ORIGINAL

ATTACHMENT 3 TO DOCKET NOS .
960786-TL and 981834-TP

BellSouth OSS Testing Service Quality Measurement Plan (SQM)

Florida Interim Performance Metrics

Measurement Descriptions
Version 3.00

Issue Date: ~~October~~June 1, ~~2000~~2001

~~**Florida SQM V1.06**~~

DOCUMENT NUMBER-DATE
06897 JUN-1 a
FPSC-RECORDS/REPORTING

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's customers both wholesale and retail~~.~~. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required ~~ILECs~~ BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] and its Retail Customers~~.~~. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act~~.~~. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. ~~**The SQM must reflect the Order of the Florida PSC as the orders are issued.**~~.

~~However, in addition, the~~ 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~~ products, systems, and processes are developed and fielded~~.~~. New products and services are added as the markets for them develop and the processes stabilize~~.~~. The measurements are also changed to reflect changes in systems, ~~to~~ correct errors, ~~to~~ and respond to both 3rd Party audit ~~requirements,~~ requirements and both the Georgia PSC and Florida ~~PSC and/or customer requests.~~PSC.

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

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

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

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (https://www.pmap.bellsouth.com) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. Final validated SQM reports will be posted by 8:00 A.M. on the last day of the month.

Report Delivery Methods

CLEC SQM reports will be considered delivered when posted to the web site. The Florida Public Service Commission (FL PSC) will be given access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the FL PSC as soon as possible after the last day of each month.

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

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Section 1: ~~OSS (Operations Support Systems)~~Operations Support Systems (OSS)

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

Definition

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

Exclusions

None

Business Rules

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

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

~~Level of Disaggregation~~

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

Calculation

~~S [Date & Time of Legacy Response) - (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period)~~

Response Time = (a - b)

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

Average Response Time = c ÷ d

- c = Sum of Response Times
- d = Number of Legacy Requests During the Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance ~~BST Experience~~
• Report ~~month~~ Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report ~~month~~ Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope

~~Retail Analog/Benchmark~~

~~Parity with Retail~~

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• **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. • **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BellSouth servers, including LENS, access to legacy systems. CLECs query this legacy system. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 seconds (KPMG is conducting a study on this benchmark.)

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

Table 2: **Legacy System Access Times For ROS**

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x

Table 2: **Legacy System Access Times For ROS**

System	Contract	Data	< 2.3 sec.	> 6 sec.	⇐≤ 6.3 sec.	Avg. Sec.	# of Calls
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-~~DDI~~	Schedule	x	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

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	CRSECSRL	CSR	x	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x	x

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

Definition

Percent of time ~~OSS interface is~~ applications are functionally available as compared to scheduled availability. ~~Availability percentages~~ Calculations are based upon availability of applications and interfacing applications utilized by CLECs for ~~CLEC interface systems~~ pre-ordering and ~~for all Legacy systems accessed by them are captured~~ordering. ~~(~~"Functional Availability" is defined as the ~~amount~~ number of ~~time~~ hours in ~~hours during~~ the reporting period that the ~~legacy systems~~ applications/interfaces are available to users. ~~The planned System~~ "Scheduled ~~Availability~~ Availability" is defined as the ~~time~~ number of hours in ~~hours per day~~ the reporting period that the ~~legacy system is~~ applications/interfaces are scheduled to be available.~~)~~

Scheduled availability is posted on the ~~ICS Operations internet~~ Interconnection web site: (www.interconnection.bellsouth.com/oss/~~osshour~~oss_hour.html)

Exclusions

~~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, e.g., slow response time, loss of non-critical functionality, etc.

Business Rules

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

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

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

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

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculations for this measure. Full outages are defined as occurrences of either of the following:

- Application/interfacing 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.

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

~~Level of Disaggregation~~

- ~~Regional Level~~

Calculation

~~(Functional Availability) / (Scheduled Availability) X 100~~

Interface Availability (Pre-Ordering/Ordering) = (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Report ~~month~~ Month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime	• Report ~~month~~ Month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime

~~**Retail Analog/Benchmark**~~

~~Benchmark – 99.5%~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability

Application	Applicable to	% Availability
EDI	CLEC	x
~~HAL~~	~~CLEC~~	~~x~~
TAG	CLEC	x
LENS	CLEC	x
LEO ~~Mainframe~~	CLEC	x
~~LEO UNIX~~	~~CLEC~~	~~x~~
LESOG	CLEC	x
~~PSIMS~~	~~CLEC~~	~~x~~
~~TAG~~	~~CLEC~~	~~x~~
LNP Gateway	CLEC	x
COG	CLEC	Under Development
SOG	CLEC	Under Development
DOM	CLEC	Under Development
DOE	CLEC/BST	x
SONGS	CLEC/BST	x
ATLAS/COFFI	CLEC/BST	x
BOCRIS	CLEC/BST	x
DSAP	CLEC/BST	x
RSAG	CLEC/BST	x
SOCS	CLEC/BST	x
CRIS	CLEC/BST	x

OSS-3: Interface Availability (Maintenance & Repair)

Definition

~~The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.~~

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. "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 web site: (www.interconnection.bellsouth.com/oss/oss_hour.html)

Exclusions

~~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, e.g., slow response time, loss of non-critical functionality, etc.

Business Rules

~~This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.~~

~~Note: Only fulloutages are used in the calculation of Application Availability~~

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

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

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculations for this measure. Full outages are defined as occurrences of either of the following:

- Application/interfacing 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.

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

Calculation

~~OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100~~

OSS Interface Availability (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- ~~CLEC Aggregate~~
- ~~BST Aggregate~~
- ~~BST / CLEC~~
- Not CLEC Specific
- Not Product/Service Specific

- Regional Level

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM • ECTA	• Availability of BellSouth TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

~~Retail Analog/Benchmark~~

- ~~All Systems except ECTA Parity with Retail~~
- ~~ECTA Benchmark - 99.5%~~

~~OSS Interface Availability~~

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Regional Level	• All Systems except ECTA: Parity with Retail ≥99.5%. ECTA is 99.5%

OSS Interface Availability (M&R)

OSS Interface	% Availability
BST TAFI	X
CLEC TAFI	X
CLEC ECTA	X
BST & CLEC	X
CRIS	X
LMOS HOST	X
LNP	X
MARCH	X
OSPCM	X

OSS Interface	% Availability
PREDICTOR	X
SOCS	X

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the ~~BST~~ 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 those categories.

Exclusions

None

Business Rules

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

Calculation

~~**OSS Interface Availability** = (Query Response Date and Time for Category "X") - (Query Response Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, > 4 to 10, > 10, > 30 seconds X 100~~

OSS Response Interval = (a - b)

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

Percent Response Interval (per category) = (c ÷ 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.

Report Structure

- Not CLEC Specific
- ~~BST Residence~~
- ~~BST Business by interface for each legacy system and function as appropriate~~
- ~~BST total (Business + Residence)~~
- Not product/service specific
- Regional Level

~~Level of Disaggregation~~

~~Region~~

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• CLEC Transaction Intervals	• BellSouth Business and Residential Transactions Intervals

~~Retail Analog/Benchmark~~

- ~~TAFI (Front End) Parity with Retail~~
- ~~CRIS, DLETH, DLR, OSPCM, LMOS, LMOSUP, MARCH, PREDICTOR, SOCS, LNP Parity by Design~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• Regional Level	• Parity with Retail

Legacy System Access Times for M&R

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

~~**Legacy System Access Times for M&R**~~

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

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.
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation.
- Canceled Inquiries.

Business Rules

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

This measurement combines three intervals:

1. From receipt of the 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 Make Up 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.

