 hours 0 - <= 18 hours >18 - <= 24 hours >24 hours 	<p>Single Interval buckets for Fully Mechanized, Partially Mechanized and Non-Mechanized based on the benchmark.</p> <p>Interval buckets are no longer reasonable given the current intervals. There is no need to continue to break down data to this level of detail, especially when the CLECs can separate data into any interval buckets they choose via the raw data.</p>

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change																														
		<ul style="list-style-type: none">Non-Mechanized: 0 <= 1 hour > 1 <= 4 hours > 4 <= 8 hours > 8 <= 12 hours > 12 <= 16 hours > 16 <= 20 hours > 20 <= 24 hours 0 <= 24 hours > 24 hours 0 - <= 18 hours<u>Local Interconnection</u> Trunks: 0 - <= 4 days 0 <= 36 hours > 36 hoursAverage Interval is reported in business hours.CLEC SpecificCLEC AggregateGeographic Scope<ul style="list-style-type: none">- State- Region	<p>Single Interval buckets for Fully Mechanized, Partially Mechanized and Non-Mechanized and Local Interconnection Trunks based on the benchmark.</p> <p>Average Interval is no longer reported</p>																														
	SQM Disaggregation – Analog / Benchmark	<table><thead><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr></thead><tbody><tr><td>• Resale Residence <u>Fully Mechanized</u>.....</td><td>Fully Mechanized: 97% <= 1 Hour</td></tr><tr><td>• Resale Business <u>Partially Mechanized</u>.....</td><td>Partially Mechanized: 95 90% <= 10 Hours</td></tr><tr><td>• Resale Design (Special) <u>Non-Mechanized</u>.....</td><td>Non-Mechanized: 95 85% <= 24 18 Hours</td></tr><tr><td>• Resale PBX</td><td></td></tr><tr><td>• Resale Centrex</td><td></td></tr><tr><td>• Resale ISDN</td><td></td></tr><tr><td>• LNP (Standalone)</td><td></td></tr><tr><td>• INP (Standalone)</td><td></td></tr><tr><td>• 2W Analog Loop Design</td><td></td></tr><tr><td>• 2W Analog Loop Non-Design</td><td></td></tr><tr><td>• 2W Analog Loop with INP Design</td><td></td></tr><tr><td>• 2W Analog Loop with INP Non-Design</td><td></td></tr><tr><td>• 2W Analog Loop with LNP Design</td><td></td></tr><tr><td>• 2W Analog Loop with LNP Non-Design</td><td></td></tr></tbody></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	• Resale Residence <u>Fully Mechanized</u>	Fully Mechanized: 97% <= 1 Hour	• Resale Business <u>Partially Mechanized</u>	Partially Mechanized: 95 90% <= 10 Hours	• Resale Design (Special) <u>Non-Mechanized</u>	Non-Mechanized: 95 85% <= 24 18 Hours	• Resale PBX		• Resale Centrex		• Resale ISDN		• LNP (Standalone)		• INP (Standalone)		• 2W Analog Loop Design		• 2W Analog Loop Non-Design		• 2W Analog Loop with INP Design		• 2W Analog Loop with INP Non-Design		• 2W Analog Loop with LNP Design		• 2W Analog Loop with LNP Non-Design		<p>The changes to the Benchmarks were made for two reasons. First, BellSouth is attempting to create a Regional SQM Plan to assimilate different benchmarks across the various state SQMs and create a ‘regional’ benchmark since the center processing the LSRs is a regional center. For example, for Partial Mechanized LSRs, BellSouth currently has benchmarks of 85% in 10 hours, 95% in 12 hours, 90% in 7 hours and 95% in 10 hours across the BellSouth region. In an effort to obtain a ‘regional’ benchmark, 90% in 10 hours was proposed. For Non-Mechanized LSRs, BellSouth currently has a range of 85% in 24 hours to 95% in 24 hours. BellSouth is proposing 85% in 18 hours. For LIT, the majority of the states</p>
SQM Level of Disaggregation	SQM Analog/Benchmark																																
• Resale Residence <u>Fully Mechanized</u>	Fully Mechanized: 97% <= 1 Hour																																
• Resale Business <u>Partially Mechanized</u>	Partially Mechanized: 95 90% <= 10 Hours																																
• Resale Design (Special) <u>Non-Mechanized</u>	Non-Mechanized: 95 85% <= 24 18 Hours																																
• Resale PBX																																	
• Resale Centrex																																	
• Resale ISDN																																	
• LNP (Standalone)																																	
• INP (Standalone)																																	
• 2W Analog Loop Design																																	
• 2W Analog Loop Non-Design																																	
• 2W Analog Loop with INP Design																																	
• 2W Analog Loop with INP Non-Design																																	
• 2W Analog Loop with LNP Design																																	
• 2W Analog Loop with LNP Non-Design																																	

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
		<ul style="list-style-type: none"> • UNE Digital Loop < DS1 • UNE Digital Loop >= DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport • Local Interconnection Trunks Trunks: 95 85% <= 36 Hours 4 Days 	<p>have 85% in 4 days, and that is BellSouth's proposal here as well.</p> <p>Second, as the volume of fully mechanized LSRs increases, the volume for partially and non-mechanized LSRs will continue to decrease. Thus, the records in these two categories will be more complex in nature which will take longer to process. BellSouth's analysis shows that for May 2004, of the over 250K LSRs received for Florida, 82% of the LSRs were fully mechanized, and that partially mechanized and non-mechanized accounted for the remaining 14% and 4% of the LSRs respectively. As this trend continues, the benchmarks should be modified to be consistent with the fact that the partially mechanized and non-mechanized LSRs will become increasingly more complicated</p> <p>BellSouth proposes no change to the benchmark; however, this measure is not particularly sensitive to product type so product disaggregation actually reveals little, if any information, about performance quality. Additionally, BellSouth proposes to eliminate reporting of multiple products under mechanization level because many of the products have little or no monthly volume. The benchmarks for this measure are set based on the level of mechanization, not by individual products. Raw data will provide drill down to the product level.</p>
	Title	(0-9) <u>FOCT</u> : Firm Order Confirmation Timeliness	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
n	Definition	<p>The interval for return of a Firm Order Confirmation (FOC Interval) is the average response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) or ASR to distribution of a FOC Firm Order Confirmation. The interval will include an electronic facilities check.</p>	<p>This is an Ordering measure and the interval should stop once the order is issued error free and the FOC is sent. The requirement to check facility availability is a business practice that should be addressed in Interconnection Agreements, not in the SQM.</p>
	Exclusions	<ul style="list-style-type: none"> • Service Requests canceled by CLEC prior to a FOC being confirmed returned • Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only • LSRs which are identified and classified as "Projects" with the exception of valid "Projects IDs" for UNE-P to UNE Loop Bulk Migrations <p>Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http://www.interconnection.bellsouth.com/centers/html/lese.html</p> <p>For ASRs processed in the Local Interconnection Service Center (LISC) From 4:30 PM All hours outside of Monday – Friday 8:00 AM – 4:30 PM CST, should be excluded.</p> <p>The hours excluded will be altered to reflect changes in the Center operating hours. The Centers will accept faxed LSRs only during posted hours of operation.</p> <p>The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.</p> <p>In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.</p> <ul style="list-style-type: none"> • <u>Test Transactions/Records</u> • <u>Scheduled OSS Maintenance</u> 	<p>Modified Project exclusion so that valid project IDs for LSRs that are identified as Bulk Migrations, although considered a project, will not be excluded from the measurement. Bulk Migrations are unique in that they have standard intervals even though they are projects and are distinguishable from other projects. Consequently, these projects orders are included in the results.</p> <p>Delete Center specific hours. Specific center hours, such as the LISC, should not be in the SQM because operational hours change dynamically based on the demands of the business. Additionally, CLECs are notified well in advance of any hours of operation for the centers through the Carrier Notification process. Clearer generic language is included in the Business Rules section.</p> <p>BellSouth should not be penalized for scheduled OSS maintenance Test transactions don't affect CLECs and should not be included</p>

Proposed Florida SQM Modifications

	Section	Proposed Change	Rationale for Proposed Change
ment	Business Rules	<p><u>When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.</u></p> <p>Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in <u>EDI or TAG ordering interface gateways</u>) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via <u>EDI translator or TAG ordering interface gateways</u>.</p> <p>Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in <u>EDI or TAG ordering interface gateways</u>) which falls out for manual handling until appropriate service orders are issued by a BellSouth 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 via <u>EDI translator or TAG ordering interface gateways</u>.</p> <p>Non-Mechanized: The elapsed time from receipt of a valid paper LSR <u>not submitted via electronic systems</u> (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via <u>LON FAX Server</u>.</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the <u>Local Interconnection Service Center (LISC) Carrier Interconnection Switching Center (CISC)</u>. <u>The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.</u></p> <p><u>Note: When multiple Cs occur on a single version of an LSR, the first FOC is used to measure the interval.</u></p> <p><u>Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (http://www.interconnection.bellsouth.com/centers).</u></p> <p>Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.</p>	<p>Language moved from later in section.</p> <p>Wording changes to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p> <p>Updated name of center processing ASRs for Local Interconnection Trunks. Removed redundant language since ASR is included in measure definition.</p> <p>Moved note to beginning of Business Rules</p> <p>Clearer language to continue existing non-business hours exclusion. Specific hours have been removed from the SQM because they change as business requirements change. Provided web address for hours of operations which are clearly defined on the Interconnection web site. Retail and Wholesale hours will remain equal.</p> <p>Provides Business Rules and definitions for the components of the new Bulk Migration process.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	Calculation	<p>Firm Order Confirmation Interval = (a - b)</p> <ul style="list-style-type: none"> a = Date and time of Firm Order Confirmation b = Date and time of service request receipt <p>Average FOC Interval = (e / d)</p> <ul style="list-style-type: none"> e = Sum of all Firm Order Confirmation Times d = Number of service requests confirmed in reporting period <p>FOC Interval Distribution Percent within Interval = (e / f) (c / d) X 100</p> <ul style="list-style-type: none"> e c = Service requests confirmed in designated reported interval f d = Total service requests confirmed in the reporting period 	<p>Removal of inconsequential data. Average FOC Interval is not used to monitor performance and is simply another way to state performance.</p> <p>Changes made to the calculations for FOC Interval provide only the calculation that is monitored and supports the benchmark.</p>

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
	Report Structure	<p><u>One report with the following four Disaggregation Levels and their associated interval buckets:</u></p> <ul style="list-style-type: none"> • Fully Mechanized: <ul style="list-style-type: none"> 0 - <= 15 minutes > 15 - <= 30 minutes > 30 - <= 45 minutes > 45 - <= 60 minutes > 60 - <= 90 minutes > 90 - <= 120 minutes > 120 - <= 180 minutes 0 - <= 3 hours > 3 - <= 6 hours > 6 - <= 12 hours > 12 - <= 24 hours > 24 - <= 48 hours > 48 hours • Partially Mechanized: <ul style="list-style-type: none"> 0 - <= 4 hours > 4 - <= 8 hours > 8 - <= 10 hours 0 - <= 10 hours > 10 - <= 18 hours 0 - <= 18 hours > 18 - <= 24 hours > 24 - <= 48 hours > 48 hours 	<p>Clarification</p> <p>Single Interval buckets for Fully Mechanized, Partially Mechanized, Non-Mechanized and Local Interconnection Trunks based on the benchmark.</p> <p>This is the removal of unnecessary data as the number of interval buckets is excessive and not a measure of performance. There is no need to continue to break down data to this level of detail, especially when the CLECs can separate data into any interval buckets they choose via the raw data.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change																									
		<ul style="list-style-type: none">Non-mechanized:<ul style="list-style-type: none">0 - <= 4 hours> 4 - <= 8 hours> 8 - <= 12 hours> 12 - <= 16 hours0 - <= 24 hours> 16 - <= 20 hours> 20 - <= 24 hours> 24 - <= 36 hours0 - <= 36 hours> 36 - <= 48 hours> 48 hoursLocal Interconnection Trunks<ul style="list-style-type: none">0 - <= 48 hours> 48 hours0 - <= 10 daysAverage interval is reported in business hoursCLEC SpecificCLEC AggregateGeographic Scope<ul style="list-style-type: none">- State- Region	<p>Average Interval is no longer reported.</p> <p>Performance is evaluated by state so a regional report is unnecessary.</p>																									
SQM Disaggregation – Analog / Benchmark	<table><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr><tr><td>Resale – Residence <u>Fully Mechanized</u></td><td>Fully Mechanized: 95% <= 3 Hours</td></tr><tr><td>Resale – Business <u>Partially Mechanized</u></td><td>Partially Mechanized: 95 90% <= 10 Hours</td></tr><tr><td>Resale – Design (Special) <u>Non-Mechanized</u></td><td>Non-Mechanized: 95 90% <= 24 Hours</td></tr><tr><td>Resale PBX</td><td></td></tr><tr><td>Resale Centrex</td><td></td></tr><tr><td>Resale ISDN</td><td></td></tr><tr><td>LNP (Standalone)</td><td></td></tr><tr><td>INP (Standalone)</td><td></td></tr><tr><td>2W Analog Loop Design</td><td></td></tr><tr><td>2W Analog Loop Non-Design</td><td></td></tr><tr><td>2W Analog Loop with INP Design</td><td></td></tr><tr><td>2W Analog Loop with INP Non-Design</td><td></td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	Resale – Residence <u>Fully Mechanized</u>	Fully Mechanized: 95% <= 3 Hours	Resale – Business <u>Partially Mechanized</u>	Partially Mechanized: 95 90% <= 10 Hours	Resale – Design (Special) <u>Non-Mechanized</u>	Non-Mechanized: 95 90% <= 24 Hours	Resale PBX		Resale Centrex		Resale ISDN		LNP (Standalone)		INP (Standalone)		2W Analog Loop Design		2W Analog Loop Non-Design		2W Analog Loop with INP Design		2W Analog Loop with INP Non-Design		<p>The changes to the Benchmarks were made for two reasons. First, BellSouth is attempting to create a Regional SQM Plan to assimilate different benchmarks across the various state SQMs and create a ‘regional’ benchmark since the ordering center is regional. For example, for Partial Mechanized LSRs, BellSouth currently has benchmarks of 85% in 10 hours, 95% in 12 hours, 90% in 7 hours and 95% in 10 hours across the BellSouth region. In an effort to obtain a ‘regional’ benchmark, 90% in 10 hours was proposed. For Non-Mechanized LSRs, BellSouth currently has a range of 85% in 36 hours to 95% in 24 hours.</p>
SQM Level of Disaggregation	SQM Analog/Benchmark																											
Resale – Residence <u>Fully Mechanized</u>	Fully Mechanized: 95% <= 3 Hours																											
Resale – Business <u>Partially Mechanized</u>	Partially Mechanized: 95 90% <= 10 Hours																											
Resale – Design (Special) <u>Non-Mechanized</u>	Non-Mechanized: 95 90% <= 24 Hours																											
Resale PBX																												
Resale Centrex																												
Resale ISDN																												
LNP (Standalone)																												
INP (Standalone)																												
2W Analog Loop Design																												
2W Analog Loop Non-Design																												
2W Analog Loop with INP Design																												
2W Analog Loop with INP Non-Design																												