Calculation

Response Interval = (a - b)

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

Average Interval = (c ÷ d)

- c = 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	Relating to BellSouth Experience
• Report Month • Total Number of Inquiries • SI Intervals • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Loops	Benchmark • 95% in 3 Business Days

PO-2: Loop Make Up - 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.
- Designated Holidays are excluded from the interval calculation.
- Canceled Requests.
- Scheduled OSS Maintenance.

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, LENS, TAG or RoboTAG. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via LENS, TAG or RoboTAG Interfaces.

Note: The Loop Make Up 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. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

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

Average Interval = (c ÷ d)

- c = 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 electronic LMUs:
  - 0 - 1 minute
  - >1 – 5 minutes
  - 0 - ≤ 5 minutes
  - > 5 – 8 minutes
  - > 8 – 15 minutes
  - > 15 minutes
- Average Interval in minutes

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Legacy Contract • Response Interval • Regional Scope	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Loops	Benchmark • 90% in 5 Minutes (05/01/01) • 95% in 1 Minute (08/01/01)

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

This measurement provides the response 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 respectively until an acknowledgement notice is sent by the system.

Exclusions

- Scheduled OSS Maintenance

Business Rules

The process includes EDI & TAG system functional acknowledgements for all messages/Local Service Requests (LSRs) which are electronically submitted by the CLEC. Users of EDI may package many LSRs into one transmission which will receive the acknowledgement message. EDI users may place multiple LSRs in one "envelope" requesting service in one or more states which will mask the identity of the state and CLEC. The start time is the receipt time of the message 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). If more than one CLEC uses the same ordering center (aggregator), an Acknowledgement Message will be returned to the "Aggregator". However, BellSouth will not be able to determine which specific CLEC or state 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
- d = Total number of electronically submitted messages/LSRs received, from CLECs via EDI or TAG respectively, in the Reporting Period.

Reporting Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- 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
- Average interval for electronically submitted messages/LSRs in minutes

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report month • Record of functional acknowledgements	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• EDI	• EDI - 90% within 30 minutes (05/01/01) - 95% within 30 minutes (08/01/01)
• TAG	• TAG – 95% within 30 minutes

O-2: Acknowledgement Message Completeness

Definition

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

Exclusions

- Manually submitted LSRs
- Scheduled OSS Maintenance

Business Rules

EDI and TAG send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. 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 transmission/ 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 transmissions/LSRs electronically submitted by EDI or TAG respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by EDI or TAG respectively

Report Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope
  - Region

Note: The Order calls for Mechanized, Partially Mechanized, and Totally Mechanized, however, the Acknowledgement message is generated before the system recognizes whether this electronic transmission will be partially or fully mechanized.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Record of Functional Acknowledgements	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• EDI • TAG	• Benchmark: 100%

O-3: Percent Flow-Through Service Requests (Summary)

Definition

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

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

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, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: *Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are,* submitted manually (e.g. for example, fax, and courier), or are not designed to flow through, (for example, i.e. Manual Fallout)

Definitions:

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

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-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 CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

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

~~11.) Restore or suspend for UNE combos~~

*~~Attached is~~ See LSR Flow-Through Matrix following O-6 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to 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 ~~BST~~ 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 (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) – Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.~~

Percent Flow Through = a ÷ [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a ÷ [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

Report Structure

- CLEC Aggregate
  - Region

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST Experience~~ BellSouth Performance:
• Report ~~month~~ Month • Total Nnumber of LSRs Rreceived, by Iinterface, by CLEC - TAG - EDI - LENS • Total Nnumber of Eerrors by Ttype, by CLEC - Fatal Rrejects - Auto Celarification - CLEC Ceaused Ssystem Ffallout • Total Nnumber of Eerrors by Eerror Ceode • Total Ffallout for Mmanual Pprocessing	• Report ~~month~~ Month • Total Nnumber of Eerrors Bby Ttype - ~~BST~~ Bellsouth Ssystem Eerror

~~Retail Analog/Benchmark~~

- ~~Residence 95%~~
- ~~Business 80%~~
- ~~UNE 80%~~
- ~~LNP 95%~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

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

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

Definition

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

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

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, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and three types of service: Resale, and Unbundled Network Elements (UNE) and specials). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g. for example, fax, and courier) or are not designed to flow through, i.e. through (for example, Manual Fallout.)

Definitions:

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

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-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 CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

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

11.) Restore or suspend for UNE combos

*Attached is See LSR Flow-Through Matrix following O-6 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to 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 ~~BST~~ 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 (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.~~

Percent Flow Through = a = [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a ÷ [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- 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 ~~BST~~ BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST Experience~~ BellSouth Performance:
• Report ~~month~~ Month • Total Nnumber of LSRs Rreceived, by Iinterface, by CLEC - TAG - EDI - LENS • Total Nnumber of Eerrors by Ttype, by CLEC - Fatal Rrejects - Auto Clarification - CLEC Ceaused Ssystem Ffallout • Total Nnumber of Eerrors by Eerror Ceode • Total Ffallout for Mmanual Pprocessing	• Report ~~month~~ Month • Total Nnumber of Eerrors Bby Ttype - ~~BST~~ Bellsouth Ssystem Eerror

~~Retail Analog/Benchmark~~

- ~~Residence 95%~~
- ~~Business 80%~~
- ~~UNE 80%~~
- ~~LNP 95%~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

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

O-5: Flow-Through Error Analysis

Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through ~~and reach~~ 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 (~~e.g.~~ for example, fax and courier).

Calculation

~~Σ Of errors by type~~

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
- ~~BST~~ BellSouth Caused Count of each error code
- Percent of aggregate by ~~BST~~ BellSouth caused count
- Percent of ~~BST~~ BellSouth by ~~BST~~ BellSouth caused count.

~~Level of Disaggregation~~

- ~~Region~~

Data Retained

Relating to CLEC Experience	Relating to ~~BST Experience~~ BellSouth Performance
• Report ~~month~~ Month • Total Number of LSRs Received • Total Number of Errors by Type (by error code) - CLEC Caused Error	• Report ~~month~~ Month • Total Number of Errors by Type (by error code) - ~~BST~~ BellSouth System Error

~~Retail Analog/Benchmark~~

- ~~Not Applicable~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Not Applicable	• Diagnostic

O-6: CLEC LSR Information

Definition

A list, with the flow through activity, o LSRs, by eeCC, ponPON and verVer, 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 (e.g.for example, fax, and courier).

Calculation

NA

Report Structure

Provides a list, with the flow through activity, of LSRs by eeCC, pon, PON and verVer, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR.

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Eerror Ddescription

Data Retained

Relating to CLEC Experience	Relating to BST BellSouth Experience
• Report month Month • Record of LSRs Rreceived by eeCC, ponPON and Vver • Record of Ttimestamp, Ttype, Eerr # and Nnote or Eerror Ddescription for each LSR by eeCC, ponPON and Vver	• NA Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Not Applicable	• Diagnostic

LSR Flow-Through Matrix

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

LSR Flow-Through Matrix

PRODUCT	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
HDSL	Yes	UNE	No	No	Y	Y	N	
Hunting MLH	No	C/S[4]	C/S	Yes	Y	Y	N	
Hunting Series Completion	Yes	C/S	C/S	No	Y	Y	Y	
INP to LNP Conversions	No	UNE	Yes	Yes	Y	Y	N	
LightGate	No	Yes	Yes	NA	N	N	N	
Line Sharing	Yes	UNE	No	No	Y	Y	N	
Local Number Portability	Yes	UNE	Yes	No	Y	Y	N	
LNP with Complex Listing	No	UNE	Yes	Yes	Y	Y	N	
LNP with Partial Migration	No	UNE	Yes	Yes	Y	Y	N	
LNP with Complex Services	No	UNE	Yes	Yes	Y	Y	N	
Loop+INP	Yes	UNE	No	No	Y	Y	N	
Loop+LNP	Yes	UNE	No	No	Y	Y	N	
Measured Rate/Bus.	Yes	No	No	No	Y	Y	Y	
Measured Rate/Res.	Yes	No	No	No	Y	Y	Y	
Megalink	No	Yes	Yes	NA	N	N	N	
Megalink-T1	No	Yes	Yes	NA	N	N	N	
Memory Call	Yes	No	No	No	Y	Y	Y	
Memory Call Ans. Svc.	Yes	No	No	No	Y	Y	Y	
Multiserv	No	Yes	Yes	NA	N	N	N	
Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	NA	N	N	N	
Off-Prem Stations	No	Yes	Yes	NA	N	N	N	
Optional Calling Plan	Yes	No	No	No	Y	Y	Y	
Package/Complete Choice and area plus	Yes	No	No	No	Y	Y	Y	
Pathlink Primary Rate ISDN	No	Yes	Yes	NA	N	N	N	
Pay Phone Provider	No	No	No	NA	N	N	N	
PBX Standalone ACT A,C, D	No	Yes	Yes	Yes	Y	Y	N	
PBX Trunks	No	Yes	Yes	Yes	Y	Y	N	
Port/Loop Combo	Yes	UNE	No	No	Y	Y	Y	
Port/Loop PBX	No	No	No	Yes	Y	Y	N	
Preferred Call Forward	Yes	No	No	No	Y	Y	Y	
RCF Basic	Yes	No	No	No	Y	Y	Y	
Remote Access to CF	Yes	No	No	No	Y	Y	Y	
Repeat Dialing	Yes	No	No	No	Y	Y	Y	
Ringmaster	Yes	No	No	No	Y	Y	Y	
Smartpath	No	Yes	Yes	NA	N	N	N	
SmartRING	No	Yes	Yes	NA	N	N	N	
Speed Calling	Yes	No	No	No	Y	Y	Y	
Synchronet	No	Yes	Yes	Yes	Y	Y	N	
Tie Lines	No	Yes	Yes	NA	N	N	N	

LSR Flow-Through Matrix

PRODUCT	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Touchtone	Yes	No	No	No	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	No	Y	Y	Y	
WATS	No	Yes	Yes	NA	N	N	N	
XDSL	*Yes*	*UNE*	*No*	*No*	*Y*	*Y*	*N*	
XDSL Extended LOOP	No	UNE	Yes	NA	N	N	N	
Collect Call Block	Yes	No	No	No	Y	Y	Y	
900 Call Block	Yes	No	No	No	Y	Y	Y	
3rd Party Call Block	Yes	No	No	No	Y	Y	Y	
Three Way Call Block	Yes	No	No	No	Y	Y	Y	
PIC/LPIC Change	Yes	No	No	No	Y	Y	Y	
PIC/LPIC Freeze	Yes	No	No	No	Y	Y	Y	

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 errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, denials restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through for issue 9), class of service invalid in certain states with some TOS e.g. ~~gov't~~government, or cannot be changed when changing main TN on C activity, low volume e.g. activity type T=move, pending order review required, more than 25 business lines~~, restore or suspend for UNE combos~~, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings~~,~~ – Indentions, Directory listings – Captions, transfer of calls option for CLEC end user – – new TN not yet posted to BOCRIS. Many are unique to the CLEC environment.

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

Note[5]: EELs are manually ordered.

O-7: Percent Rejected Service Requests

Definition

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

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Scheduled OSS Maintenance

Business Rules

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

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

Fatal rejects are reported in a separate column, and for informational purposes ONLY. Fatal rejects are excluded from 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 because it does not pass further edit checks for order accuracy.

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

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

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

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

Calculation

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

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

- a = Total Number of Rejected Service Requests in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- ~~State, Region~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific ~~%~~ Percent Rejected
- Total ~~%~~ Percent Rejected

~~Level of Disaggregation~~

- ~~Product Reporting Levels~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ ~~BellSouth~~ Performance
• Report ~~month~~ Month • Total N~~n~~umber of LSRs • Total N~~n~~umber of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

~~Retail Analog/Benchmark~~

- ~~Diagnostic~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Mechanized, Partially Mechanized and Non-Mechanized • Resale - Residence • Resale - Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/INP Design • 2W Analog Loop w/INP Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Loop + Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • Local Interoffice Transport • Local Interconnection Trunks	• Diagnostic

O-8: Reject Interval

Definition

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

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation[1]
  - ~~Residence Resale Group - from 7:00 PM Saturday until 7:00 AM Monday.~~

    Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
    From 7:00 PM Saturday until 7:00 AM Monday

    Business Resale, Complex, UNE Groups ~~– from –~~ Monday through Friday 6:00PM until 8:00AM
    From 6:00 PM Friday until 8:00 AM Monday.

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

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

Business Rules

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

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

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

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

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection ~~Purchasing~~ Service Center (~~IPC~~LISC). Trunk data is reported ~~as a separate~~ separately. All interconnection trunks are counted in the non-mechanized category.

Calculation

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

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c ÷ d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- Geographic Scope
  - State~~, Region~~
- ~~Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks~~
  - Region
- Mechanized:
  - ~~0 -~~ ≤ 4 minutes
  - ~~>4 -~~ ≤ 8 minutes
  - ~~>8 -~~ ≤ 12 minutes
  - ~~>12 -~~ ≤ 60 minutes
  - ~~0 -~~ ≤ 1 hour
  - ~~0~~ >1 - ≤ ~~1 hour~~4 hours
  - ~~1~~ >4 - ≤ 8 hours
  - ~~>8 -~~ ≤ ~~24~~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
- Non-mechanized:
  - ~~0 -~~ ≤ 1 hour
  - ~~0~~ >1 - ≤ ~~1 hour~~4 hours
  - ~~1~~ >4 - ≤ ~~4~~8 hours
  - ~~4~~ >8 - ≤ ~~8~~12 hours
  - ~~8~~ >12 - ≤ ~~12~~16 hours
  - ~~12~~ >16 - ≤ ~~16~~20 hours
  - ~~16~~ >20 - ≤ ~~20~~24 hours
  - ~~20~~ 0 - ≤ 24 hours
  - ~~> 24 hours~~
- Trunks:
  - ≤ ~~5~~4 days
    - ~~> 5-8 days~~
    - ~~> 8-12 days~~
  - >4 - ≤ 8 days
  - >8 - ≤ 12 days
  - ~~>12~~12 - ≤ 14 days
    - ~~>14-17 days~~
  - ~~>17~~14 - ≤ 20 days

->20 days

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

~~Level of Disaggregation~~

~~Product Reporting Levels~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Report ~~month~~ Month • Reject Interval • Total Number of LSRs • Total Nnumber of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

~~Retail Analog/Benchmark~~

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

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/INP Design • 2W Analog Loop w/INP Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Loop + Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loops • UNE Other Non-Design • Local Interoffice Transport • UNE Other Design	• Mechanized: - 97% ≤ 1 Hour • Partially Mechanized: - 85% ≤ 24 hours - 85% ≤ 18 Hours (05/01/01) - 85% ≤ 10 Hours (08/01/01) • Non-Mechanized: - 85% ≤ 24 hours
• Local Interconnection Trunks	• Trunks: - 85% ≤ 4 Days

O-9: Firm Order Confirmation Timeliness

Definition

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

Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation[1]

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM

  ~~Residence Resale Group – from~~ From 7:00 PM Saturday until 7:00 AM Monday.

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM

  ~~Business Resale, Complex, UNE Groups – from~~ From 6:00 PM Friday until 8:00 AM Monday.