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	<ul style="list-style-type: none"> • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop >= DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL • Line Sharing • Local Interoffice Transport • Local Interconnection Trunks Trunks: 95% <= 48 <u>10 Hours Days</u> 	<p>BellSouth is proposing 90% in 24 hours. For Local Interconnection Trunks (LIT), the majority of the states have 95% in 10 days, and that is BellSouth's proposal here as well. Second, as the volume of fully mechanized LSRs increases, the volume for partially and non-mechanized LSRs will continue to decrease. Thus, the records in these two categories will be more complex in nature, which will take longer to process. BellSouth's analysis shows that for May 2004, of the over 250K LSRs received for Florida, 82% of the LSRs were fully mechanized, and that partially mechanized and non-mechanized accounted for the remaining 14% and 4% of the LSRs respectively. As this trend continues, the benchmarks should be modified to be consistent with the fact that the partially mechanized and non-mechanized LSRs will become increasingly more complicated.</p> <p>BellSouth proposes no change to the benchmark; however, this measure is not particularly sensitive to product type so product disaggregation actually reveals little, if any information, about performance quality. Additionally, BellSouth proposes to eliminate reporting of multiple products under mechanization level because many of the products have little or no monthly volume. The benchmarks for this measure are set based on the level of mechanization, not by individual products. Raw data will provide drill down to the product level.</p>
SEEM Measure	<p>SEEM Tier I Tier II</p> <p>Yes NoX.....X</p>	See SEEM Matrix for rationale

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
		Delete Service Inquiry with LSR firm Order Confirmation (FOC) Response Time Manual	This measure adds the service inquiry interval to the FOC interval for an extremely small number of orders - approximately 300 in the region in a 5 month period, and the FOC interval is also captured again in the FOC Timeliness (FOCT) measure.
m	Title	(Q-14) FOCRC: Firm Order Confirmation and Reject Response Completeness	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
a and nse S	Definition	A response is expected from BellSouth for every transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses. This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation.	Wording clarification
	Exclusions	<ul style="list-style-type: none"> • Service requests canceled by the CLEC prior to FOC or Rejected/clarified being sent • Fatal Rejects • LSRs identified as "Projects" with the exception of valid "Projects IDs" for UNE-P to UNE Loop Bulk Migrations • Test Transactions/Records 	<p>Clarification</p> <p>Bulk Migrations are unique in that they have standard intervals even though they are projects and are distinguishable from other projects. Consequently, these projects orders are included in the results.</p> <p>Performance on test transactions does not affect CLECs.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Business Rules	<p>Fully Mechanized: The number of FOCs or Auto-Clarifications Rejects sent to the CLEC from EDI, or TAG ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways)</p> <p>Partially Mechanized: The number of FOCs or Rejects sent to the CLEC from EDI, or TAG ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fallout for manual handling by the LCSC personnel.</p> <p>Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by via FAX server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) Carrier Interconnection Switching Center (CISC). Trunk data is reported as a separate category.</p> <p>Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.</p> <p>For CLEC Results:</p> <p>Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.</p>	<p>Wording changes to allow consistent reflection of the gateway name as technology moves forward by using generic instead of referencing specific systems.</p> <p>Clarification</p> <p>Updated name of center processing ASRs for Local Interconnection Trunks. Removed redundant language since ASR is included in measure definition.</p> <p>Provides Business Rules and definitions for the components of the new Bulk Migration process.</p>
Report Structure	<ul style="list-style-type: none"> • <u>One report with the following four Disaggregation Levels:</u> <ul style="list-style-type: none"> - Fully Mechanized; - Partially Mechanized; - Non-Mechanized and - Local Interconnection Trunks • CLEC Specific • CLEC Aggregate • <u>Geographic Scope</u> <ul style="list-style-type: none"> - State and Region 	<p>Clarification</p> <p>Results are monitored by state, so a regional report is unnecessary.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <p style="text-align: right;">SQM Analog/Benchmark</p> <p> Fully Mechanized..... 95% Returned </p> <ul style="list-style-type: none"> • Resale Business Partially Mechanized..... 95% Returned • Resale Design (Special) Non-Mechanized..... 95% Returned • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop with INP Design • 2W Analog Loop with INP Non-Design • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DSL • UNE Digital Loop >= DSL • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport • Local Interconnection Trunks..... 95% Returned 	<p>BellSouth proposes no change to the Benchmark; however, this measure is not particularly sensitive to product type so product disaggregation actually reveals little, if any information, about performance quality. Additionally, BellSouth proposes to eliminate reporting of multiple products under mechanization level because many of the products have little or no monthly volume. The benchmarks for this measure are set based on the level of mechanization, not by individual products. Raw data will provide drill down to the product level.</p>
SEEM Measure	<p>SEEM Tier I Tier II</p> <p>Yes.....X.....X</p>	See SEEM Matrix for rationale

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
		Delete Speed of Answer in Ordering Center	Timeliness of answer in the LCSC is not directly affecting CLECs ability to provide service. Orders are not placed by telephone; instead the CLEC Service Rep is calling to get information. Frequently this information is already available to the CLECs or is not necessary for order processing.
Service Accuracy	Title	(P-11A) <u>SOAC</u> : Service Order Accuracy	Note: This measure has been moved from Provisioning to Ordering. SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
	Definition	The Service Order Accuracy measurement This report measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling (<u>Partially Mechanized</u>) by a BellSouth service representative in the LCSC are measured.	Wording clarification
	Exclusions	<ul style="list-style-type: none"> • 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 using test OCs, etc., which may be coded order types C, N, R or T etc.) • Disconnect Orders • CLEC LSRs Submitted Manually (FAX or Courier) • CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through) • <u>LSRs identified as "Projects"</u> • <u>Listing Orders</u> 	<p>Definition indicates that we only look at Partially Mechanized requests</p> <p>Projects are non-standard and may not have a LSR to compare to the service order.</p> <p>Listing orders were already excluded from the measure. BellSouth lists it separately for consistency in the Provisioning measures.</p>

Proposed Florida SQM Modifications

ent	Section	Proposed Change	Rationale for Proposed Change
	Business Rules	<p>Only CLEC LSRs submitted electronically that fall out of the electronic system for manual processing (partially mechanized) by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services on the LSR are <u>mechanically</u> compared to the completed service order using the CLEC affecting service attributes shown below.</p> <p>Selected CLEC Affecting Service Attributes</p> <p>The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.</p> <p>BellSouth LSR Fields</p> <p>A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, if any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order will be scored as a miss. -but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure.</p>	<p>Removal of redundant language already covered in the Definition.</p> <p>Clarification</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
		<p>An example would be BellSouth will maintain a list of LCSC/System workarounds which will not be service affecting. <u>This list</u> which will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.</p> <ul style="list-style-type: none"> • Company Code • PON • Billed Telephone Number • Telephone Number • Ported Telephone Number • Circuit ID • PIC • LPIC • Directory Listing <ul style="list-style-type: none"> - Directory Delivery Address - Listing Activity - Alphanumeric Listing Identifier Code - Record Type - Listing Type - Listed Telephone Number - Listed Name, Last Name - Listed Name, First Name - Address Indicator - Listed Address House Number - Listed Address House Number Suffix - Listed Address Street Directional - Listed Address Street Name - Listed Address Thoroughfare - Listed Address Street Suffix - Listed Address Locality - Yellow Pages Heading 	<p>Clarification, only the noted workarounds will be posted</p>

Proposed Florida SQM Modifications

men	Section	Proposed Change	Rationale for Proposed Change
		<ul style="list-style-type: none"> • Features <ul style="list-style-type: none"> - Feature Activity - Feature Codes - Feature Detail* • Hunting <ul style="list-style-type: none"> - Hunt Group Activity - Hunt Group Identifier - Telephone Number Identifier - Hunt Type Code - Hunt Line Activity - Hunting Sequence - Number Type - Hunting Telephone Number • E911 Listing <ul style="list-style-type: none"> - Service Address House Number - Service Address House Number Suffix - Service Address Street Directional - Service Address Street Name - Service Address Thoroughfare - Service Address Street Suffix - Service Address Descriptive Location • EATN • ATN • APOT • CFA • NC • NCI <p>* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.</p>	
	Calculation	<p>Percent Service Order Accuracy = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Applicable Orders completed without error • b = Applicable Orders completed in reporting period 	Removal of unnecessary wording

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
		Delete Mean Held Order Interval & Distribution Intervals	<p>As part of the streamlined SQM, BellSouth proposes to delete several duplicative measures. This measure should be deleted since these orders are already included in the proposed Firm Order Confirmation Average Completion Interval (FOCI) and the proposed Percent Installation Appointments Met (PIAM) measures.</p> <p>To be considered as a held order, the due date must already be missed, so not only are these missed orders counted in this measure, they are counted in the proposed PIAM, and the interval calculated in this measure is included in the proposed FOCI.</p> <p>Secondly, experience has shown that transaction volumes are usually too small in the measure to be useful to evaluate performance.</p>
		Delete Jeopardy Notice Interval	<p>As part of the streamlined SQM, BellSouth proposes to delete several measures of processes that have minimal impact on CLECs. A jeopardy notice is an advance warning that BellSouth <u>might miss the due date, so it provides no definitive information to CLECs.</u></p> <p>Performance for Jeopardy notice interval is not a problem. For example, for UNE-P, BellSouth averages 130hrs, obviously exceeding the 48hr. target. Additionally, the interval calculated in this measure is included in the proposed FOCI.</p> <p>Jeopardy Notice Interval is not a parity measure since BellSouth does not give an electronic jeopardy notice to its retail customers.</p>

Proposed Florida SQM Modifications

ent	Section	Proposed Change	Rationale for Proposed Change
		Delete Percentage of Orders Given Jeopardy Notices	As part of the streamlined SQM, BellSouth proposes to delete several measures of processes that have minimal impact on CLECs. A jeopardy notice is an advance warning that BellSouth <u>might miss the due date, so it provides no definitive information to CLECs.</u>
ent	Title	(P-3) <u>PIAM</u> : Percent Missed Initial Installation Appointments <u>Met</u>	BellSouth is attempting to create a Regional SQM Plan to assimilate different measurements across the various state SQMs and meet various FCC reporting requirements. Changing this measurement to report the percentage of appointments met not only provides a measure consistent with the existing 272 measure for PIAM but it also displays the information in a format that accentuates what BellSouth did correctly instead of what went wrong.
ts	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 report measures is the percentage of total orders processed for which BellSouth is unable to complete the service orders on <u>meets</u> the committed due dates and reported for Total misses and End User Misses.	BellSouth is attempting to create a Regional SQM Plan to assimilate different measurements across the various state SQMs and meet various FCC reporting requirements. Changing this measurement to report the percentage of appointments met not only provides a measure consistent with the existing 272 measure for PIAM but it also displays the information in a format that accentuates what BellSouth did correctly instead of what went wrong.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Exclusions	<ul style="list-style-type: none"> Orders eCanceled Service Orders prior to the due date including orders that are to be provisioned on the same day they are placed. (“Zero Due Date Orders”) Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Recon Orders, Listing Orders Test Orders, etc., which may be oOrder types may be coded C, N, R or T) Disconnect (D) & From (F) oOrders End User Misses Listing Orders 	<p>The change for Canceled Orders is a simplification of the exclusion to ensure consistency across all the Provisioning measures.</p> <p>As a correction, End User Missed Appointments are not excluded from the measure; they are reported separately in this report.</p> <p>Listing orders were already excluded in the measurement. BellSouth lists it separately again for consistency in the Provisioning measures.</p>
Business Rules	<p>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. All Service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons.</p>	<p>Clarification of the Business Rules to change from a percent missed to a percent met measure. This is the same rule that applies to existing 272 measures.</p>
Calculation	<p>Percent Missed Installation Appointments <u>Met</u> = (a / b) X 100</p> <ul style="list-style-type: none"> a = Number of orders with Completion date in reporting period past the original committed due date <u>where the installation appointment is met</u> b = <u>Total</u> number of orders completed <u>during the in</u> reporting period 	<p>Clarification of the Business Rules to change from a percent missed to a percent met measure. This is the same rule that applies to existing 272 measures.</p>

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change																																														
	Report Structure	<ul style="list-style-type: none">CLEC SpecificCLEC AggregateBellSouth AggregateReport in Categories of <10 lines/circuits = 10 lines/circuits (except trunks)Dispatch/Non-Dispatch (except Trunks)Geographic Scope<ul style="list-style-type: none">- StateRegion	Report Structure changed to eliminate categories with little or no volume, resulting in data that should be more concise and meaningful. For example, >=10 lines/circuits virtually never has any data in the reports. Dispatch/Non-Dispatch disaggregation is eliminated because it is not meaningful to distinguish between appointments that are dispatched or not, the important point is whether or not BellSouth met the appointment.																																														
	SQM Disaggregation – Analog / Benchmark	<table><thead><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr></thead><tbody><tr><td>• Resale Residence (Non-Design).....</td><td>Retail Residence (Non-Design)</td></tr><tr><td>• Resale Business (Non-Design).....</td><td>Retail Business (Non-Design)</td></tr><tr><td>• Resale Design.....</td><td>Retail Design</td></tr><tr><td>• Resale PBX.....</td><td>Retail PBX</td></tr><tr><td>• Resale Centrex.....</td><td>Retail Centrex</td></tr><tr><td>• Resale ISDN.....</td><td>Retail ISDN</td></tr><tr><td>• LNP/INP (Standalone)</td><td>Retail Residence and Business (POTS)</td></tr><tr><td>• INP (Standalone).....</td><td>Retail Residence and Business (POTS)</td></tr><tr><td>• 2W <u>UNE</u> Analog Loop (Design).....</td><td>Retail Residence, and Business <u>and Design</u> (Dispatch)</td></tr><tr><td>• 2W <u>UNE</u> Analog Loop (Non-Design).....</td><td>Retail Residence and Business – (POTS (Excluding Switch Based Orders)</td></tr><tr><td>• 2W Analog Loop With LNP – Design.....</td><td>Retail Residence and Business Dispatch</td></tr><tr><td>• 2W Analog Loop With LNP – Non-Design.....</td><td>Retail Residence and Business – (POTS Excluding Switch Based Orders)</td></tr><tr><td>• 2W Analog Loop With INP – Design.....</td><td>Retail Residence and Business Dispatch</td></tr><tr><td>• 2W Analog Loop With INP – Non-Design.....</td><td>Retail Residence and Business – (POTS Excluding Switch Based Orders)</td></tr><tr><td>• UNE Digital Loop < DS1.....</td><td>Retail Digital Loop < DS1</td></tr><tr><td>• UNE Digital Loop >= DS1.....</td><td>Retail Digital Loop >= DS1</td></tr><tr><td>• UNE Loop + Port Combinations.....</td><td>Retail Residence and Business</td></tr><tr><td> – Dispatch In.....</td><td>– Dispatch In</td></tr><tr><td> – Switch Based.....</td><td>– Switched Based</td></tr><tr><td>• UNE Switch Ports.....</td><td>Retail Residence and Business (POTS)</td></tr><tr><td>• UNE Combo Other.....</td><td>Retail Residence, Business and Design Dispatch</td></tr><tr><td>• <u>UNE EELs</u></td><td>Retail DS1/DS3</td></tr></tbody></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	• Resale Residence (Non-Design).....	Retail Residence (Non-Design)	• Resale Business (Non-Design).....	Retail Business (Non-Design)	• Resale Design.....	Retail Design	• Resale PBX.....	Retail PBX	• Resale Centrex.....	Retail Centrex	• Resale ISDN.....	Retail ISDN	• LNP/INP (Standalone)	Retail Residence and Business (POTS)	• INP (Standalone).....	Retail Residence and Business (POTS)	• 2W <u>UNE</u> Analog Loop (Design).....	Retail Residence, and Business <u>and Design</u> (Dispatch)	• 2W <u>UNE</u> 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.....	– Switched Based	• UNE Switch Ports.....	Retail Residence and Business (POTS)	• UNE Combo Other.....	Retail Residence, Business and Design Dispatch	• <u>UNE EELs</u>	Retail DS1/DS3	Streamline the SQM plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in the results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.
SQM Level of Disaggregation	SQM Analog/Benchmark																																																
• Resale Residence (Non-Design).....	Retail Residence (Non-Design)																																																
• Resale Business (Non-Design).....	Retail Business (Non-Design)																																																
• Resale Design.....	Retail Design																																																
• Resale PBX.....	Retail PBX																																																
• Resale Centrex.....	Retail Centrex																																																
• Resale ISDN.....	Retail ISDN																																																
• LNP/INP (Standalone)	Retail Residence and Business (POTS)																																																
• INP (Standalone).....	Retail Residence and Business (POTS)																																																
• 2W <u>UNE</u> Analog Loop (Design).....	Retail Residence, and Business <u>and Design</u> (Dispatch)																																																
• 2W <u>UNE</u> 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.....	– Switched Based																																																
• UNE Switch Ports.....	Retail Residence and Business (POTS)																																																
• UNE Combo Other.....	Retail Residence, Business and Design Dispatch																																																
• <u>UNE EELs</u>	Retail DS1/DS3																																																

Proposed Florida SQM Modifications

Item	Section		
		<p> Without Conditioning..... Without Conditioning With Conditioning..... With Conditioning (BellSouth does not offer this service to Retail) </p> <ul style="list-style-type: none"> • UNE ISDN..... Retail ISDN - BRI • UNE Line Sharing Splitting Without Conditioning..... ADSL Provided to Retail With Conditioning..... ADSL Provided to Retail • UNE Other Design..... Diagnostic Retail Design • UNE Other Non-Design..... Diagnostic Retail Residence and Business • Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice • Local Interconnection Trunks..... Parity with Retail Trunks • UNE Line Splitting Without Conditioning..... ADSL Provided to Retail With Conditioning..... ADSL Provided to Retail • UNE UDC/IDSL..... Retail ISDN - BRI 	
	Title	<u>FOCI: Firm Order Confirmation Average Completion Interval</u>	New measure added that combines intervals to return a FOC and to complete a service order into a single interval measure. This measure has been requested by CLECs.
	Definition	<u>The "Firm Order Confirmation Average Completion Interval" measures the interval of time it takes BellSouth to provide service for the CLEC or its own customers. This report measures how well BellSouth meets the interval offered to customers on service orders from receipt of a Local Service Request (LSR) to the order completion. It is a combined report of FOC and OCI.</u>	New measure added that combines intervals to return a FOC and to complete a service order into a single interval measure. This measure has been requested by CLECs.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Exclusions	<ul style="list-style-type: none"> • <u>Canceled Service Orders</u> • <u>Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)</u> • <u>Disconnect Orders</u> • <u>"L" Appointment coded orders (where the customer has requested a later than offered interval)</u> • <u>End-User Caused Missed Appointments</u> • <u>Rejected LSRs</u> • <u>LSRs identified as "Projects" with the exception of valid "Projects IDs" for UNE-P to UNE Loop Bulk Migrations</u> • <u>Scheduled OSS Maintenance</u> • <u>Listing Orders</u> 	<p>These are the combined exclusions from the previous FOC Timeliness and Average Completion Interval measures, which are combined in this measure. For the most part, these exclusions are designed to remove activities that would create an adverse result, but are not in the control of BellSouth.</p> <p>Define project exclusion so that valid project IDs for LSRs that are identified as Bulk Migrations, although considered a project, will not be excluded from the measurement. Bulk Migrations are unique in that they have standard intervals even though they are projects and are distinguishable from other projects. Consequently, these projects orders are included in the results.</p> <p>Disconnect and Listing orders have historically been excluded because CLECs allege that they tend to bias the results in favor of BellSouth. These exclusions are consistent with those for other ordering and provisioning measures.</p>

Proposed Florida SQM Modifications

Ident	Section	Proposed Change	Rationale for Proposed Change
Business Rules		<p>For CLEC orders, the actual FOC interval and completion interval is determined for each order processed during the reporting period. The duration starts when BellSouth receives a valid LSR or ASR and stops when the technician or system completes the order in SOCS. For BellSouth retail orders, an interval representing FOC time is added to the actual completion interval to create an analogous retail analog since BellSouth retail orders do not have a comparable ordering process. The start time for the completion interval for BellSouth retail orders is the timestamp of the first entry into SOCS and the stop time is when the technician or system completes the order in SOCS. Orders 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). Only valid business hours/days will be included in the calculation of this interval for FOC interval and valid business days for OCI interval. Valid business days and hours can be found on the Interconnection website (http://www.interconnection.bellsouth.com/#local_ordering_handbook/interval_guide).</p> <p>LSR/ASR Business Hours:</p> <p>Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (http://www.interconnection.bellsouth.com/centers).</p> <p>Mechanized Rules For LSR Receipt:</p> <p>Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) that does not fall out for manual handling until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.</p> <p>Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways), which falls out for manual handling, until appropriate service orders are issued by a BellSouth 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 via ordering interface gateways.</p> <p>Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time LSRs received in the center) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC.</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the center. Trunk data is reported separately.</p> <p>When multiple FOCs occur on a single request, the first FOC is used to measure the interval.</p>	Combines the business rules of FOC timeliness and former OCI measures.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	Calculation	<p><u>Firm Order Confirmation Completion Interval = (a - b)</u></p> <ul style="list-style-type: none"> • <u>a = Service order completion date and time</u> • <u>b = Service request receipt date and time</u> <p><u>Firm Order Confirmation Average Completion Interval = (c / d)</u></p> <ul style="list-style-type: none"> • <u>c = Sum of all completion intervals</u> • <u>d = Count of orders completed in reporting period</u> 	New calculation required for new measure.
	Report Structure	<ul style="list-style-type: none"> • <u>CLEC Specific</u> • <u>CLEC Aggregate</u> • <u>BellSouth Aggregate</u> • <u>Reported in categories of < 6 lines/circuits, >= 6 lines/circuits (except trunks)</u> • <u>Dispatch/Non-Dispatch categories applicable to all levels except trunks</u> • <u>Fully Mechanized; Partially Mechanized; Non-Mechanized; Local Interconnection Trunks</u> • <u>Geographic Scope</u> <ul style="list-style-type: none"> - <u>State</u> 	Consistent with Report Structure for FOC Timeliness and former OCI measures.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change																																																																																																				
SQM Disaggregation – Analog / Benchmark	<table><thead><tr><th colspan="2">Performance Standard (FOC+OCI)</th><th colspan="3">Business Days (FOC) (Days Added to Interval)</th></tr><tr><th>Disaggregation</th><th>Analog/Benchmark (OCI)</th><th>FM</th><th>PM</th><th>NM</th></tr></thead><tbody><tr><td>Resale Residence (Non-Design)</td><td>Retail Residence (Non-Design)</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>Resale Business (Non-Design)</td><td>Retail Business (Non-Design)</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>Resale Design</td><td>Retail Design</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>LNP/INP (Standalone)</td><td>Retail Residence and Business (POTS)</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Analog Loop Design</td><td>Retail Residence, Business and Design (Dispatch)</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Analog Loop Non-Design</td><td>Retail Residence and Business (Dispatch)</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Digital Loop < DS1</td><td>Retail Digital Loop < DS1</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Digital Loop >= DS1</td><td>Retail Digital Loop >= DS1</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Loop + Port Combinations</td><td>Retail Residence and Business</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE EELs</td><td>Retail DS1/DS3</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE xDSL (HDSL, ADSL and UCL) without conditioning</td><td>6 Days</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE xDSL (HDSL, ADSL and UCL) with conditioning</td><td>12 Days</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Line Splitting without conditioning</td><td>ADSL Provided to Retail</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Line Splitting with conditioning</td><td>12 Days</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE ISDN</td><td>Retail ISDN – BRI</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Other Design</td><td>Diagnostic</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>UNE Other Non-Design</td><td>Diagnostic</td><td>.5</td><td>1.0</td><td>2.5</td></tr><tr><td>Local Interconnection Trunks</td><td>Retail Trunks</td><td></td><td></td><td>10</td></tr></tbody></table>	Performance Standard (FOC+OCI)		Business Days (FOC) (Days Added to Interval)			Disaggregation	Analog/Benchmark (OCI)	FM	PM	NM	Resale Residence (Non-Design)	Retail Residence (Non-Design)	.5	1.0	2.5	Resale Business (Non-Design)	Retail Business (Non-Design)	.5	1.0	2.5	Resale Design	Retail Design	.5	1.0	2.5	LNP/INP (Standalone)	Retail Residence and Business (POTS)	.5	1.0	2.5	UNE Analog Loop Design	Retail Residence, Business and Design (Dispatch)	.5	1.0	2.5	UNE Analog Loop Non-Design	Retail Residence and Business (Dispatch)	.5	1.0	2.5	UNE Digital Loop < DS1	Retail Digital Loop < DS1	.5	1.0	2.5	UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	.5	1.0	2.5	UNE Loop + Port Combinations	Retail Residence and Business	.5	1.0	2.5	UNE EELs	Retail DS1/DS3	.5	1.0	2.5	UNE xDSL (HDSL, ADSL and UCL) without conditioning	6 Days	.5	1.0	2.5	UNE xDSL (HDSL, ADSL and UCL) with conditioning	12 Days	.5	1.0	2.5	UNE Line Splitting without conditioning	ADSL Provided to Retail	.5	1.0	2.5	UNE Line Splitting with conditioning	12 Days	.5	1.0	2.5	UNE ISDN	Retail ISDN – BRI	.5	1.0	2.5	UNE Other Design	Diagnostic	.5	1.0	2.5	UNE Other Non-Design	Diagnostic	.5	1.0	2.5	Local Interconnection Trunks	Retail Trunks			10	<p>Combines performance standards for FOC Timeliness and former OCI measures</p> <p>Streamline the SQM plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in the results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.</p>
Performance Standard (FOC+OCI)		Business Days (FOC) (Days Added to Interval)																																																																																																				
Disaggregation	Analog/Benchmark (OCI)	FM	PM	NM																																																																																																		
Resale Residence (Non-Design)	Retail Residence (Non-Design)	.5	1.0	2.5																																																																																																		
Resale Business (Non-Design)	Retail Business (Non-Design)	.5	1.0	2.5																																																																																																		
Resale Design	Retail Design	.5	1.0	2.5																																																																																																		
LNP/INP (Standalone)	Retail Residence and Business (POTS)	.5	1.0	2.5																																																																																																		
UNE Analog Loop Design	Retail Residence, Business and Design (Dispatch)	.5	1.0	2.5																																																																																																		
UNE Analog Loop Non-Design	Retail Residence and Business (Dispatch)	.5	1.0	2.5																																																																																																		
UNE Digital Loop < DS1	Retail Digital Loop < DS1	.5	1.0	2.5																																																																																																		
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	.5	1.0	2.5																																																																																																		
UNE Loop + Port Combinations	Retail Residence and Business	.5	1.0	2.5																																																																																																		
UNE EELs	Retail DS1/DS3	.5	1.0	2.5																																																																																																		
UNE xDSL (HDSL, ADSL and UCL) without conditioning	6 Days	.5	1.0	2.5																																																																																																		
UNE xDSL (HDSL, ADSL and UCL) with conditioning	12 Days	.5	1.0	2.5																																																																																																		
UNE Line Splitting without conditioning	ADSL Provided to Retail	.5	1.0	2.5																																																																																																		
UNE Line Splitting with conditioning	12 Days	.5	1.0	2.5																																																																																																		
UNE ISDN	Retail ISDN – BRI	.5	1.0	2.5																																																																																																		
UNE Other Design	Diagnostic	.5	1.0	2.5																																																																																																		
UNE Other Non-Design	Diagnostic	.5	1.0	2.5																																																																																																		
Local Interconnection Trunks	Retail Trunks			10																																																																																																		
SEEM Measure	<table><thead><tr><th>SEEM</th><th>Tier I</th><th>Tier II</th></tr></thead><tbody><tr><td>Yes.....</td><td>X.....</td><td>X</td></tr></tbody></table>	SEEM	Tier I	Tier II	Yes.....	X.....	X	<p>This is the measure of Ordering Timeliness and a high profile measure of provisioning timeliness although PMIA is the principal measure of provisioning timeliness.</p>																																																																																														
SEEM	Tier I	Tier II																																																																																																				
Yes.....	X.....	X																																																																																																				
	Delete Average Completion Interval (OCI) & Order Completion Interval Distribution	<p>This information is now included in the FOCI measure</p>																																																																																																				

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
		Delete Average Completion Notice Interval	The completion notice is only one means for CLECs to determine whether an order has been completed. CLECs have other tools to check on order status such as CSOTS. Average Completion Notice Interval exists today as a parity measure but this is actually better service than is provided to retail because BellSouth retail operations do not get a notification that the service order work is complete. Retail has to check completions in SOCS. Further, this function has only a minimal impact on the CLEC, because the work has been completed and at worse can result in temporary billing conflicts if the customer's billing date falls in the period between work completion and completion notice delivery, and the CLEC does not check the order status in CSOTS. Any such conflicts that occur would be fixed in the next billing cycle.
		Delete % Completions/Attempts without Notice or < 24 Hours Notice	This is simply another measure of FOC Timeliness which is already measured twice, in both FOCT and FOCL. If FOCs are returned in a timely manner, the CLEC will have adequate notice of completions before the due date. FOC timeliness provides specific intervals for delivery of a response with a due date; the FOC should be sent out within X hours of receipt and this would allow the customer enough time to be notified of committed due date without regards to whether we sent it within 24 hours of dispatch.
	Title	(P-7) <u>CCCL</u> : Coordinated Customer Conversions Interval – <u>Hot Cut Duration</u>	Measure changed to include time to notify CLEC after the hot cut has been completed.
t	Definition	This report measures the average time it takes BellSouth to disconnect an <u>unbundled loops</u> from the BellSouth switch, and cross connect it <u>to the CLEC</u> , and <u>notify the CLEC</u> after the conversion is complete <u>equipment</u> . This measurement applies to service orders <u>with INP and with LNP</u> , and where the CLEC has requested BellSouth to provide a coordinated cut over <u>conversion</u> .	Wording clarification and measure changed to include time to notify CLEC after hot cut is complete.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Exclusions	<ul style="list-style-type: none"> Any order canceled by the CLEC will be excluded from this measurement <u>Canceled Service Orders</u> Delays caused by the 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 <u>Non-Coordinated Conversions</u> <u>Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)</u> <u>Listing Orders</u> 	<p>Brevity Any CLEC caused delay should be excluded.</p> <p>Brevity These type orders do not affect timeliness of the coordinated hot cut provided to CLEC.</p>
Business Rules	<p>When the service order includes LNP, the interval includes the total time for the cut over including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link 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. Coordinated conversions are scheduled between the CLEC and BellSouth. The start time for this measure will be the mutually agreed upon start of the conversion and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.</p>	<p>Revised Business Rules to be consistent with definition and calculation of the measure.</p>
Calculation	<p>Coordinated Customer Conversions Interval = $(a - b) / c$</p> <ul style="list-style-type: none"> a = Completion date and time for Cross Connection of a Coordinated Unbundled Loop <u>of CLEC notification</u> b = Disconnection <u>Start</u> date and time of an Coordinated Unbundled Loop <u>conversion</u> c = Number of loops per order <p>Percent Coordinated Customer Conversions (for each interval) = $(c / d) (d / e) \times 100$</p> <ul style="list-style-type: none"> e <u>d</u> = Total number of Coordinated Customer Conversions for each interval (loops) within ≤ 20 minutes d <u>e</u> = Total number of Unbundled Loop with Coordinated <u>Customer Conversions (items loops)</u> for the reporting period 	<p>Revised to include CLEC notification time</p> <p>Revised to include CLEC notification time</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate The interval breakout - 0-5 = 0 <= 5, 5-15 = >5 <= 15, >= 15 = 15 and greater, plus Overall Average Interval Geographic Scope <ul style="list-style-type: none"> State Region 	Remove unnecessary data, the number of interval buckets is excessive and not a measure of performance. CLECs can arrange their data into any buckets they choose using supporting data, so there is no need to report all of this information routinely. Performance is monitored by state so regional report is unnecessary
SQM Disaggregation – Analog / Benchmark	<div style="display: flex; justify-content: space-between;"> <div> SQM Level of Disaggregation <ul style="list-style-type: none"> Unbundled Loops with INP Coordinated Customer Conversions (Loops) Unbundled Loops with LNP </div> <div> SQM Analog/Benchmark 95% <= 15 20 Minutes 95% <= 15 minutes </div> </div>	Very low volume in INP To account for adding notification time to the interval.
Title	(P-7A) HCT: Coordinated Customer Conversions – Hot Cut Timeliness <u>Percent % within Interval and Average Interval</u>	Average Interval is not used to evaluate performance so no longer provided.
Definition	This report category measures the percentage of orders where whether BellSouth begins the eutover conversion of an unbundled loop on a coordinated and/or a time specific order at within a timely manner of the CLEC 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.	Two time frames are needed 15 min for non IDLC and usually 2 hours for IDLC. Instead of describing these details here, they are in the business rules.
Exclusions	<ul style="list-style-type: none"> 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 Subsequent All unbundled loops on multiple loop orders after the first loop Test Orders Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T) Listing Orders 	Brevity Wording clarification These type orders do not affect timeliness of the coordinated hot cut provided to CLEC.