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

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

Business Rules

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

Calculation

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

Firm Order Confirmation Interval = (a - b)

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt)

Average FOC Interval = (c ÷ d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

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

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - ~~State,~~ Region
- Fully Mechanized:
  0 - ≤ 15 minutes
  ~~0~~ >15 - ≤ ~~15~~ 30 minutes
  ~~15~~ >30 - ≤ ~~30~~ 45 minutes
  ~~30~~ >45 - ≤ ~~45~~ 60 minutes
  ~~45~~ >60 - ≤ ~~60~~ 90 minutes
  ~~60~~ >90 - ≤ ~~90~~ 120 minutes
  ~~90~~ >120 - ≤ ~~120~~ 180 minutes
  0 - ≤ 3 hours
  >3 - ≤ 6 hours
  ~~120~~ >6 - ≤ ~~240 minutes~~12 hours
  ~~4~~ >12 - ≤ ~~8~~ 24 hours
  ~~8~~ >24 - ≤ ~~12~~ 48 hours
  >48 hours
- Partially Mechanized:
  ~~12~~ 0 - ≤ ~~16~~ 4 hours
  ~~16~~ >4 - ≤ ~~20~~ 8 hours
  ~~20~~ >8 - ≤ ~~24~~ 10 hours
  ~~24~~ 0 - ≤ ~~48~~ 10 hours
  ~~> 48 hours~~
  >10 - ≤ 18 hours
  0 - ≤ 18 hours
  >18 - ≤ 24 hours
  0 - ≤ 24 hours
  >24 - ≤ 48 hours
  >48 hours
- Non-~~mechanized:~~Mechanized
  0 - ≤ 4 hours
  >4 - ≤ 8 hours
  ~~0~~ >8 - ≤ ~~4~~ 12 hours
  ~~4~~ >12 - ≤ ~~8~~ 16 hours
  ~~8~~ >16 - ≤ ~~12~~ 20 hours
  ~~12~~ >20 - ≤ ~~16~~ 24 hours
  ~~16~~ >24 - ≤ ~~20~~ 36 hours
  ~~20~~ 0 - ≤ ~~24~~ 36 hours
  ~~24~~ >36 - ≤ 48 hours
  ~~> 48 hours~~
  >48 hours

- Trunks:
  ~~0 - ≤ 5 days~~
  ~~6 - 8 days~~
  ~~9 - 11 days~~
  ~~12-14 days~~
  ~~15-17 days~~
  ~~18-20 days~~
  >5 - ≤ 10 days
  0 - ≤ 10 days
  >10 - ≤ 15 days
  >15 - ≤ 20 days
  ~~>20 days~~

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Report ~~month~~ Month • Interval for FOC • Total ~~N~~number of LSRs • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/INP Design • 2W Analog Loop w/INP Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Loop + Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loops • UNE Other Design • UNE Other Non-Design • Local Interoffice Transport	• Mechanized: - 95% ≤ 3 Hours • Partially Mechanized: - 85% ≤ 24 hours - 85% ≤ 18 Hours (05/01/01) - 85% ≤ 10 Hours (08/01/01) • Non-Mechanized: - 85% ≤ 36 hours
• Local Interconnection Trunks	• Trunks: - 95% ≤ 10 days

Firm Order Confirmation Timeliness

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

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 5:00PM Friday until 8:00AM Monday* are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests
- Scheduled OSS Maintenance

Business Rules

This measurement combines four intervals:

1. From receipt of 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 SI/LSR in the LCSC to Firm Order Confirmation.

Calculation

FOC Timeliness Interval = (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 = (c ÷ d)

- c = Sum of all FOC Timeliness Intervals
- 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
  >3 – ≤ 5 days
  0 – ≤ 5 days
  >5 – ≤ 7 days
  >7 – ≤ 10 days
  >10 – ≤ 15 days
  >15 days
- Average Interval measured in days

1. See O-9 for FOC Timeliness

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Total Number of Requests • SI Intervals • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops) • Unbundled Interoffice Transport	• 95% Returned ≤ 5 Business days

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). More than one response or differing responses per transaction is not expected. 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
- Non-Mechanized LSRs
- Scheduled OSS Maintenance

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.

Total Mechanized – The number of the combination of Fully Mechanized and Partially Mechanized LSRs

Non-Mechanized – The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

Note: Manual (Non-Mechanized) LSRs have no version control by the very nature of the manual process, therefore, non-mechanized LSRs are not captured by this report.

For CLEC Results:

Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:

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.

Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Single FOC/Reject Response Expected

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

Multiple or Differing FOC / Reject Responses Not Expected

Response Completeness = [(a + b) ÷ c] X 100

- a = Total Number of Firm Order Confirmations Per LSR Version
- b = Total Number of Reject Responses Per LSR Version
- c = Total Number of Service Requests (All Versions) Received in the Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- State and Region
- CLEC Specific
- CLEC Aggregate
- BellSouth Specific

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
Report Month • Reject Interval • Total Number of LSRs • Total Number of Rejects	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non – Design • 2W Analog Loop w/ INP Design • 2W Analog Loop w/ INP Non – Design • 2W Analog Loop w/ LNP Design • 2W Analog Loop w/ LNP Non – Design • UNE Loop and Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loops • UNE Other Design • UNE Other Non - Design • Local Interoffice Transport • Local Interconnection Trunks	• 95% Returned

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 ~~BST~~ 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 ~~the~~ a service representative in ~~BST~~ BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

Calculation

~~(Total seconds in queue)) / (Total number of calls answered in the Reporting Period)~~

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
- ~~BST~~ BellSouth
  - Business Service Center
  - Residence Service Center

Note: Combination of Residence Service Center and Business Service Center data. ~~under development~~

~~Level of Disaggregation~~

- ~~Region~~

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BellSouth Retail center support system.

~~Retail Analog/Benchmark~~

- ~~Parity with Retail~~

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
Aggregate • CLEC – Local Carrier Service Center • BellSouth - Business Service Center - Residence Service Center	• Parity with Retail

O-13: LNP-Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are ~~excluded~~never accepted and, therefore, are not included.

Exclusions

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

Business Rules

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

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

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

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

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

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

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

Non-Mechanized: A valid LSR which is faxed or mailed to the BellSouth LCSC.

Calculation

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

LNP-Percent Rejected Service Requests = (a ÷ b) X 100

- a = Number of Service Requests Rejected in the Reporting Period
- b = Number of Service Requests Received in the Reporting Period

Report Structure

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

~~Level of Disaggregation~~

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

~~Retail Analog/Benchmark~~

- ~~Diagnostic~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Not Applicable	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• LNP • UNE Loop w/LNP	• Diagnostic

O-14: LNP-Reject Interval Distribution & Average Reject Interval

Definition

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

Exclusions

- Service Requests canceled by the CLEC
- ~~Fatal Rejects~~
- ~~Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.~~
- ~~Non Mechanized LSR's~~
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects".
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 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

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when ~~BST~~ BellSouth receives LSR until that LSR is rejected back to the CLEC. Elapsed time for each LSR 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.

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

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

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

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

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

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

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

Non-Mechanized: A valid LSR which is faxed or mailed to the BellSouth LCSC.

Calculation

~~**Average Reject Interval:**~~

~~Σ[(Date & Time of Service Request Rejection) – (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Rejected in Reporting Period)~~

~~**Reject Interval Distribution:**~~

~~Σ[(Date & Time of Service Request Rejection) – (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Rejected in Reporting Period)~~

Reject Interval = (a - b)

- a = Date & Time of Service Request Rejection
- b = Date & Time of Service Request Receipt

Average Reject Interval = (c ÷ d)

- c = Sum of all Reject Intervals
- d = Total Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e ÷ f) X 100

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized. Non-Mechanized

- **CLEC Specific**
- **CLEC Aggregate**
- **State, Region**
- ~~**Reported in intervals:**~~
  ~~**0-4 minutes**~~
- Fully Mechanized:
  0 - ≤ 4 minutes
  ~~**> 4 -**~~**>4 - ≤ 8 minutes**
  ~~**>8-12 minutes**~~
  >8 - ≤ 12 minutes
  ~~**>12 -**~~**12 - ≤ 60 minutes**
  ~~**0-1hours**~~
  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
  ~~**> 1 -**~~**>4 - ≤ 8 hours**
  >8 - ≤ 10 hours
  0 - ≤ 10 hours
  >10 - ≤ 18 hours
  0 - ≤ 18 hours
  ~~**> 8 -**~~**>18 - ≤ 24 hours**
  > 24 hours
- Non-Mechanized:
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours

>16 - ≤ 20 hours
>20 - ≤ 24 hours
0 - ≤ 24 hours
>24 hours
Average Interval in Days or Hours

~~Level of Disaggregation~~

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

~~Retail Analog/Benchmark~~

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Reject Interval • Total Number of LSRs • Total number of Rejects • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	*Retail Analog/Benchmark*
• LNP • UNE Loop with LNP	• Mechanized: 97% < 1 Hour • Partially Mechanized: 85% < 24 Hours • Partially Mechanized: 85% < 18 Hours (05/01/01) • Partially Mechanized: 85% < 10 Hours (08/01/01) • Non-Mechanized: 85% < 24 Hours

O-15: LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval

Definition

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

Exclusions

- ~~Rejected LSRs (Clarifications or Fatal Rejects)~~
- ~~Order Activities of BST or the CLEC associated with interval or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.~~
- Rejected LSRs
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects".
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM

  From 7:00 PM Saturday until 7:00 AM Monday.

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM

  From 6:00 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.

Business Rules

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

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

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG.
- **Partially Mechanized:** The elapsed time from receipt of ~~an~~ a valid electronically submitted LSR (date and time stamp in EDI, LENS, or TAG) which falls out for manual handling ~~by the LCSC personnel~~ until appropriate service orders are issued by a ~~BST~~ BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation S~~s~~ystem (SONGS~~)~~) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized ~~FOCs~~LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a 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.

Calculation

~~**Average Reject Interval**:~~

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

~~**FOC Interval Distribution:**~~

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

Firm Order Confirmation Interval = (a - b)

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt)

Average FOC Interval = (c ÷ d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

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

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- CLEC Specific
- CLEC Aggregate
- State and Region
- ~~Reported in intervals~~
  ~~0-15 minutes~~
- Fully Mechanized:
  0 - ≤15 minutes
  ~~> 15-~~>15 - ≤ 30 minutes
  ~~> 30-~~>30 - ≤ 45 minutes
  ~~> 45-~~>45 - ≤ 60 minutes
  ~~> 60-~~>60 - ≤ 90 minutes
  ~~>90-120 minutes~~
  ~~>120-240 minutes~~
  ~~> 4-8 hours~~
  ~~> 8-12 hours~~
  >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
  >18 - ≤ 24 hours
  0 - ≤ 24 hours
  >24 - ≤ 48 hours
  > 48 hours
- Non-Mechanized:
  0 - ≤ 4 hours

>4 - ≤ 8 hours
>8 - ≤ 12 hours
~~> 12 -~~>12 - ≤ **16 hours**
~~> 16 -~~>16 - ≤ **20 hours**
~~> 20 -~~>20 - ≤ **24 hours**
>24 - ≤ 36 hours
0 - ≤ 36 hours
>36 - ≤ 48 hours
~~> 24 -~~>**48 hours**
~~> 48 hours~~

~~Level of Disaggregation~~

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

~~Retail Analog/Benchmark~~

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
Report Month • Total Number of LSRs • Total Number of FOCs • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• LNP • UNE Loop with LNP	• Mechanized: 95% ≤ 3 Hours • Partially Mechanized: 85% ≤ 24 Hours • Partially Mechanized: 85% ≤ 18 Hours (05/01/01) • Partially Mechanized: 85% ≤ 10 Hours (08/01/01) • Non-Mechanized: 85% ≤ 36 hours

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 ~~BST~~ BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to ~~BST~~ 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 at the close of the reporting period. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval.)

Exclusions

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

Business Rules

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is 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:**~~

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

~~**Held Order Distribution Interval:**~~

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

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

Mean Held Order Interval = a ÷ b

- a = Sum of held-over-days for all Past Due Orders Held for the reporting period
- 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) X 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)

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate
- ~~Dispatch / Non-Dispatch~~
- Circuit ~~B~~breakout < 10, ≥ =10 (except trunks)

~~Level of Disaggregation~~

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

Data Retained

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

~~Retail Analog~~

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail 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 w/LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop w/INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Service < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Service ≥ 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

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• 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

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

Definition

When ~~BST~~ 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/~~BST~~ BellSouth systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

Exclusions

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

Business Rules

When ~~BST~~ 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

~~**Average Jeopardy Interval:**~~

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

~~**Percent of Orders Given Jeopardy Notice:**~~

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

Jeopardy Interval = a - b

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

Average Jeopardy Interval = c ÷ d

- c = Sum of all jeopardy intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

Percent of Orders Given Jeopardy Notice = (e ÷ f) X 100

- e = Number of Orders Given Jeopardy Notices in Reporting Period
- f = Number of Orders Confirmed (due) in Reporting Period)

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST Experience~~ BellSouth Performance
• Report ~~month~~ Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report ~~month~~ Month • ~~BST~~ BellSouth Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type

~~Benchmark~~

~~Benchmark: Average Jeopardy Notice Interval~~	
• ~~Resale Residence~~	• ~~95% > 48 hrs.~~
• ~~Resale Business~~	• ~~95% > 48 hrs.~~
• ~~Resale Design~~	• ~~95% > 48 hrs.~~
• ~~Resale PBX~~	• ~~95% > 48 hrs.~~
• ~~Resale Centrex~~	• ~~95% > 48 hrs.~~
• ~~Resale ISDN~~	• ~~95% > 48 hrs.~~
• ~~UNE Loop and Port Combos~~	• ~~95% > 48 hrs.~~
• ~~UNE 2 Wire Loop with NP - Non - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE 2 Wire Loop Without NP - Non - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE Loop Other with NP - Non - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE Loop Other without NP - Non - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE Other Non - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE 2 Wire Loop with NP - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE 2 Wire Loop without NP - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE Loop Other with NP - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE Loop Other without NP - Design~~	• ~~95% > 48 hrs.~~
• ~~UNE Other Design~~	• ~~95% > 48 hrs.~~
• ~~Local Interconnection Trunks~~	• ~~95% > 48 hrs.~~
• ~~Switching~~	• ~~Retail POTS~~
• ~~Local Transport~~	• ~~Retail DS1, or DS3 as appropriate~~

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark:
% Orders Given Jeopardy Notice	
• 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 w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design	• Retail Residence and Business (POTS Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	• Retail Digital Service < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Service ≥ DS1
• UNE Loop + Port Combinations	• Retail Business and Residence
• 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
• Average Jeopardy Notice Interval	• 95% > 48 Hours

P-3: Percent Missed Installation Appointments

Definition

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

Exclusions

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

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be included ~~in the total~~ and ~~also~~ reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select~~.~~.