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
	Business Rules	<p>This report measures whether BellSouth 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 cut over start time, the measurement will calculate the percent 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 "on time" 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. If Integrated Digital Loop Carrier (IDLC) is involved, a four hour window applies to the start time. (8 A.M. to Noon or 1 P.M. to 5 P.M.) This only applies if BellSouth must notify the CLEC by 10:30 AM on the day before the due date that the service is on IDLC and then the "on time" interval is ≤ 2 hours before or after the requested start time.</p>	Clarify business rules and define which interval applies for IDLC and non-IDLC loops.
	Calculation	<p>% Percent within Interval = $(a / b) \times 100$</p> <ul style="list-style-type: none"> a = Total number of coordinated unbundled loop orders for the interval converted "on time" b = Total number of coordinated unbundled loop orders for the reporting period <p>Interval = $(c - d)$</p> <ul style="list-style-type: none"> c = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order d = Actual Start Date and Time of a Coordinated Unbundled Loop Order <p>Average Interval = (e / f)</p> <ul style="list-style-type: none"> e = Sum of all Intervals f = Total Number of Coordinated Unbundled Loop Orders for the reporting period 	Timeliness is evaluated by percent within interval calculation. Interval and Average Interval is not used to evaluate performance so it is no longer provided.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Reported in intervals of early, on time and late cuts % <= 15 minutes < 15 minutes <= 30 minutes; % > 30 minutes, plus Overall Average Interval Geographic Scope <ul style="list-style-type: none"> State Region Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts <p>On Time (Non-IDLC) <= 15 minutes Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.</p> <p>Early (Non-IDLC) >15 minutes <= 30 minutes >30 minutes <= 60 minutes >60 minutes <= 120 minutes >120 minutes <= 180 minutes >180 minutes <= 240 minutes <= 240 minutes</p> <p>Late (Non-IDLC) >15 minutes <= 30 minutes >30 minutes <= 60 minutes >60 minutes <= 120 minutes >120 minutes <= 180 minutes >180 minutes <= 240 minutes >240 minutes Overall Average Interval for non-IDLC</p>	<p>Reporting results in these three separate distributions is unnecessary, only one of them is used to evaluate performance</p> <p>Performance is monitored by state, so regional report is unnecessary</p> <p>Remove unnecessary data, the number of interval buckets is excessive and not a measure of performance. CLECs can arrange their data into any buckets they choose using raw data, so there is not need to report all of this information routinely.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	<p>On Time (IDLC) ≤ 2 hours Note: This is a 4-hour bucket representing a cut involving IDLC that begins 2 hours or less before or after the scheduled start time</p> <p>Early (IDLC) > 2 hours</p> <p>Late (IDLC) > 2 hours Overall Average Interval for IDLC</p>	Reporting results in these three separate distributions is unnecessary, only one of them is used to evaluate performance
SQM Disaggregation – Analog / Benchmark	<ul style="list-style-type: none"> Product Reporting Level <ul style="list-style-type: none"> SL1 Time Specific <u>Non-IDLC</u> 95% within + or – 15 minutes of scheduled start time —SL1 Non Time Specific - SL2 Time Specific - SL2 Non Time Specific - SL1 IDLC 95% within 4-Hour Window 95% within + or – 2 hours of scheduled start time —SL2 IDLC 	The former disaggregations were not meaningful; the only relevant ones are the proposed disaggregations.
Title	P-7B) RT: Coordinated Customer Conversions – Average Recover Time	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
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, which can be isolated to BellSouth's side of the network.	Simply define measure here; the removed language is addressed in the business rules.
Exclusions	<ul style="list-style-type: none"> Cutovers <u>Conversions</u> where service outages are due to CLEC caused reasons when the CLEC agrees Cutovers <u>Conversions</u> where service outages are due to end-user caused reasons when the CLEC agrees Test Orders Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T) <u>Listing Orders</u> 	<p>Only account for those outages caused by BellSouth.</p> <p>These orders do not affect performance on coordinated hot cuts for CLECs.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Business Rules	Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service 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. <u>This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.</u>	Wording clarification and duration definition moved to calculation section. Overall percentage is necessary to assess the value of the results for this measure.
Calculation	<p>Recovery Time = (a - b)</p> <ul style="list-style-type: none"> a = Date and time that <u>the initial trouble is cleared and the Closed-by-CLEC is notified</u> b = Date and time <u>the initial trouble is opened with BellSouth</u> <p>Average Recovery Time = (c / d)</p> <ul style="list-style-type: none"> c = Sum of all the Recovery Times per circuit d = Number of troubles per circuit referred to BellSouth <p>Percentage of Items with No Troubles = (e / f) X 100</p> <ul style="list-style-type: none"> e = <u>Total items in the reporting period that did not have a trouble during a coordinated conversion</u> f = <u>Total items for the reporting period</u> 	Clarification necessary to assess the value of these measurement results.
Report Structure	<ul style="list-style-type: none"> CLEC Specific <p style="text-align: center;">—Region</p>	Performance is monitored by state so regional report is unnecessary.
SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Unbundled Loops with INP Coordinated Customer Conversions (Loops) Unbundled Loops with LNP <p>SQM Analog/Benchmark</p> <p>Unbundled Loops with INP Coordinated Customer Conversions (Loops) <= 5 Hours Diagnostic</p> <p>Unbundled Loops with LNP <= 5 Hours</p>	INP has very low volume History has shown that long intervals on this measure do not necessarily indicate a performance problem because the number of such troubles is so small. In the rare cases when a trouble occurs, it is a very unusual case they may be very complicated to solve so a meaningful benchmark interval can't be established.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Title	(P-7C) PT: Hot Cut Conversions - % <u>Percent</u> Provisioning Troubles Received within 7 <u>5</u> Days of a Completed Service Order	Any trouble connected to initial conversion should be captured looking forward 5 days particularly on hot cuts where conversion troubles are noticed almost immediately.
Definition	<u>This report measures the percentage of provisioning troubles received within 7 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Hot Cut Conversion (CCC) measures and ensures the quality and accuracy of Coordinated Customer Hot Cut Conversion activities.</u>	Wording change to match title change from 7 Days to 5 Days. Any trouble connected to initial conversion should be captured looking forward 5 days particularly on hot cuts where conversion troubles are noticed almost immediately.
Exclusions	<ul style="list-style-type: none"> • Any order canceled by the CLEC <u>Canceled Orders</u> • Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment • <u>Listing Orders</u> • Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T) • <u>Troubles outside of BellSouth's control</u> • <u>Disconnect Orders</u> 	BellSouth should not have troubles outside their control counted against the measure. Listing and administrative orders do not affect performance for a CLEC.
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 5 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.	Wording change to match title from 7 Days to 5 Days. Calculation language is covered in the calculation section.
Calculation	<p>% <u>Percentage of Provisioning Troubles within 7 5 Days of Service Order Completion</u> = (a / b) X 100</p> <ul style="list-style-type: none"> • a = The sum of all CCC <u>Hot Cut</u> Circuits with a trouble within 7 5 days following service order(s) completion • b = The total number of CCC <u>Hot Cut Service Order</u> Circuits completed in the previous reporting period calendar month 	Wording change to match title from 7 Days to 5 Days.
Report Structure	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • Dispatch/Non-Dispatch • Geographic Scope <ul style="list-style-type: none"> - State - Region 	Performance is monitored by state so regional report is unnecessary.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog / Benchmark	SQM Level of Disaggregation <ul style="list-style-type: none"> UNE Loops Design <= 3 5% UNE Loop Non-Design <= 3% 	Design characteristic should have little, if any, affect on hot cut performance. Most of these loops are non-design so no need to maintain separate reporting.
SEEM Measure	SEEM Tier I Tier II Yes No X X	See SEEM matrix for rationale.
Title	CNDD: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date	This is a new measure that was filed in the TRO proceeding to address a process that may have considerably increased volume.
Definition	<u>This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.</u>	This is a new measure that was filed in the TRO proceeding to address a process that may have considerably increased volume.
Exclusions	<ul style="list-style-type: none"> CLEC Canceled Service Orders Delays Caused by the CLEC Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc. which may be order types C, N, R, or T) 	Situations outside of BellSouth's control
Business Rules	<u>The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.</u>	This is the only characteristic that can be measured for timeliness on these orders.
Calculation	<u>Percent Completed and Notified on Due Date = (a / b) X 100</u> <ul style="list-style-type: none"> a = Total number of non-coordinated conversions completed on the due date with CLEC notification b = Total number of non-coordinated conversions for the reporting period 	This is the only characteristic that can be measured for timeliness on these orders.
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Geographic Scope <ul style="list-style-type: none"> - State 	These are the levels at which performance is evaluated.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Non-Coordinated Conversions <p>SQM Analog/Benchmark</p> <p>95% Completed on Due Date with CLEC Notification</p>	Benchmark is consistent with other hot cut benchmarks and performance greater than this level is not necessary to fulfill the nondiscrimination standard.
	SEEM Measure	<p>SEEM</p> <p>Tier I Tier II</p> <p>Yes X X</p>	Only timeliness measure for this product and recognition that process may be critical for a transition period.
		Delete Cooperative Acceptance Testing - % of xDSL Loops Successfully Passing Cooperative Testing	This is a secondary process designed to reduce troubles at installation on a small number of orders. The customer impacting event is the occurrence of a trouble, which is captured in the measure Percent Provisioning Troubles (PPT).
in	Title	(P-9) <u>PPT: % Percent Provisioning Troubles within 30 5 Days of Service Order Completion</u>	Most troubles connected to initial installation should be captured within 5 days of order completion. This has been the historical interval used to monitor retail performance also. A longer interval increase likelihood that non-installation troubles are reflected in the measure.
r	Definition	<u>This report measures percent Provisioning troubles within 30 days of service order Completion measures the quality and accuracy of the provisioning process by calculating the percentage of troubles received within 5 days of service order completion activities.</u>	Most troubles connected to initial installation should be captured within 5 days of order completion. This has been the historical interval used to monitor retail performance also. A longer interval increase likelihood that non-installation troubles are reflected in the measure.
	Exclusions	<ul style="list-style-type: none"> Canceled Service Orders Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Reco Orders, Listing Orders, Test Orders, etc.) Test order types which may be <u>order types</u> C, N, R, or T) D & F Disconnect Orders Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment Listing Orders Troubles outside of BellSouth's control 	<p>BellSouth should not be held accountable for any troubles outside their control (for example, cable cuts, acts of God, war, etc.)</p> <p>Listing orders were already excluded, they are simply listed separately.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Business Rules	<p>Measures the quality and accuracy of completed orders. The first trouble report received after the completion of a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Reports are calculated Candidates are identified by searching in the prior report period for all completed service orders and then searching for all trouble reports received within 5 days of the service order completion date. following 30 days after completion of the service order for a trouble report issue date</p> <p>D & F orders are excluded as there is no subsequent activity following a disconnect.</p> <p>Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).</p>	<p>Clarification</p> <p>D&F orders are not installation orders.</p> <p>LNP note is irrelevant.</p>
Calculations	<p>% Percent Provisioning Troubles within 30 5 Days of Service Order Activity Completion = (a / b) X 100</p> <ul style="list-style-type: none"> a = Trouble Reports on all Total completed orders receiving a trouble report within 530 days of the following service order(s) completion b = All service orders completed in the previous reporting period calendar month 	Clarification and conversion to 5 day interval.
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BellSouth Aggregate Reported in categories of <10 line/circuits - >= 10 line/circuits (except trunks) Dispatch /Non-Dispatch (except trunks) Geographic Scope <ul style="list-style-type: none"> - State - Region 	<p>Volume categories were eliminated because nearly all of the volume occurs in only one category.</p> <p>Dispatch/Non-Dispatch disaggregation is eliminated because it is not meaningful to distinguish between provisioning troubles that are dispatched or not, the important point is whether or not BellSouth had a provisioning trouble within 5 days of service order completion.</p> <p>Performance is evaluated by state so regional report is unnecessary</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> • Resale Residence (Non-Design)..... Retail Residence (Non-Design) • Resale Business (Non-Design)..... Retail Business (Non-Design) • 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 UNE Analog Loop (Design)..... Retail Residence, and Business and Design (Dispatch) • 2W UNE 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 • UNE EELs..... Retail DS1/DS3 • UNE xDSL (HDSL, ADSL and UCL)..... ADSL Provided to Retail • UNE ISDN (includes UDC)..... Retail ISDN-BRI • UNE Line Sharing..... ADSL Provided to Retail • UNE Line Splitting..... ADSL Provided to Retail <ul style="list-style-type: none"> – 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 (Including Dispatch Out and Dispatch In) • Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice • UNE Other Design..... Diagnostic Retail Design • UNE Other Non-Design..... Diagnostic Retail Residence and Business • Local Interconnection Trunks..... Parity with Retail Trunks 	<p>Streamline plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.</p> <p>Modify product categories so that each product is reported only once.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	Delete Service Order Accuracy	This measure is being replaced by (P-11A) SOAC, which was requested by CLECs.
Title	(P-13B) LOOS: LNP – Percent Out of Service < 60 Minutes	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	This report measures the percentage of time that BellSouth performs electronic system updates within 60 minutes of receiving LNP activations. 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.	Wording clarification
Exclusions	<ul style="list-style-type: none"> • CLEC Caused Errors • NPAC Caused errors unless caused by BellSouth • Standalone LNP orders with more than 500 number activations • <u>Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T).</u> • <u>Listing Orders</u> • <u>Scheduled OSS Maintenance</u> 	<p>Performance on these types of orders does not affect CLECs.</p> <p>BellSouth should not be penalized for legitimate maintenance downtime.</p>
Business Rules	The interval starts when time is the ESI Number Manager broadcast message is sent to BellSouth's gateway. Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The end time is the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole. 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.	Wording clarification
Calculations	Percent Out of Service < 60 Minutes = (a / b) X 100	When you miss one activation, you generally miss the entire order.
Report Structure	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • Geographic Scope - State - Region 	Performance is monitored by state so regional report is unnecessary.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog / Benchmark	SQM Level of Disaggregation LNP..... > = 96.5 <u>95%</u> SQM Analog/Benchmark	Performance greater than this level is not necessary to fulfill the nondiscrimination standard as evidenced by performance in other jurisdictions.
SEEM Measure	SEEM Tier I Tier II YesX.....X	See SEEM Matrix for rationale.
Title	(P-13C) <u>LAT</u> : LNP- Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	<u>This report measures the p</u> Percentage of time BellSouth applies a 10-digit trigger for <u>orders containing ported telephone numbers</u> LNP-TNs prior to the due date.	Wording clarification
Exclusions	<ul style="list-style-type: none"> Remote Call Forwarding, DIDs, and ISDN Data TNs <u>Excludes CLEC or customer caused misses or delays</u> <u>Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T).</u> <u>Zero due dated expedited orders requested by the CLEC</u> <u>Listing Orders</u> 	<p>Exclude these classes of service that are not triggerable orders.</p> <p>Cannot do work 1 day prior to the due date on zero due dated orders.</p> <p>Administrative and Listing orders do not affect performance for CLECs on this measure.</p>
Business Rules	Obtain The number of LNP TNs <u>orders</u> where the 10-digit trigger was applic <u>able</u> prior to the due date, <u>divided by</u> and the total number of LNP TNs <u>orders</u> where the 10-digit trigger was applicable.	Wording clarification
Calculation	Percentage of 10-Digit Trigger Applications = (a / b) X 100 <ul style="list-style-type: none"> a = Count of LNP TNs <u>orders</u> for which 10-digit trigger was applied prior to due date b = Total LNP TNs <u>orders</u> for which 10-digit triggers were applicable 	Wording change to match Business Rules
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Geographic Scope <ul style="list-style-type: none"> State Region 	Performance is monitored by state so regional report is unnecessary.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	SQM Level of Disaggregation • LNP (Standalone)..... SQM Analog/Benchmark Benchmark: \geq 95%	Clarification
SEEM Measure	SEEM Tier I Tier II YesX.....X	See SEEM matrix for rationale.
Title	(P-13D) DTNT ; LNP – Average Disconnect Timeliness Interval (Non-Trigger)	Measure is not an interval but rather a percent within an interval.
Definition	This report measures the Disconnect timeliness percentage of time translations are removed from BellSouth's switch within 12 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval. 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 BellSouth responsiveness by isolating it from impacts that are caused by CLEC-related activities.	Wording clarification
Exclusions	<ul style="list-style-type: none"> • 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.,) where identifiable. Order types which may be order types C, N, R, or T] • Listing Orders • CLEC Caused Errors • NPAC-caused Errors, unless caused by BellSouth • Incomplete ports where only a subset of the total requested lines on the LSR are submitted via 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 BellSouth within 30 minutes after Activate Message 	Clarification Listing orders already excluded, just stated separately. These orders by definition of the measure are not included, eliminate unnecessary exclusion.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change						
Business Rules	<p>The Disconnect Timeliness interval is determined for each telephone 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 BellSouth 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 BellSouth 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. Non-business hours will be excluded from the duration calculation for unscheduled after-hours LNP ports. This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.</p>	Wording clarification						
Calculations	<p>Disconnect Timeliness Interval = (a - / b) X 100</p> <ul style="list-style-type: none">a = Completion Date and Time in Central Office switch for each number on disconnect order <u>Number of non-triggerable orders with translations removed in less than 12 hours</u>b = Valid 'Number Ported' message received date and time <u>Total number of non-triggerable orders during report period</u> <p>Average Disconnect Timeliness Interval = (c / d)</p> <ul style="list-style-type: none">c = Sum of all Disconnect Timeliness Intervalsd = Total Number of disconnected numbers completed in reporting period	<p>When you miss one telephone number, you generally miss all telephone numbers on that order.</p> <p>This is a benchmark measure that only needs to have a percent within benchmark calculation, no average interval calculation is needed.</p>						
Report Structure	<ul style="list-style-type: none">CLEC SpecificCLEC AggregateGeographic Scope<ul style="list-style-type: none">- State— Region	Performance is monitored by state so regional report is unnecessary						
SQM Disaggregation – Analog / Benchmark	<table><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr><tr><td>LNP (Normal Working Hours and Approved After Hours)</td><td>95% <= 4 <u>12</u> Hours</td></tr><tr><td>LNP (Unscheduled After Hours Ports)</td><td>95% <= 4 Hours (excluding non-business hours)</td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	LNP (Normal Working Hours and Approved After Hours)	95% <= 4 <u>12</u> Hours	LNP (Unscheduled After Hours Ports)	95% <= 4 Hours (excluding non-business hours)	No need to separate these two groups of orders, there is nothing unique about the provisioning of one versus the other
SQM Level of Disaggregation	SQM Analog/Benchmark							
LNP (Normal Working Hours and Approved After Hours)	95% <= 4 <u>12</u> Hours							
LNP (Unscheduled After Hours Ports)	95% <= 4 Hours (excluding non-business hours)							
SEEM Measure	<table><tr><th>SEEM</th><th>Tier I</th><th>Tier II</th></tr><tr><td>Yes</td><td>X</td><td>X</td></tr></table>	SEEM	Tier I	Tier II	Yes	X	X	See SEEM matrix for rationale.
SEEM	Tier I	Tier II						
Yes	X	X						