Calculation

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

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

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate
- Report in Categories of <10 lines/~~circuits:~~ circuits ≥ =10 lines/circuits —(except trunks)
- ~~Dispatch/Non- Dispatch —(except trunks)~~
- Dispatch/No Dispatch

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

~~Level of Disaggregation~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2 Wire Loop with NP - Non - Design~~
- ~~UNE 2 Wire Loop Without NP - Non - Design~~
- ~~UNE Loop Other with NP - Non - Design~~

- ~~UNE Loop Other without NP - Non - Design~~
- ~~UNE Other Non - Design~~
- ~~UNE 2 Wire Loop with NP - Design~~
- ~~UNE 2 Wire Loop without NP - Design~~
- ~~UNE Loop Other with NP - Design~~
- ~~UNE Loop Other without NP - Design~~
- ~~UNE Other Design~~
- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~NP (Under development as separate category)~~
- ~~Geographic Scope~~
- ~~State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance ~~BST Experience~~
• Report ~~month~~ Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report ~~month~~ Month • ~~BST~~ BellSouth Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

~~Retail Analog~~

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail 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 - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Service < DS1

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• UNE Digital Loop ≥ DS1	• Retail Digital Service ≥ DS1
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• 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

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

Definition

The "average completion interval" measure monitors the interval of time it takes ~~BST~~ BellSouth to provide service for the CLEC or ~~its~~ its own customers. The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.

Exclusions

- Canceled Service Orders
- Order Activities of ~~BST~~ BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.~~) where identifiable~~)
- ~~D (Disconnect) and F (From) order. (From is disconnect side of a move order when the customer moves to a new address).~~
- 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)

Business Rules

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when ~~BST~~ BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to ~~BST~~ BellSouth's actual order completion date. This includes all delays for ~~BST~~ BellSouth's CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-~~19.99~~.99, 20-25 = 20-24.99, 25-30 = 25-29.99, ≥ ~~=~~30 = 30 and greater.

Calculation

~~**Average Completion Interval:**~~

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

~~**Order Completion Interval Distribution:**~~

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

Completion Interval = (a - b)

- a = Completion Date
- b = Order Issue Date

Average Completion Interval = (c ÷ d)

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

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

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate
- Dispatch / No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,~~2.~~3,4,5,5+
- UNE and Design reported in day intervals ~~=~~ 0-5~~,~~,5-10~~,~~,10-15~~,~~.15-20~~,~~.20-25~~,~~.25-30~~,~~,≥ ~~=~~30

- All Levels are reported <10 line/circuits; ≥ =10 line/circuits –(except trunks)
- ISDN Orders included in Non-Design

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST Experience~~ BellSouth Performance
• Report ~~month~~ Month • CLEC Company Name • Order Number (PON) • Application Date & Time (TICKET_ID) • ~~Submission Date & Time (TICKET_ID)~~ • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report ~~month~~ Month • ~~BST~~ BellSouth Order Number • Application Date & Time • ~~Order Submission Date & Time~~ • Order Completion Date & Time • Service Type • Geographic Scope

~~Retail Analog~~

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail 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 - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Service < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Service ≥ DS1
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL) without conditioning	• 7 Days
• UNE xDSL (HDSL, ADSL and UCL) with conditioning	• 14 Days
• 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

P-5: Average Completion Notice Interval

Definitions

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

Exclusions

- ~~Non-mechanized Orders~~
- Cancelled Service Orders
- Order Activities of ~~BST~~ BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.~~) where identifiable.~~)
- ~~D&F orders~~
- 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 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/~~BST~~ 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 submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically. The start time is the completion stamp either by the field technician or the 5PM due date stamp; the end time is the time stamp the notice was submitted to the CLEC/BST system~~order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end timestamp will be timestamp of order update to C-SOTS system.

Calculation

~~Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders with Notice of Completion in Reporting Period)~~

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
- ~~BST~~ BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Reporting intervals in Hours; 0-.1~~,~~ ~~1-2~~,~~ .2-4~~,~~ .4-8~~,~~ .8-12~~,~~ .12-24, ≥ 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0-.99; 1-2 =~~=~~1-1.99; 2-4 = 2-3.99, etc.~~)~~
- ~~Dispatch / Non - Dispatch (except trunks)~~
- Reported in categories of <10 ~~line~~/line / circuits; ≥ ~~=~~10 line/circuits –(except trunks)
- ~~Local Interconnection Trunks (Currently processed as non-mechanized)~~

~~Level of Disaggregation~~

- ~~Resale Residence~~
- ~~Resale Business~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST Experience~~ BellSouth Performance
• Report ~~month~~ Month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_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.	• Report ~~month~~ Month • ~~BST~~ BellSouth Order Number (so_nbr) • Work Completion Date (cmpltn_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 Retail 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 - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS Excluding Switch- Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Service < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Service ≥ DS1
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• 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

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

Definition

This Report measures the interval from the FOC end timestamp on the LSR until 5:00 P.M. on the original committed due date of a service order. 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

"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.

For BellSouth Results:

BellSouth does not provide a FOC to its retail customers.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = (a ÷ b) X 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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Committed Due Date (DD) • FOC End Timestamp • Report Month • CLEC Order Number and PON • Geographic Scope - State / Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop-Non-Design • 2W Analog Loop w/LNP - Design • 2W Analog Loop w/LNP- Non-Design • 2W Analog Loop w/INP-Design • 2W Analog Loop w/INP-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 • Local Transport (Unbundled Interoffice Transport) • Local Interconnection Trunks	• Diagnostic

% Completions/Attempts without Notice or < 24 hours Notic

P-7: Coordinated Customer Conversions Interval

Definition

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

Exclusions

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

Business Rules

~~Where~~ When the service order includes ~~LNP~~INP, the interval includes the total time for the ~~cutover~~ cut over including the translation time to place the line back in service on the ported line. When the service order includes LNP, the interval only includes the total time for the cut over (the port of the number is controlled by the CLEC). The interval is calculated for the entire ~~cutover~~ cut over time for the service order and then divided by items worked in that time to give the average ~~per~~ per-item interval for each service order.

Calculation

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

Coordinated Customer Conversions Interval = (a - b)

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

Percent Coordinated Customer Conversions (for each interval) = (c ÷ d) X 100

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total number of Unbundled Loop with Conversions (items) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~Reported in intervals <=5 minutes; >5,< =15 minutes; >15 minutes, plus Overall Average interval.~~
- The interval breakout is 0-5 = 0-4.99, 5-15 = 5-14.99, ≥15 = 15 and greater, plus Overall Average Interval.

~~Level of Disaggregation~~

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

Data Retained

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

~~Benchmark~~

- ~~95% ≤ 15 Minutes~~

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Unbundled Loops with INP • Unbundled Loops with LNP	• 95% ≤ 15 minutes

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

Definition

This category measures whether ~~BST~~ BellSouth begins the ~~cutover~~ cut over of an unbundled loop on a coordinated and/or a time specific order at the ~~CLEC's~~ 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.
- All unbundled loops on multiple loop orders after the first loop.

Business Rules

This report measures whether ~~BST~~ BellSouth begins the ~~cutover~~ cut over of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual ~~cutover~~ 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 interval. ~~<~~≤ 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, ~~<~~≤30 minutes includes cuts within 15:00 — 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time.

Calculation

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

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

% within Interval = (a ÷ b) X 100

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

Interval = (c - d)

- c = Scheduled Date and 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)

- e = Sum of all Intervals
- f = 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

~~Level of Disaggregation~~

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

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

- ~~SL2 Non-Time Specific~~

Data Retained

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Product Reporting Level - SL1 Time Specific - SL1 Non-Time Specific - SL2 Time Specific - SL2 Non-Time Specific	• 95% Within + or – 15 minutes of Scheduled Start Time

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

Definition

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

Exclusions

- Cut overs where service outages are due to CLEC caused reasons
- Cut overs where service outages are due to end-user caused reasons

Business Rules

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

Calculation

Recovery Time = (a - b)

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

Average Recovery Time = (c ÷ d)

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

Report Structure

- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Company Name • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • CLEC Acceptance Conflict (CLEC_CONFLICT) • CLEC Conflict Resolved (CLEC_RESOLVE) • CLEC Conflict MFC (CLEC_CONFLICT_MFC) • Total Conversion Orders **Note:** Code in parentheses is the corresponding header found in the raw data file.	• None

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Unbundled Loops with INP/LNP • Unbundled Loops without INP/LNP	• Diagnostic

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

Definition

Percent Provisioning Troubles received within 7 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion. Measures the quality and accuracy of Hot Cut Conversion Activities.

Exclusions

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

Business Rules

Measures the quality and accuracy of completed service orders associated with Coordinated and Non-Coordinated Hot Cut Conversions. The first trouble report received on a circuit ID within 7 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed Coordinated and Non-Coordinated Hot Cut Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.

Calculation

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

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number (so_nbr) • PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • Total Conversion Circuits **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• UNE Loop Design • UNE Loop Non-Design	• ≤ 5%

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

Definition

The loop will be considered cooperatively tested when the BellSouth technician places a call to the CLEC representative to initiate cooperative testing and jointly performs the tests with the CLEC.

Exclusions

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

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.

Calculation

Cooperative Acceptance Testing - % of xDSL Loops Tested = (a ÷ b) X 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

Data Retained

Relating to CLEC Experience	Relating to BellSouth 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 **Note**: Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth analog exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	Retail Analog/Benchmark:
• UNE xDSL - ADSL - HDSL - UCL - OTHER	• 95% of Lines Tested

P-9: % Provisioning Troubles within 30 days of Service Order Completion

Definition

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

Exclusions

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

Business Rules

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

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

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

Calculation

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

% Provisioning Troubles within 30 days of Service Order Activity = (a ÷ b) X 100

- a = Number Trouble reports on all completed orders within 30 days following service order(s) completion
- b = Number All Service Orders completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate
- Reported in categories of <10 line/circuits; ≥ =10 line/circuits (except trunks)
- Dispatch / ~~Non~~ No Dispatch (except trunks)

~~Level of Disaggregation~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2-Wire Loop with NP - Non - Design~~
- ~~UNE 2-Wire Loop Without NP - Non - Design~~
- ~~UNE Loop Other with NP - Non - Design~~
- ~~UNE Loop Other without NP - Non - Design~~
- ~~UNE Other Non - Design~~
- ~~UNE 2-Wire Loop with NP - Design~~
- ~~UNE 2-Wire Loop without NP - Design~~
- ~~UNE Loop Other with NP - Design~~
- ~~UNE Loop Other without NP - Design~~
- ~~UNE Other Design~~

- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~NP (Under development as separate category)~~
- ~~Geographic Scope~~
- ~~State, Region, and further geographic disaggregation (MSA) as required by State Commission Order.~~

Data Retained

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

~~Retail Analog~~

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• 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 - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS - Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Service < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Service ≥ DS1
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• INP (Standalone)	• Retail Residence and Business (POTS)
• LNP (Standalone)	• Retail Residence and Business (POTS)
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• UNE Other Non -Design	• Retail Residence and Business
• UNE Other Design	• Retail Design
• Local Interconnection Trunks	• Parity with Retail

% Provisioning Troubles within 30 days of Service Order Cc tion

P-10: Total Service Order Cycle Time (TSOCT)

Definition

This report measures the total service order cycle time from receipt of a valid service order request to the return of a completion ~~of~~ notice to the ~~service order~~CLEC Interface.

Exclusions

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

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines ~~two~~ three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval. For UNE XDSL Loop, this measurement combines Service Inquiry Interval (~~Firm Order Confirmation) with~~ SI), FOC Timeliness, Average Completion Interval, and Average ~~Order~~ Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the ~~technician or system completes~~ CLEC Interface (LENS, TAG OR EDI) and the ~~order in SOCS~~BellSouth Legacy Systems. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

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

Calculation

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

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c ÷ d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Total Number of Service Requests Completed in "X" minutes/hours
- f = Total Number of Service Requests Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BST~~BellSouth Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- ~~Reported~~ Report in categories of ~~<~~<10 line/circuits; ≥ =10 line/circuits –(except trunks)
- ~~Dispatch/Non~~-Dispatch / No Dispatch categories applicable to all levels except trunks.
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, ≥ =30 Days. –The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, ≥ =30 = 30 and greater.

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Experience
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Completion Notice Date and Time • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Report Month • ~~BST~~ BellSouth Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Switch Ports • UNE Loop + Port Combinations • UNE Combo Other • UNE xDSL (HDSL, ADSL and UCL) • UNE ISDN • UNE Line Sharing • UNE Other Design • UNE Other Non -Design • UNE Digital Loops < DS1 • UNE Digital Loops ≥ DS1 • Local Transport (Unbundled Interoffice Trans port) • Local Interconnection Trunks	• Diagnostic

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled 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.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 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 / No Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark:
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

P-12: LNP-Percent Missed Installation Appointments

Definition

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

Exclusions

- Canceled Service Orders
- Order Activities of ~~BST~~ BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.
- ~~Non - Mechanized~~

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which ~~BST~~ BellSouth is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. ~~Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.~~

Calculation

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

LNP Percent Missed Installation Appointments = (a ÷ b) X 100

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

Report Structure

- ~~Mechanized (service orders generated by LSRs submitted via EDI or TAG)~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State/Region
- Report in Categories of <10 lines/circuits ≥ 10 lines/circuits (except trunks)

Report explanation: Total Missed Appointments is the total ~~%~~ percent of orders missed either by ~~BST~~ BellSouth or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of ~~BST~~ BellSouth caused misses.

~~Level of Disaggregation~~

- ~~Product Reporting Levels~~
- ~~LNP~~
- ~~UNE Loop Associated w/LNP~~
- ~~State, Region~~

~~Retail Analog~~

- ~~Retail Residence and Business~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• LNP	• Retail Residence and Business (POTS)

P-13: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition

Disconnect Timeliness is defined as the interval between the time ~~the LNP Gateway~~ ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time ~~that~~ the Disconnect ~~service order for an LSR~~ is completed in ~~SOCS~~the Central Office switch. This interval effectively measures ~~BST~~ BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions

- Canceled Service Orders
- Order Activities of ~~BST~~ BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.
- ~~Non – Mechanized~~

Business Rules

The Disconnect Timeliness interval is determined for each ~~Disconnect~~ 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 ~~BST~~ BellSouth receives ~~the~~ a valid 'Number Ported' message ~~for an LSR's disconnect order from NPAC~~ in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each telephone number on the ~~Disconnect~~ service order is ~~completed~~ disconnected in ~~SOCS~~the Central Office switch. Elapsed time for each ~~order~~ ported telephone number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected ~~disconnect orders which have been completed~~telephone numbers disconnected in the reporting period.