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Title	(M&R-1) PRAM: Missed Percent Repair Appointments Met	Change measure to provide results based on what was done right instead of what was missed
Definition	This report measures the percentage of customer trouble reports not cleared by the committed date and time.	Change measure to provide results based on what was done right instead of what was missed
Exclusions	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BellSouth trouble reports associated with internal or administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles • <u>Informational Tickets</u> • <u>Troubles Outside BellSouth's Control</u> 	Specifically state that informational tickets are not included. Since they are not trouble reports they have not been included in the measure. BellSouth should not be held accountable for any troubles outside their control (for example cable cuts, acts of God, war etc)
Business Rules	<p>The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the <u>customer</u> trouble report in his/her <u>their Computer Access Terminal (CAT)</u> 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 BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons: ("No aAccess" reports troubles are not considered as a part of this measure because they are not a missed appointment).</p> <p>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. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).</p>	<p>Clarification</p> <p>The note is information and not needed for the measure</p>
Calculation	<p>Percentage of Missed Repair Appointments Met = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Count of customer troubles not cleared by the quoted commitment date and time • b = Total customer trouble reports closed in <u>the reporting period</u> 	Change calculation to agree with change in definition.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change																																												
	Report Structure	<ul style="list-style-type: none">• Dispatch/Non-Dispatch• CLEC Specific• CLEC Aggregate• BellSouth Aggregate• Geographic Scope- State- Region	Performance is monitored by state so regional report is unnecessary.																																												
	SQM Disaggregation – Analog/Benchmark	<table><tr><td>SQM Level of Disaggregation</td><td>SQM Analog/Benchmark</td></tr><tr><td>Resale Residence (Non-Design).....</td><td>Retail Residence (Non-Design)</td></tr><tr><td>Resale Business (Non-Design).....</td><td>Retail Business (Non-Design)</td></tr><tr><td>Resale Design.....</td><td>Retail Design</td></tr><tr><td>Resale PBX.....</td><td>Retail PBX</td></tr><tr><td>Resale Centrex.....</td><td>Retail Centrex</td></tr><tr><td>Resale ISDN.....</td><td>Retail ISDN</td></tr><tr><td>2W UNE Analog (Loop Design).....</td><td>Retail Residence, & Business and Design (Dispatch)</td></tr><tr><td>2W UNE Analog Loop (Non-Design).....</td><td>Retail Residence & and Business (POTS) (Exclusion of Excluding Switch- Based Feature Troubles)</td></tr><tr><td>UNE Digital Loop < DS1.....</td><td>Retail Digital Loop < DS1</td></tr><tr><td>UNE Digital Loop >= DS1</td><td>Retail Digital Loop >= DS1</td></tr><tr><td>UNE Loop + Port Combinations.....</td><td>Retail Residence and Business</td></tr><tr><td>UNE EELs</td><td>Retail DS1/DS3</td></tr><tr><td>UNE Switch ports.....</td><td>Retail Residence and Business (POTS)</td></tr><tr><td>UNE Combo Other.....</td><td>Retail Residence, Business and Design Dispatch</td></tr><tr><td>UNE xDSL (HDSL, ADSL and UCL).....</td><td>ADSL Provided to Retail</td></tr><tr><td>UNE ISDN</td><td>Retail ISDN – BRI</td></tr><tr><td>UNE Line Sharing Splitting</td><td>ADSL Provided to Retail</td></tr><tr><td>UNE Other Design</td><td>Retail Design Diagnostic</td></tr><tr><td>UNE Other Non-Design.....</td><td>Retail Residence and Business Diagnostic</td></tr><tr><td>Local Transport (Unbundled Interoffice Transport).....</td><td>Retail DS1/DS3 Interoffice</td></tr><tr><td>Local Interconnection Trunks</td><td>Parity with Retail Trunks</td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	Resale Residence (Non-Design).....	Retail Residence (Non-Design)	Resale Business (Non-Design).....	Retail Business (Non-Design)	Resale Design.....	Retail Design	Resale PBX.....	Retail PBX	Resale Centrex.....	Retail Centrex	Resale ISDN.....	Retail ISDN	2W UNE Analog (Loop Design).....	Retail Residence, & Business and Design (Dispatch)	2W UNE Analog Loop (Non-Design).....	Retail Residence & and Business (POTS) (Exclusion of Excluding Switch- Based Feature Troubles)	UNE Digital Loop < DS1.....	Retail Digital Loop < DS1	UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	UNE Loop + Port Combinations.....	Retail Residence and Business	UNE EELs	Retail DS1/DS3	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	UNE ISDN	Retail ISDN – BRI	UNE Line Sharing Splitting	ADSL Provided to Retail	UNE Other Design	Retail Design Diagnostic	UNE Other Non-Design.....	Retail Residence and Business Diagnostic	Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice	Local Interconnection Trunks	Parity with Retail Trunks	<p>Streamline plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.</p> <p>Modify product categories so that each product is reported only once. .</p> <p>(Consolidated Disaggregation is the same for all M&R measures where appropriate.)</p>
SQM Level of Disaggregation	SQM Analog/Benchmark																																														
Resale Residence (Non-Design).....	Retail Residence (Non-Design)																																														
Resale Business (Non-Design).....	Retail Business (Non-Design)																																														
Resale Design.....	Retail Design																																														
Resale PBX.....	Retail PBX																																														
Resale Centrex.....	Retail Centrex																																														
Resale ISDN.....	Retail ISDN																																														
2W UNE Analog (Loop Design).....	Retail Residence, & Business and Design (Dispatch)																																														
2W UNE Analog Loop (Non-Design).....	Retail Residence & and Business (POTS) (Exclusion of Excluding Switch- Based Feature Troubles)																																														
UNE Digital Loop < DS1.....	Retail Digital Loop < DS1																																														
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1																																														
UNE Loop + Port Combinations.....	Retail Residence and Business																																														
UNE EELs	Retail DS1/DS3																																														
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																																														
UNE ISDN	Retail ISDN – BRI																																														
UNE Line Sharing Splitting	ADSL Provided to Retail																																														
UNE Other Design	Retail Design Diagnostic																																														
UNE Other Non-Design.....	Retail Residence and Business Diagnostic																																														
Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice																																														
Local Interconnection Trunks	Parity with Retail Trunks																																														
Number	Title	(M&R-2) CTRR: Customer Trouble Report Rate	SQM measure identifier modified to facilitate better identification of metrics.																																												

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Definition	This report measures the percentage of Initial and repeated customer direct or referred customer troubles reported closed within a calendar month, per 100 lines/circuits in service.	Wording clarification
Exclusions	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BellSouth trouble reports/lines associated with internal or administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles • <u>Informational Tickets</u> • <u>Troubles Outside of BellSouth's Control</u> 	<p>Specifically state that informational tickets are not included. Since they are not trouble reports they have not been included in the measure.</p> <p>BellSouth should not be held accountable for any troubles outside their control (for example cable cuts, acts of God, war etc)</p>
Business Rules	Customer Trouble Report Rate contains all closed customer direct reports, including repeat reports, is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combinations that exist for the CLECs and BellSouth respectively at the end of the report month	Wording clarification
Calculation	<p>Customer Trouble Report Rate = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Count of initial and repeated <u>customer</u> trouble reports closed in the current <u>reporting</u> period • b = Number of Service Access lines in <u>service</u> at end of the reporting period 	Wording clarification
Report Structure	<ul style="list-style-type: none"> • Dispatch/Non-Dispatch • CLEC Specific • CLEC Aggregate • BellSouth Aggregate • Geographic Scope <ul style="list-style-type: none"> • State • Region 	Performance is evaluated by state so regional report is unnecessary.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation -- Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> • Resale Residence (Non-Design)..... Retail Residence (Non-Design) • Resale Business (Non-Design)..... Retail Business (Non-Design) • Resale Design..... Retail Design • Resale PBX..... Retail PBX • Resale Centrex..... Retail Centrex • Resale ISDN..... Retail ISDN • 2W UNE Analog Loop (Design)..... Retail Residence, and Business and Design (Dispatch) • 2W UNE Analog Loop (Non-Design)..... Retail Residence and Business - (POTS) (Exclusion of Excluding Switch Based Feature Troubles) • UNE Digital Loop < DS1..... Retail Digital Loop < DS1 • UNE Digital Loop >= DS1..... Retail Digital Loop >= DS1 • UNE Loop - Port Combinations..... Retail Residence and Business • UNE EELs..... Retail DS1/DS3 • 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 • UNE ISDN..... Retail ISDN -- BRI • UNE Line Sharing Splitting..... ADSL Provided to Retail • UNE Other Design..... Retail Design Diagnostic • UNE Other Non-Design..... Retail Residence and Business Diagnostic • Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice • Local Interconnection Trunks..... Parity with Retail Trunks 	<p>Streamline plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.</p> <p>Modify product categories so that each product is reported only once.</p> <p>(Consolidated Disaggregation is the same for all M&R measures where appropriate.)</p>
	SEEM Measure	<p>SEEM Tier I Tier II</p> <p>Yes NoX.....X</p>	See SEEM Matrix for rationale
	Title	M&R-3) <u>MAD</u> : Maintenance Average Duration	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
	Definition	<u>This report measures the average duration of customer trouble reports, from the receipt of the customer trouble report to the time the trouble report is cleared.</u>	The measure is simply defined here; the start and stop times are stated in the business rules and are unchanged.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Exclusions	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BellSouth trouble reports associated with internal or administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles • Informational Tickets • Trouble outside of BellSouth's control 	<p>Specifically state that informational tickets are not included. Since they are not trouble reports they have not been included in the measure.</p> <p>BellSouth should not be held accountable for any troubles outside their control (for example cable cuts, acts of God, war etc)</p>
Business Rules	<p>For average The duration the clock starts on the date and time of the receipt of the a correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the repair request. The clock and stops on the date and time the service is restored and the BellSouth or CLEC customer is notified. (when the technician completes the trouble ticket on his/her CAT or work systems).</p> <p><u>For tickets administered through WFA, (CLECs and BellSouth), durations do not include No Access, Delayed Maintenance and Referred Time.</u></p>	<p>Wording clarification.</p> <p>Clarification to explain that this time has already been excluded in the source data received from WFA. BellSouth should not be penalized for this time, which is outside its control.</p>
Report Structure	<ul style="list-style-type: none"> • Dispatch/Non-Dispatch • CLEC Specific • CLEC Aggregate • BellSouth Aggregate • Geographic Scope <ul style="list-style-type: none"> State —Region 	<p>Performance is evaluated by state so regional report is unnecessary.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation – Analog/Benchmark	<p>SQM Level of Disaggregation</p> <p>Resale Residence (Non-Design)..... Retail Residence (Non-Design)</p> <p>Resale Business (Non-Design)..... Retail Business (Non-Design)</p> <p>Resale Design..... Retail Design</p> <p>Resale PBX..... Retail PBX</p> <p>Resale Centrex..... Retail Centrex</p> <p>Resale ISDN..... Retail ISDN</p> <p>2W UNE Analog Loop (Design)..... Retail Residence, and Business <u>and Design</u> (Dispatch)</p> <p>2W UNE Analog Loop (Non-Design)..... Retail Residence and Business - (POTS) (Exclusion of <u>Excluding</u> Switch Based Feature Troubles)</p> <p>UNE Digital Loop < DS1..... Retail Digital Loop < DS1</p> <p>UNE Digital Loop >= DS1..... Retail Digital Loop >= DS1</p> <p>UNE Loop + Port Combinations..... Retail Residence and Business</p> <p>UNE EELs..... Retail DS1/DS3</p> <p>UNE Switch ports..... Retail Residence and Business (POTS)</p> <p>UNE Combo Other..... Retail Residence, Business & Design Dispatch</p> <p>UNE xDSL (HDSL, ADSL and UCL)..... ADSL Provided to Retail</p> <p>UNE ISDN..... Retail ISDN – BRI</p> <p>UNE Line Sharing <u>Splitting</u>..... ADSL Provided to Retail</p> <p>UNE Other Design..... Retail Design Diagnostic</p> <p>UNE Other Non-Design..... Retail Residence and Business <u>Diagnostic</u></p> <p>Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice</p> <p>Local Interconnection Trunks..... Parity with Retail <u>Trunks</u></p>	<p>Streamline plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.</p> <p>Modify product categories so that each product is reported only once.</p> <p>(Consolidated Disaggregation is the same for all M&R measures where appropriate.)</p>
Customer	Title	(M&R-4) <u>PRT</u> : Percent Repeat <u>Customer</u> Troubles within 30 Days	Revised title to clarify that these are customer trouble reports.
Item	Definition	Percent Customer Repeat Troubles within 30 Days measures the percent of customer troubles, during the current reporting period, that had at least one prior trouble ticket on the same line/circuit, anytime in the proceeding 30 calendar days from the receipt of the current trouble report. <u>This report measures the percentage of customer trouble reports received within thirty days of a previous report.</u>	Definition simplification

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Exclusions	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BellSouth trouble reports associated with internal or administrative service • Customer Provided Equipment (CPE) Troubles or CLEC equipment troubles • <u>Informational Tickets</u> • <u>Troubles outside of BellSouth's control</u> 	<p>Specifically state that informational tickets are not included. Since they are not trouble reports they have not been included in the measure.</p> <p>BellSouth should not be held accountable for any troubles outside their control (for example cable cuts, acts of God, war etc)</p>
Business Rules	<p>This measure includes Customer trouble reports <u>considered for this measure are those</u> on the same line/circuit, received within 30 days of an original customer trouble report. <u>Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.</u></p>	<p>Clarification of the Business Rules. Specified which M&R systems use the 'cleared date' and 'closed date' language.</p>
Calculation	<p>Percent Repeat Customer Troubles within 30 Days = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Count of <u>repeat</u> customer troubles <u>reports using the 'received date' where more than one trouble report was logged for the same service line/circuit, within a continuous 30 days period</u> • b = Count of Total customer trouble reports <u>using the 'cleared date', closed in the reporting period</u> 	<p>Revised Calculation language to specify 'repeat' customer trouble reports and match the Business Rules.</p> <p>Combined cleared date and closed date language, using closed in the reporting period.</p>
Report Structure	<ul style="list-style-type: none"> • Dispatch/Non-Dispatch • CLEC Specific • CLEC Aggregate • BellSouth Aggregate • Geographic Scope <ul style="list-style-type: none"> - State — Region 	<p>Performance is evaluated by state so regional report is unnecessary.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change																																												
	SQM Disaggregation – Analog/Benchmark	<table><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr><tr><td>Resale Residence (Non-Design).....</td><td>Retail Residence (Non-Design)</td></tr><tr><td>Resale Business (Non-Design).....</td><td>Retail Business (Non-Design)</td></tr><tr><td>Resale Design.....</td><td>Retail Design</td></tr><tr><td>Resale PBX.....</td><td>Retail PBX</td></tr><tr><td>Resale Centrex.....</td><td>Retail Centrex</td></tr><tr><td>Resale ISDN.....</td><td>Retail ISDN</td></tr><tr><td>2W UNE Analog Loop (Design).....</td><td>Retail Residence, and Business and Design (Dispatch)</td></tr><tr><td>2W UNE Analog Loop (Non-Design).....</td><td>Retail Residence and Business (POTS) (Exclusion of Excluding Switch- Based Feature Troubles)</td></tr><tr><td>UNE Digital Loop < DS1.....</td><td>Retail Digital Loop < DS1</td></tr><tr><td>UNE Digital Loop >= DS1</td><td>Retail Digital Loop >= DS1</td></tr><tr><td>UNE Loop + Port Combinations</td><td>Retail Residence and Business</td></tr><tr><td>UNE EELs</td><td>Retail DS1/DS3</td></tr><tr><td>UNE Switch ports</td><td>Retail Residence and Business (POTS)</td></tr><tr><td>UNE Combo Other.....</td><td>Retail Residence, Business and Design Dispatch</td></tr><tr><td>UNE xDSL (HDSL, ADSL and UCL).....</td><td>ADSL Provided to Retail</td></tr><tr><td>UNE ISDN.....</td><td>Retail ISDN – BRI</td></tr><tr><td>UNE Line Sharing Splitting</td><td>ADSL Provided to Retail</td></tr><tr><td>UNE Other Design.....</td><td>Retail Design Diagnostic</td></tr><tr><td>UNE Other Non-Design.....</td><td>Retail Residence and Business Diagnostic</td></tr><tr><td>Local Transport (Unbundled Interoffice Transport).....</td><td>Retail DS1/DS3 Interoffice</td></tr><tr><td>Local Interconnection Trunks</td><td>Parity with Retail Trunks</td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	Resale Residence (Non-Design).....	Retail Residence (Non-Design)	Resale Business (Non-Design).....	Retail Business (Non-Design)	Resale Design.....	Retail Design	Resale PBX.....	Retail PBX	Resale Centrex.....	Retail Centrex	Resale ISDN.....	Retail ISDN	2W UNE Analog Loop (Design).....	Retail Residence, and Business and Design (Dispatch)	2W UNE Analog Loop (Non-Design).....	Retail Residence and Business (POTS) (Exclusion of Excluding Switch- Based Feature Troubles)	UNE Digital Loop < DS1.....	Retail Digital Loop < DS1	UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	UNE Loop + Port Combinations	Retail Residence and Business	UNE EELs	Retail DS1/DS3	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	UNE ISDN.....	Retail ISDN – BRI	UNE Line Sharing Splitting	ADSL Provided to Retail	UNE Other Design.....	Retail Design Diagnostic	UNE Other Non-Design.....	Retail Residence and Business Diagnostic	Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice	Local Interconnection Trunks	Parity with Retail Trunks	<p>Streamline plan by eliminating product disaggregations with consistently low volume. These low volumes render the measure virtually useless to evaluate performance. The products in the disaggregations that were removed will continue to be included in results. They will simply be part of another category instead of reported separately. Since the volumes are low, performance monitoring for either category would not be adversely affected.</p> <p>Modify product categories so that each product is reported only once.</p> <p>(Consolidated Disaggregation is the same for all M&R measures where appropriate.)</p>
SQM Level of Disaggregation	SQM Analog/Benchmark																																														
Resale Residence (Non-Design).....	Retail Residence (Non-Design)																																														
Resale Business (Non-Design).....	Retail Business (Non-Design)																																														
Resale Design.....	Retail Design																																														
Resale PBX.....	Retail PBX																																														
Resale Centrex.....	Retail Centrex																																														
Resale ISDN.....	Retail ISDN																																														
2W UNE Analog Loop (Design).....	Retail Residence, and Business and Design (Dispatch)																																														
2W UNE Analog Loop (Non-Design).....	Retail Residence and Business (POTS) (Exclusion of Excluding Switch- Based Feature Troubles)																																														
UNE Digital Loop < DS1.....	Retail Digital Loop < DS1																																														
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1																																														
UNE Loop + Port Combinations	Retail Residence and Business																																														
UNE EELs	Retail DS1/DS3																																														
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																																														
UNE ISDN.....	Retail ISDN – BRI																																														
UNE Line Sharing Splitting	ADSL Provided to Retail																																														
UNE Other Design.....	Retail Design Diagnostic																																														
UNE Other Non-Design.....	Retail Residence and Business Diagnostic																																														
Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice																																														
Local Interconnection Trunks	Parity with Retail Trunks																																														
		Delete Out of Service (OOS) > 24 Hours	<p>Remove duplicative measures. Not required because it is simply another time distribution of the Maintenance Average Duration (MAD) measure.</p> <p>That measure provides in which product rollups the average exceeded 24 hours duration for a trouble report. Since maintenance durations greater than 24 hours normally involve an out of service condition, the information is actually captured in the MAD measure.</p>																																												

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change				
Title	(M&R-6) <u>AAT</u> : Average Answer Times – Repair Centers	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.				
Exclusions	<u>Volume of Abandoned Calls</u>	The volume of abandoned calls cannot be captured by the Automatic Call Distributors. However, the time that the abandoned call was in the queue is included in the total answer time.				
Business Rules	The <u>duration clock</u> 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 and clock stops when the repair attendant answers the call. <u>Abandoned calls are not included in the volume of calls handled but are included in total seconds.</u> <u>Note: The Total Column is a combined BellSouth Residence and Business number.</u>	Clarification of Business rules to state that abandoned calls are not counted in the volume but the time is included.				
Calculation	Answer Time for BellSouth Repair Centers = (a - b) <ul style="list-style-type: none">a = Time BellSouth repair attendant answers callb = Time of entry into queue after ACD selection Average Answer Time for BellSouth Repair Centers = (c / d) <ul style="list-style-type: none">c = Sum of all answer timesd = Total number of calls by <u>in the</u> reporting period	Wording Clarification				
SQM Level of Disaggregation – Analog/Benchmark	<u>SQM Level of Disaggregation</u> Region: CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional. <u>SQM Analog/Benchmark</u> <ul style="list-style-type: none">For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers. <table><tr><td><u>SQM Level of Disaggregation</u></td><td><u>SQM Analog/Benchmark</u></td></tr><tr><td>CLEC Average Answer Time</td><td>BellSouth Average Answer Time</td></tr></table>	<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>	CLEC Average Answer Time	BellSouth Average Answer Time	Wording clarification
<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>					
CLEC Average Answer Time	BellSouth Average Answer Time					

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	Delete Mean Time to Notify CLEC of Network Outages	There are few CLECs who want this process anymore. When first implemented, 480 CLECs were on the notification list for the region. Now there are only 161 for the region, a 2/3 reduction. To the extent that there are network outages, these troubles are captured in other measurements. The process for sending the notification for CLECs and retail are similar. BellSouth will continue to offer this service to any customer who asks for their name to be put on the E-Mail list, but the measurement of this process is not necessary.
Title	(B-1) BIA: Invoice Accuracy	
Definition	This measure provides reports the percentage of accuracy of the billing invoices rendered to CLECs during the current month by BellSouth to both wholesale and retail customers.	Wording Clarification
Exclusions	<ul style="list-style-type: none"> Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer, <u>adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes</u>) Test Accounts 	Necessary to exclude adjustments that are not billing 'errors.' Examples include pricing changes, bankruptcy settlements.
Business Rules	The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. 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. The CLEC-specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA. Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.	<p>The proposed deletions describe the bill verification process and are this process language does not belong in the business rules of a measurement. These deletions do have no bearing on the calculations.</p> <p>The inserted language clarifies the calculation.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Calculation	<p>Invoice Accuracy = [(a – b) / a] X 100</p> <ul style="list-style-type: none"> a = Absolute value of total billed revenues during current report month b = Absolute value of total billing error related adjustments during current report month <p>Measure of Adjustments = [(c-d) / c] X 100</p> <ul style="list-style-type: none"> c = Number of Bills in current month d = Number of Billing-related Adjustments in current month 	<p>Wording clarification.</p> <p>Delete Measure of Adjustments- because it is not a meaningful measurement. There can be numerous adjustments to a single bill – all for valid reasons – and the result in this measurement is a negative number. As an example for the period Jun 2003 through May 2004, the Measure of Adjustment reported in FL ranged from a low of -7,656% to a high of 95% at the CLEC aggregate level.</p>
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BellSouth Aggregate Geographic Scope - State - Region Number of Adjustments 	<p>Reporting at State Level. Regional results are not useful for State Commission.</p> <p>Deletion of Number adjustments – see above.</p>
SQM Disaggregation – Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Product/Invoice Type Parity with BellSouth Retail Aggregate <p><u>CLEC Invoice Accuracy</u></p> <p>Resale..... <u>Retail Invoice Accuracy</u></p> <p>UNE..... <u>Retail Invoice Accuracy</u></p> <p>Interconnection..... <u>Retail Invoice Accuracy</u></p>	<p>Wording clarification. Moved SQM disaggregation below.</p> <p>To clarify CLEC and retail comparisons.</p>
Title	(B-2) BIT: Mean Time to Deliver Invoices	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	<p>This report measures the mean interval for timeliness of billing invoices</p> <p>based invoices are measured in business days, and CABS-based invoices in calendar days delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.</p>	Wording Clarification and to delete portion of definition that is actually a business rule.

Proposed Florida SQM Modifications

Section	Business Rules	Calculation	Report Structure
Proposed Change	<p>Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice. 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 workday. Weekends and holidays are excluded when counting workdays. JN 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. To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity. 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.</p>	<p>Invoice Timeliness = (a - b)</p> <ul style="list-style-type: none">• a = Invoice Transmission Date• b = Close Date of Scheduled Bill Cycle Period Date <p>Mean Time to Deliver Invoices = (c / d)</p> <ul style="list-style-type: none">• c = Sum of all invoice timeliness intervals• d = Count of invoices transmitted in reporting period	<ul style="list-style-type: none">• CLEC Specific• CLEC Aggregate• BellSouth Aggregate• State Geographic Scope• Region
Rationale for Proposed Change	<p>Revised to more clearly state the calculation of invoice timeliness and to remove the separate language for CRIS and CABS bills. This business rule would apply to both.</p> <p>Evaluation of parity should be changed to bills delivered in < = 1-day difference will be considered parity. Under the current calculation the difference between CLEC and retail is frequently a fraction of one day. This numeric difference is not material nor does it reflect a material difference in customer service.</p>	<p>The "b" term reworded to clarify the bill cycle close date.</p>	<p>Reporting at State Level. Regional results are Not useful for State Commission</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation – Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Product/Invoice Type State <p>The average delivery intervals are compared as follows:</p> <ul style="list-style-type: none"> Resale CRIS Retail CRIS UNE CRIS Retail CRIS Interconnection CABS Retail CABS <p>SQM Analog/Benchmark</p> <ul style="list-style-type: none"> CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems. 	Wording clarification to more clearly show the how CLEC results are compared to retail results.
		Delete Usage Data Delivery Accuracy measure	Not a key measurement since it captures the accuracy of the packs, not the content of the packs.
		Delete Usage Data Delivery Completeness	Delete as duplicative. This measurement is similar to B-5. Both measure Usage Data Delivery, but at different points. B-4 measures at 30 days, B-5 measures at 6 days. Both are not needed.
	Title	B-5) UDDT: Usage Data Delivery Timeliness	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
	Definition	This measurement provides a percentage of report measures recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth 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 BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	Wording clarification. The last sentence referring to a retail comparison is not appropriate for this measurement which uses a benchmark.
	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 BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.	Wording clarification to remove 'definition-type' language from the business rules.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Report Structure	<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific <u>Geographic Scope</u> - Region	Wording clarification
SQM Level of Disaggregation – Analog/Benchmark	SQM Level of Disaggregation Region <u>Usage Data Delivery Timeliness</u> SQM Analog/Benchmark >= 95% Delivered within 6 Six Calendar <u>Days</u>	Clarification.
	Delete Mean Time to Deliver Usage	Should be eliminated. This measure is directly correlated to B-5 timeliness. B-5 measures % in 6 days and B-4 measures % in 30 days. B-6 is average days to deliver, but is not measuring anything additional that is meaningful.
	Delete Recurring Charge Completeness	B-7 and B-8 do not have a significant meaning to the CLEC or to the Commission. BellSouth does not bill the CLEC's end user and BellSouth's recurring and non recurring charges have little, if any, impact on the CLEC's billing to the end user. Both of these measurements pertain to getting the billing initiated when service is installed. If there is a problem, and the data for this measurement shows that there is not, the problem is self-correcting since BellSouth has the incentive to initiate billing commensurate with the installation of service.
	Delete Non-Recurring Charge Completeness	See B-7.
	Delete Percent Daily Usage Feed Errors Corrected in "X" Business Days	This measure consistently has had no activity in the last 12 months.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
		Delete Percent Billing Errors Corrected in "X" Business Days	<p>As Staff is aware, there is significant volume in this measurement, but the dollar value of most of this volume is very small. While it is in the interest of the CLECs and BellSouth to resolve large billing disputes quickly, this measurement evaluates all disputes equally, regardless of the value.</p> <p>BellSouth is willing to consider another dispute timeliness metric</p>
		Delete Speed to Answer Performance / Average Speed to Answer – Toll	These measures are Parity By Design. The architecture of the operator services processes and network are such that BellSouth handles retail and CLEC customers the same way. The KPMG audits in Georgia and Florida confirmed that this process is parity by design.
		Delete Speed to Answer Performance / Percent Answered within "X" Seconds – Toll	See OS-1
		Delete Speed to Answer Performance / Average Speed to Answer – Directory Assistance (DA)	See OS-1
		Delete Speed to Answer Performance / Percent Answered within "X" Seconds – Directory Assistance (DA)	See OS-1
		Delete Average Database Update Interval	<p>Delete this measure because the update process is essentially parity by design. The intervals for Directory Assistance and LIDB are the same or within 1 or 2 hundredths of an hour for both BST and CLEC. As an example, service order numbers are not assigned so as to identify it as a BST order or a CLEC order. As an order is completed it flows to the respective systems to be updated. The orders are not sorted, identified, or updated in any way that gives preference to any particular order.</p> <p>This measure has been verified as parity by design by a KPMG audit.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
		Delete Percent Database Update Accuracy	Should be deleted since the accuracy of databases is also being assessed by the mechanized service order accuracy measurement.
		Delete Percent NXXs and LRNs Loaded by the LERG Effective Date	This is not a key measurement and BellSouth's performance has been excellent. For example, BellSouth has achieved a 100% benchmark on this measure for the last 12 months. To the extent that there are problems with loading NXX and LRNs, these problems would affect the M&R measurements. Lastly, the CLECs are not interested in this metric as recent statistics shows CLECs rarely view this measure. [From 11/03 through 5/04 only 12% of CLECs took the opportunity to view this report.]
		Delete Timeliness	This measurement should be eliminated because the E911 processes, including those measured by Timeliness, Accuracy and Mean Interval are Parity By Design. KPMG confirmed that it was parity by design in the GA and FL audits.
		Delete Accuracy	See E-1 above
		Delete Mean Interval	See E-1 above
k	Title	(TGP-1) TGPA: Trunk Group Performance Aggregate	BellSouth is proposing to combine the current TPG-1 (aggregate) and TGP-2 (CLEC Specific) measures into one measurements with an Aggregate and CLEC-specific dimension – similar to many ordering, provisioning and M&R metrics. By deleting Aggregate from the title, this will allow for combining of TGP-1 (Aggregate) and TGP-2 (CLEC specific) in one measure and still provide the same data.
	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 BellSouth-affecting trunk groups. <u>This measure report adds Truck Group blocking performances for both BellSouth and CLECs.</u>	Clarification and simplification of the definition to remove language that already appears (and is better suited) to the SQM sections for business rules and reporting structure.

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
	Exclusions	<ul style="list-style-type: none"> • Trunk groups blocked due to unanticipated significant increases in CLEC traffic. (<u>An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.</u>) • Orders that are delayed or refused by CLEC • Trunk groups for which there was no valid data <u>is not</u> available for an entire study period • Duplicate trunk group information • Trunk groups blocked due to CLEC network/equipment failure • Final groups actually overflowing, not blocked 	<p>Wording clarification to better define 'significant increase.'</p>
	Business Rules	<p>The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.</p>	<p>The third sentence is deleted. This is a BellSouth operational practice. It is not a measurement issue and does not affect the measurement.</p> <p>The fourth sentence is already captured in the exclusions. Removal eliminates duplicative language.</p>
	Report Structure	<ul style="list-style-type: none"> • <u>CLEC Specific</u> • CLEC Aggregate • BellSouth Aggregate • <u>Geographic Scope</u> <ul style="list-style-type: none"> - State • With and Without Exclusion for Orders Delayed or Refused by CLEC 	<p>By adding CLEC Specific this allows for the deletion of TGP-2 Trunk Group Performance-CLEC Specific.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog/Benchmark	<p>SQM Level of Disaggregation</p> <p>CLEC Aggregate and CLEC Specific</p> <p>BellSouth Aggregate</p> <p>SQM Analog/Benchmark</p> <p>BellSouth Aggregate</p> <p>Any consecutive 2 consecutive hours period in a 24-hours period where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable); and 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth</p> <p>Any consecutive 2 hour period in 24-hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk group 1, 3, 4, 5, 10, and 16 for CLECs and 9 for BellSouth</p>	By adding CLEC Specific this allows for the deletion of TGP-2 Trunk Group Performance – CLEC Specific
SEEM Measure	<p>SEEM</p> <p>Tier I Tier II</p> <p>Yes X X</p>	By adding Tier for CLEC Specific this allows for the deletion of TGP-2 Trunk Group Performance – CLEC Specific
	Delete Trunk Group Performance – CLEC Specific	Combine this data with TGP-1 as noted above.
Title	(C-1) <u>ART</u> : Collocation Average Response Time	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	This report measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. BellSouth must respond as to whether or not space is available within the required number of calendar days as designated by the Collocation order after having received a bona fide application for physical collocation. BellSouth must respond with space availability and a price quote.	Wording clarification.
Business Rules	The clock starts <u>interval begins</u> on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock <u>interval</u> stops on the date that BellSouth returns a response. The clock <u>interval</u> will restart upon receipt of changes to the original application request.	Wording clarification. There really is no 'clock' associated with this measurement. Interval is a more suitable term.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change																
Report Structure	<ul style="list-style-type: none">Individual CLEC (alias) aggregate Specific	Wording clarification																
SQM Disaggregation – Analog/Benchmark	<table><tr><th>SQM Level of Disaggregation</th><th>SQM Analog/Benchmark</th></tr><tr><td>State Virtual</td><td>Virtual—15 Calendar Days</td></tr><tr><td>Virtual-Initial Physical Caged</td><td>Physical Caged—15 Calendar Days</td></tr><tr><td>Virtual-Augment Physical Cageless</td><td>Physical Cageless 15 Calendar Days</td></tr><tr><td>Physical Caged-Initial Virtual-Augment</td><td>15 Calendar Days</td></tr><tr><td>Physical Caged Augment</td><td>15 Calendar Days</td></tr><tr><td>Physical Cageless Initial</td><td></td></tr><tr><td>Physical Cageless Augment</td><td>15 Calendar Days</td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	State Virtual	Virtual—15 Calendar Days	Virtual-Initial Physical Caged	Physical Caged—15 Calendar Days	Virtual-Augment Physical Cageless	Physical Cageless 15 Calendar Days	Physical Caged-Initial Virtual-Augment	15 Calendar Days	Physical Caged Augment	15 Calendar Days	Physical Cageless Initial		Physical Cageless Augment	15 Calendar Days	Wording clarification to change “State” to “Virtual.” “State” is not a disaggregation. Clarification of SQM Disaggregation structure.
SQM Level of Disaggregation	SQM Analog/Benchmark																	
State Virtual	Virtual—15 Calendar Days																	
Virtual-Initial Physical Caged	Physical Caged—15 Calendar Days																	
Virtual-Augment Physical Cageless	Physical Cageless 15 Calendar Days																	
Physical Caged-Initial Virtual-Augment	15 Calendar Days																	
Physical Caged Augment	15 Calendar Days																	
Physical Cageless Initial																		
Physical Cageless Augment	15 Calendar Days																	
Title	(C-2) <u>AT</u> : Collocation Average Arrangement Time	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.																
Definition	This report 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. BellSouth’s performance in provisioning a collocation arrangement.	Revision removes a phrase more appropriate for a Business Rule from the definition.																
Exclusions	<ul style="list-style-type: none">Any bona fide firm order canceled by the CLECAny bona fide firm order with a CLEC negotiated interval longer than the benchmark interval	If the CLEC requests an interval outside the benchmark, a miss should not be counted.																
Business Rules	The clock starts interval for collocation arrangements begins on the date that BellSouth receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends. 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.	Wording revision to substitute interval for clock – more appropriate for this measurement. Some collocation requests do not require a fee. Last sentence deleted because it is a business practice that is in the individual CLEC’s contract and should not be part of the measurement.																
Report Structure	<ul style="list-style-type: none">Individual CLEC (alias) aggregate SpecificCLEC Aggregate of all CLECsGeographic Scope<ul style="list-style-type: none">State	Wording clarification																

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog/Benchmark	<ul style="list-style-type: none"> State Virtual-Initial..... Virtual – 60 Calendar Days Virtual-Initial Augment (without space increase)..... Virtual Augment – 60 Calendar Days (Without Space Increase) Virtual-Augment (with space increase)..... Virtual Augment – 60 Calendar Days (With Space Increase) Physical Caged-Initial (Ordinary)..... Physical Caged – 90 Calendar Days (Ordinary) Physical Caged-Augment (without space increase)..... Physical Caged Augment – 45 Calendar Days (Without Space Increase) Physical Caged-Augment (with space increase)..... Physical Caged Augment – 90 Calendar Days (With Space Increase) Physical Cageless-Initial..... Physical Cageless – 90 Calendar Days Physical Cageless-Augment (without space increase)..... Physical Cageless Augment – 45 Calendar Days (Without space Increase) Physical Cageless-Augment (with space increase)..... Physical Cageless Augment – 90 Calendar Days 	Revised wording and line spacing to more closely conform to FL Order PSC-03-0011-CO-P.
Title		SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	<u>This report</u> measures the percentage of missed due dates for both virtual and physical collocation arrangements.	Wording clarification to broaden measurement definition to include all collocation arrangements. The disaggregations are listed below.
Business Rules	Percent Due Dates Missed is the percentage of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.	Wording clarification. The deleted sentence is redundant.
Calculation	<p>% <u>Percent of Due Dates Missed</u> = (a / b) X 100</p> <ul style="list-style-type: none"> a = Number of completed orders <u>collocation arrangements</u> that were not completed by the BellSouth committed due date <u>during</u> in the reporting period b = Total <u>n</u>Number of orders <u>collocation requests</u> completed in the reporting period 	Wording clarification

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Report Structure	<ul style="list-style-type: none"> Individual CLEC Specific (alias) aggregate CLEC Aggregate of all CLECs Geographic Scope State 	Wording clarification
SQM Disaggregation – Analog/Benchmark	<p>State-Virtual >= 95% on time</p> <p>Physical >= 95% on time</p> <p>Virtual-Initial >= 95% on time</p> <p>Virtual- Augment >= 95% on time</p> <p>Physical Caged- Initial >= 95% on time</p> <p>Physical Caged- Augment >= 95% on time</p> <p>Physical Cageless- Initial >= 95% on time</p> <p>Physical Cageless- Augment >= 95% on time</p>	Disaggregation and benchmark clarification
Title	(CM-4) CMN Timeliness of Change Management Notices	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	<u>This report</u> measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. <u>The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.</u>	Wording clarification, primarily to add a definition of the CCP which is used elsewhere in the Change Management metrics. This definition has been moved from the business rules section.
Exclusions	<ul style="list-style-type: none"> Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes—F(for example: a patch to fix a software problem). Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP) 	Minor wording clarification
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. <p><u>he clock starts interval begins</u> on the notification date. <u>The clock stops and ends</u> on the software release date. When roject events occur (scope changes, analysis information, etc.), the software release date may change. A revised otification would be required and the <u>clock interval</u> would restart. Based on release constraints for defects/expedites, otification may be less than the agreed upon interval in the CCP for new features.</p>	Wording clarification

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
SQM Disaggregation – Analog / Benchmark	SQM Level of Disaggregation <ul style="list-style-type: none"> Region Notices..... 98% on time 	Wording Clarification
	Delete Change Management Notice Average Delay Days	CM-2 is not needed because it only measures those notices missed in the CM-1 measurement above. In order for any activity to appear in this measurement, it has to have failed CM-1. Therefore it is duplicative.
Title	(CM-3) CMD: Timeliness of Documents <u>Documentation</u> Associated with Change	Wording Clarification
Definition	<u>This report measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.</u>	Wording clarification, primarily to add a definition of the CCP which is used elsewhere in the Change Management metrics. This definition has been moved from the business rules section.
Exclusions	<ul style="list-style-type: none"> Documentation for release dates that slip less than 30 days for <u>reasons outside BellSouth's control, such as changes due to Regulatory mandate a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts)</u> or CLEC request Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process 	Wording clarification
Business Rules	<p>The clock starts <u>interval begins</u> on the date the business rule documentation <u>is released</u> date. The clock stops and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock <u>interval</u> would restart.</p> <p>This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to dDocumentation standards and timeframes <u>set forth</u> can be found in the Change Control Process, a copy of which can be found at on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.</p>	<p>Clarified the determination of time calculation. Interval is a more appropriate term than clock for this metric.</p> <p>Moved CCP definition from Business Rules section to Definition.</p>
Calculation	Timeliness of Documents <u>Documentation</u> Associated with Change = (a / b) X 100 <ul style="list-style-type: none"> a = Change Management documentation sent within required timeframes after notices b = Total number of Change Management documentation sent 	Change calculation title to match measurement title change.

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	SQM Disaggregation - Analog / Benchmark	<p>SQM Level of Disaggregation</p> <p>SQM Analog/Benchmark</p> <p>Region Documentation..... 98% on Time</p>	Vording Clarification
		Delete Change Management Documentation Average Delay Days	CM-4 is not needed because it only measures those documentation releases missed in the CM-3 measurement above. In order for any activity to appear in this measurement, it has to have failed CM-3. Therefore it is duplicative.
of ace	Title	CM-5) <u>ION</u> : Notification of CLEC Interface Outages	SQM measure identifier modified to facilitate better identification of metrics.
	Definition	This report measures the time it takes BellSouth to notify the CLECs of an outage of an interface outage as defined by the Change Control Process (CCP) documentation.	Vording clarification to better define an outage.
	Business Rules	<p>This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process documentation. BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when on or more of the following conditions occur:</p> <ol style="list-style-type: none"> 1. BellSouth can duplicate a CLEC reported system error. 2. BellSouth finds an error message within the system error log that identically matches a CLEC reported system outage. 3. When 3 or more CLECs report the identical type of outage. 4. BellSouth detects a problem due to the loss of functionality for users of a system. <p>Note: The 15-minute clock interval begins once a CLEC reported outage or a BellSouth detected outage has lasted for 10 minutes and has been verified. If the outage is not verified within 20 minutes, the clock interval begins at the point of verification.</p> <p>This metric will be expressed as a percentage.</p>	Vording clarification per the KPMG Florida Exception 81 and to change clock to interval which is a more appropriate term for this measurement.
f ors "X" s	Title	CM-6) <u>PSEC</u> : Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days	QM measure identifier modified to facilitate better identification of metrics.
	Definition	This report measures the percentage of all outstanding software errors, due and overdue, to be corrected by BellSouth in "X" (10, 30, 45) business days within the monthly report period.	Vording clarification.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change				
Business Rules	<p>This metric is designed to measure BellSouth's performance each month in correcting identified software errors within the specified interval. The clock starts <u>interval begins</u> when a Software Error is validated per the Change Control Process (CCP), a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops <u>ends</u> when the error is corrected and the notice is posted to the change control website. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP. A copy of the most current CCP can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.</p>	first sentence is a definition, not a business rule. remaining changes are for clarification.				
Calculation	<p>Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days = (a / b) X 100</p> <ul style="list-style-type: none">a = Total number of software errors corrected where in "X" = 10, 30, or 45-business days <u>as defined for each severity level (Severity 2, Severity 3, and Severity 4)</u>b = Total number of <u>Severity 2, Severity 3, and Severity 4</u> software errors requiring correction where "X" = 10, 30, or 45 Business Days. <u>corrected</u>	Vording clarification.				
Report Structure	<ul style="list-style-type: none">Severity 2 = 10 Business DaysSeverity 3 = 30 Business DaysSeverity 4 = 45 Business Days<u>Geographic Scope</u><ul style="list-style-type: none">- <u>Region</u>	Report Structure changed to region since this software errors are resolved for the region.				
SQM Disaggregation – Analog / Benchmark	<table><tr><td>SQM Level of Disaggregation</td><td>SQM Analog/Benchmark</td></tr><tr><td>Region <u>Errors</u></td><td>95% within Interval</td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	Region <u>Errors</u>	95% within Interval	Vording clarification.
SQM Level of Disaggregation	SQM Analog/Benchmark					
Region <u>Errors</u>	95% within Interval					
Title	(CM-7) <u>PCRAR</u> : Percentage of Change Requests Accepted or Rejected Within 10 Days	QM measure identifier modified to facilitate better identification of metrics.				
Definition	<p><u>This report m</u>Measures the percentage of change requests other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.</p>	Vording clarification				
Exclusions	Change requests that are canceled or withdrawn before a response from BellSouth is due	Vording clarification				

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change				
Business Rules	The acceptance/rejection interval starts begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at <u>on the Interconnection website:</u> (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The clock <u>interval</u> ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions that have been responded to within, not just those received and accepted or rejected in the reporting period.	Vording clarification				
Calculation	Percentage of Change Requests Accepted or Rejected within 10 Business Days = (a / b) X 100 <ul style="list-style-type: none">a = Total number of change requests accepted or rejected within 10 business daysb = Total number of change requests submitted <u>responded to within</u> the reporting period	Vording clarification				
Report Structure	<ul style="list-style-type: none">BellSouth Aggregate<u>Geographic Scope</u><ul style="list-style-type: none"><u>Region</u>	Report Structure changed to region since this rocess is at the region level.				
SQM Disaggregation – Analog / Benchmark	<table><tr><td>SQM Level of Disaggregation</td><td>SQM Analog/Benchmark</td></tr><tr><td><u>Region Requests Accepted/Rejected</u>.....</td><td>95% within Interval</td></tr></table>	SQM Level of Disaggregation	SQM Analog/Benchmark	<u>Region Requests Accepted/Rejected</u>	95% within Interval	Vording clarification.
SQM Level of Disaggregation	SQM Analog/Benchmark					
<u>Region Requests Accepted/Rejected</u>	95% within Interval					
Title	(CM-8) <u>PCRR</u> : Percent Change Requests Rejected	SQM measure identifier modified to facilitate etter identification of metrics.				
Definition	<u>This report M</u> measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period.	Vording clarification. The words ‘by reason’ re being eliminated from the definition as it is more appropriately addressed in the business rules and the disaggregation.				
Exclusions	<ul style="list-style-type: none">Change requests that are canceled or withdrawn before a response from BellSouth is due	Vording clarification				
Business Rules	This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at <u>on the interconnection website</u> (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within, not just those received and accepted or rejected in the same reporting period.	Vording clarification				

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	Calculation	Percent Change Requests Rejected = (a / b) X 100 <ul style="list-style-type: none"> a = Total number of change requests rejected b = Total number of change requests submitted <u>responded to</u> within the reporting period 	Wording clarification
	Report Structure	<ul style="list-style-type: none"> BellSouth Aggregate <p style="text-align: center;">- Region</p>	Report Structure changed to region since this process is at the region level.
	SQM Level of Disaggregation – Analog / Benchmark	Region..... Diagnostic Reason – Cost Diagnostic Reason – Technical Feasibility Diagnostic Reason – Industry Direction Diagnostic	Wording clarification
Number	Title	(CM-9) <u>NDPR</u> : Number of Defects in Production Releases (Type 6 CR)	SQM measure identifier modified to facilitate better identification of metrics.
	Definition	This report measures the number of defects in production releases. This measure will be presented as the number of Type 6 Severity 1 <u>2</u> d Defects, the number of Type 6 Severity 2 <u>3</u> d Defects without a mechanized work around, and the number of Type 6 Severity 3 <u>4</u> d Defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity 1 <u>2</u> , Severity 2 <u>3</u> , and Severity 3 <u>4</u> d Defects can be found in the Change Control Process document.	Wording changes to correct a mistake in the labeling the severity defects. The current definition specifies Severity 1, 2, and 3. However Severity 1 defects are actually system outages, not defects in production releases. Defects in production releases are Severity 2, 3, 4.
	Business Rules	This metric measures the number of Type 6 Severity 1 <u>2</u> d Defects, the number of Type 6 Severity 2 <u>3</u> d Defects without a mechanized work around, and the number of Type 6 Severity 3 <u>4</u> d Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity 1 <u>2</u> , 2 <u>3</u> , and 3 <u>4</u> d Defects can be found in the Change Control Process, which can be found at <u>on the Interconnection website</u> http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html	Corrects the Severity level numbers. Additional clarification of the CCP.
	Calculation	The number of Type 6 Severity 1 <u>2</u> Defects, the number of Type 6 Severity 2 <u>3</u> Defects without a mechanized work around, and the number of Type 6 Severity 3 <u>4</u> Defects.	Corrects the Severity level numbers
	Report Structure	<ul style="list-style-type: none"> Production Releases Number of Type 6 Severity 1 <u>2</u> dDefects Number of Type 6 Severity 2 <u>3</u> dDefects without a mechanized work around Number of Type 6 Severity 3 <u>4</u> dDefects <u>Geographic Scope</u> Region 	Corrects the Severity level numbers Noted that this is a regional metric.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
	<p>SQM Level of Disaggregation</p> <p>Region—Number of Type 6 Severity 42 Defects..... 0 Defects</p> <p>Region—Number of Type 6 Severity 23 Defects..... 0 Defects without a mechanized work around</p> <p>without a mechanized work around</p> <p>Region—Number of Type 6 Severity 34 Defects..... 0 Defects</p> <p>SQM Analog/Benchmark</p>	Corrects the Severity level numbers.
Title	(CM-10) SV: Software Validation	QM measure identifier modified to facilitate better identification of metrics.
Definition	<u>This report</u> measures software validation test results for production releases of BellSouth local interfaces.	wording clarification
Business Rules	<p>BellSouth maintains a test deck of transactions that are used to validate that functionality in software production releases works as designed. Each transaction in the test deck is assigned a weight factor which is based on the weights that have been assigned to the metrics. Within the software validation metric, weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.</p> <p>BellSouth will begin to execute the software validation test deck within one (1) business day following a production release. Test deck transactions will be executed using production release software in the CAVE environment. Within seven (7) business days following completion of the production release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.</p> <p>A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found at <u>on the Interconnection website</u> (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).</p>	wording clarification
Report Structure	<ul style="list-style-type: none"> • BellSouth Aggregate • <u>Geographic Scope</u> <ul style="list-style-type: none"> - <u>Region</u> 	Report Structure changed to region since this process is at the region level
SQM Disaggregation – Analog / Benchmark	<p>SQM Level of Disaggregation</p> <p>Region <u>Failed Transactions</u>..... <=5%</p> <p>SQM Analog/Benchmark</p>	wording clarification.

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
Title	(CM 11) <u>PCRIP: Percentage of Change Requests Implemented within 60 Weeks of Prioritization</u>	SQM measure identifier modified to insure consistency with the PARIS measure identifiers and facilitate better identification of metrics.
Definition	This report measures whether BellSouth provides CLECs timely implementation of prioritized change requests.	Wording clarification
Exclusions	<ul style="list-style-type: none"> Change requests that are implemented later than 60 weeks with the consent of the CLECs Change requests wherefor which BellSouth has regulatory authority to exceed the interval 	Wording clarification
Business Rules	This metric is designed to measure BellSouth's monthly performance in implementing prioritized change requests. The clock starts interval when a for each change request begins when it has first been prioritized as described in the Change Control Process, and ends. The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this monthly measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.	First sentence eliminated as it is not a business rule. Remaining changes are proposed as the language in the original measurement, when first ordered by the FL PSC, is no longer needed in the future.
Calculation	<p><u>Percentage of Type 5 CLEC Initiated Change Requests Implemented on Time</u> = (a / b) X 100</p> <ul style="list-style-type: none"> a = Total number of prioritized Type 5 Change Requests implemented <u>within the data month having an implementation interval less than or equal to 60 weeks from the most recent release prioritization date each month that are less than or equal to 60 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.</u> b = All entries in "a" above plus all <u>Total number of prioritized Type 5 Change Requests implemented within the data month prioritized more than 60 weeks before the end of the monthly reporting period</u> <p><u>Percentage of Type 4 BellSouth Initiated Change Requests Implemented on Time</u> = (a / b) (c / d) X 100</p> <ul style="list-style-type: none"> a c = Total number of prioritized Type 4 Change Requests implemented <u>within the data month having an implementation interval less than or equal to 60 weeks from the release prioritization date each month that are less than or equal to 60 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.</u> b d = <u>Total number of prioritized Type 4 Change Requests implemented within the data month All entries in "a" above plus all Type 4 Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.</u> 	Wording clarification

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change						
Report Structure	<ul style="list-style-type: none"> BellSouth Aggregate Type 4 Requests Implemented Type 5 Requests Implemented %-Percent implemented within 16, 32, 48 and 60 weeks <u>Geographic Scope</u> - <u>Region</u> 	Report Structure changed to region since this process is at the region level						
SQM Level of Disaggregation – Analog/Benchmark	Region.....95% within interval <ul style="list-style-type: none"> Type 4 Requests Implemented..... 95% within Interval Type 5 Requests Implemented..... 95% within Interval 	Wording clarification						
SEEM Measure	<table border="0"> <tr> <td>SEEM</td> <td>Tier I</td> <td>Tier II</td> </tr> <tr> <td>Yes</td> <td></td> <td>X</td> </tr> </table>	SEEM	Tier I	Tier II	Yes		X	
SEEM	Tier I	Tier II						
Yes		X						
Reporting Scope	Delete Appendix A – Reporting Scope							
Glossary of Acronyms and Terms	The Glossary contains updates and corrections							

Proposed Florida SQM Modifications

ment	Section	Proposed Change	Rationale for Proposed Change
	BellSouth Audit Policy	<p>Appendix CB: BellSouth Audit Policy</p> <p>C-1: BellSouth's Internal Audit Policy</p> <p>BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.</p> <p>The plan consists of three sections:</p> <ol style="list-style-type: none"> 1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements. 2. Production addresses the quality assurance steps used to create monthly SQM reports. 3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results. <p>The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q04.</p> <p>C-2: BellSouth's External Audit Policy</p> <p>BellSouth currently provides many CLECs with <u>certain</u> audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to <u>undergo an audit of the SQM for every CLEC with which it has a contract</u>. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo an <u>comprehensive</u> audit of its <u>Performance Metrics Quality Assurance Plan (PMQAP)</u> the current year aggregate level reports for both BellSouth and the CLECs <u>every other year</u> for each of the next five (5) years (2001-2005 <u>2005-2010</u>) to be conducted by an independent third party <u>auditor jointly selected by BellSouth and the CLEC</u>. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Requested <u>This aggregate level</u> audits include: the following specifications:</p>	<p>These revisions conform to the audit plan discussed with the FL PSC Staff.</p>

Proposed Florida SQM Modifications

Section	Proposed Change	Rationale for Proposed Change
BellSouth Audit Policy	<ol style="list-style-type: none"> 1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs expressing their contractual rights. If no party is sharing the costs of this audit, BellSouth may utilize its internal auditing organization to conduct the audit. 2. Should an The independent third party auditor shall be selected required, with input from it shall be selected by BellSouth, with input from the PSC, if applicable, and the CLEC(s) other parties bearing the cost of the audit. 3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit. Due to the regional nature of the processes used to generate performance metric data, BellSouth will agree to no more than one regional third party audit within its region per year. <p>These comprehensive audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP and SEEM produce accurate data that reflects each State's Order for performance measurements. Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.</p> <p><u>BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.</u></p>	
OSS-Interface Tables	<p>Updated Interface Availability (IA) and Interface Availability (Maintenance and Repair) (MRIA) tables.</p> <p>OSS-1 removed from Interface Tables. OSS-4 removed from Interface Tables.</p>	<p>Updates to reflect current applications in Interface Availability (IA) and Interface Availability (Maintenance and Repair) (MRIA).</p> <p>OSS-1 and OSS-4 measures were deleted from the SQM.</p>

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	<u>BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments BellSouth's Reposting Policy</u>	<p>BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:</p> <ol style="list-style-type: none">1. Those measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.2. Performance sub-metric calculations that result in a shift in the performance in the aggregate from an "in parity" condition to an "out of parity" condition will be available for reposting.3. Performance sub-metric calculations with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a $\geq 2\%$ decline in BellSouth's performance at the sub-metric level.4. Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a decline in performance as shown by an adverse change of $\leq .5$ in the z-score at the sub-metric level.5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogues at the sub-metric level to qualify for reposting.6. Performance data will be made available for a maximum of three months in arrears.7. When updated performance data has been made available for reposting or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments. Where technically feasible, SEEM payments will be subject to recalculation for a maximum of three months in arrears from the date updated performance data was made available or the date when the payment error was discovered.8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.9. Any adjustments for underpayments will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.	<p>This Appendix incorporates into the SQM the Commission approved Reposting policy.</p>
<u>Description of Raw Data and Other Supporting Data Files</u>	<u>BellSouth Service Quality Measurement Plan (SQM/MP Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)</u>	<p>These additions are proposed to incorporate what had been separate documents for the supporting/raw data files into the SQM. There are 2 ½ pages of Appendix E.</p>	

Proposed Florida SQM Modifications

Item	Section	Proposed Change	Rationale for Proposed Change
	LSR Flow Through Matrix	The current version of the LSR Flow-Through Matrix is on BellSouth's PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder and contains a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.	As a result of flow through improvement efforts, the flow through capability of products occasionally changes from not eligible for flow through to one that is flow through capable. Placing this matrix on the PMAP website will allow it to be current.