Calculation

~~**Average Disconnect Timeliness Interval:**~~

~~Σ([(Disconnect Service Order Completion Date & Time) – ('Number Ported' Message Received Date & Time)] / Σ (Total Number of Disconnect Service Orders Completed in Reporting Period)~~

~~**Disconnect Timeliness Interval Distribution:**~~

~~[Σ (Disconnect Service Orders Completed in "X" days) / (Total Disconnect Service Orders Completed in Reporting Period)] X 100~~

Disconnect Timeliness Interval = (a - b)

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

Average Disconnect Timeliness Interval = (c ÷ d)

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

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

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

Report Structure

- ~~Mechanized (service orders generated by LSRs submitted via EDI or TAG)~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

~~Level of Disaggregation~~

- ~~Reported in day intervals = 0,1,2,3,4, 5, >5 days~~
- ~~Product Reporting Levels~~

- ~~LNP~~
- ~~State, Region~~

~~Analog/Benchmark~~

- ~~95% < 15 min.~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Order Number • Telephone Number / Circuit Number • Committed Due Date • Receipt Date / Time (ESI Number Manager) • Date/Time of Recent Change Notice	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	SQM Retail Analog/Benchmark:
• LNP	• 95% ≤ 15 Minutes

P-14: LNP-Total Service Order Cycle Time (TSOCT)

Definition

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

~~Exceptions~~

Exclusions

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

Business Rules

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

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

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). 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.

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

Calculation

~~**Average Total Service Order Cycle Time**~~

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

~~**Total Service Order Cycle Time Interval Distribution**~~

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

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c ÷ d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Total Number of Service Orders Completed in "X" minutes/hours
- f = Total Number of Service Orders Received in Reporting Period

Report Structure

- ~~Mechanized (service orders generated by LSRs submitted via EDI or TAG)~~
- CLEC Specific
- CLEC Aggregate
- ~~"W" Appointment Code Only (Company Offered)~~
- Fully Mechanized; Partially Mechanized, Non-Mechanized
- Report in categories of <10 lines/circuits; ≥ 10 lines/circuits (except trunks)
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > 30 Days. –The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, > 30 = 30 and greater.

~~Level of Disaggregation~~

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

~~Retail Analog/Benchmark~~

- ~~Diagnostic~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Completion Notice Date and Time • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• LNP	• Diagnostic

Section 4: Maintenance & Repair

M&R-1: Missed Repair Appointments

Definition

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

Exclusions

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

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that ~~BST~~ BellSouth personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for ~~BST~~ BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to ~~BST~~ BellSouth reasons. (~~"No Access"~~ access reports are not part of this measure because ~~the appointment was~~ they are not ~~missed~~ 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** = Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100~~

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

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Trouble reports closed in Reporting Period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~ISDN Troubles included in Non-Design – GA Only~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2w Loop Non-Design~~

- ~~UNE Loop Other Non-Design~~
- ~~UNE Other Non-Design~~
- ~~UNE 2w Loop - Design~~
- ~~UNE Loop Other - Design~~
- ~~UNE Other - Design~~
- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~Dispatch / No Dispatch categories applicable to all product levels~~
- ~~Geographic Scope~~

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

Data Retained

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

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

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation	SQM Retail 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) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & 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 & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

M&R-2: Customer Trouble Report Rate

Definition

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

Exclusions

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

Business Rules

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

Calculation

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

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

- a = Count of Initial and Repeated Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~ISDN Troubles included in Non-Design – GA Only~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2w Loop Non-Design~~
- ~~UNE Loop Other Non-Design~~
- ~~UNE Other Non-Design~~
- ~~UNE 2w Loop - Design~~
- ~~UNE Loop Other - Design~~
- ~~UNE Other - Design~~
- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~Dispatch / No Dispatch categories applicable to all product levels~~
- ~~Geographic Scope~~
- ~~State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth ~~BST~~ Performance
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth ~~BST~~ BellSouth Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

~~Retail Analog/Benchmark~~

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Retail 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) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business

SQM Level of Disaggregation	SQM Retail Analog/Benchmark
• UNE Switch Ports	• Retail Residence & 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 & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

M&R-3: Maintenance Average Duration

Definition

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

Exclusions

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

Business Rules

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

Calculation

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

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Trouble Ticket was Opened

Average Maintenance Duration = (c ÷ d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Troubles in the reporting period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~ISDN Troubles included in Non-Design – GA Only~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2w Loop Non-Design~~
- ~~UNE Loop Other Non-Design~~
- ~~UNE Other Non-Design~~
- ~~UNE 2w Loop - Design~~
- ~~UNE Loop Other - Design~~
- ~~UNE Other - Design~~
- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~Dispatch / No Dispatch categories applicable to all product levels~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Experience
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • ~~BST~~ 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) • Geographic Scope

~~Retail Analog/Benchmark~~

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

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

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & 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 & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

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

Definition

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

Exclusions

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

Business Rules

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

Calculation

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

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

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days of the reporting period.
- b = Total Trouble Reports Closed in Reporting Period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~ISDN Troubles included in Non-Design - GA Only~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2w Loop Non-Design~~
- ~~UNE Loop Other Non-Design~~
- ~~UNE Other Non-Design~~
- ~~UNE 2w Loop - Design~~
- ~~UNE Loop Other - Design~~
- ~~UNE Other - Design~~
- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~Dispatch / No Dispatch categories applicable to all product levels~~
- ~~Geographic Scope~~
- ~~State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)~~

Data Retained

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

~~Retail Analog/Benchmark~~

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

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) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch

SQM Level of Disaggregation	SQM Analog/Benchmark
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• 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	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non – Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

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

Definition

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

Exclusions

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

Business Rules

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

Calculation

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

Out of Service (OOS) > 24 hours - (a ÷ b) X 100

- a =Total Cleared Troubles OOS > 24 Hours
- b = Total OOS Troubles in Reporting Period

Report Structure

- Dispatch / Non - Dispatch
- CLEC Specific
- ~~BST~~ BellSouth Aggregate
- CLEC Aggregate

~~Level of Disaggregation~~

~~ISDN Troubles included in Non-Design – GA Only~~

- ~~Resale Residence~~
- ~~Resale Business~~
- ~~Resale Design~~
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~UNE Loop and Port Combos~~
- ~~UNE 2w Loop Non-Design~~
- ~~UNE Loop Other Non-Design~~
- ~~UNE Other Non-Design~~
- ~~UNE 2w Loop – Design~~
- ~~UNE Loop Other – Design~~
- ~~UNE Other – Design~~
- ~~Local Interconnection Trunks~~
- ~~Switching~~
- ~~Local Transport~~
- ~~Dispatch / No Dispatch categories applicable to all product levels~~
- ~~Geographic Scope~~
- ~~State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)~~

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of • Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • ~~BST~~ 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-~~Non-Design/Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

~~Retail Analog/Benchmark~~

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

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) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch

SQM Level of Disaggregation	SQM Analog/Benchmark
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & 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 & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

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

Definition

This measures the average time a customer is in ~~Queue when calling a BellSouth Repair Center.~~queue.

Exclusions

None

Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call (abandoned calls are not included).

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

~~Level of Disaggregation~~

~~Region. CLEC/BST Service Centers and BST Repair Centers are regional.~~

Calculation

~~**Average Answer Time for BST's Repair Centers** = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)~~

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 reporting period

Report Structure

- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth ~~BST~~ Experience
• CLEC Average Answer Time	• BellSouth ~~BST~~ Average Answer Time

~~Retail Analog/Benchmark~~

~~Parity with Retail~~

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation	Retail Analog / Benchmark
• Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.	• For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

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

Definition

This report measures the time it takes for the BellSouth Network Management Center (NMC) to notify the CLEC of major network outages.

Exclusions

None

Business Rules

BellSouth will inform the CLEC of any major network outages (key customer accounts) via a page or email. When the BellSouth NMC becomes aware of a network incident, the CLEC and BellSouth 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. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

The CLECs will be notified in accordance with the rules outlined in Appendix D of the CLEC "Customer Guide" which is published on the internet at: www.interconnection.bellsouth.com/guides/other_guides/html/gopue/indexf.htm.

Calculation

Time to Notify CLEC = (a - b)

- a = Date and Time BellSouth Notified CLEC
- b = Date and Time BellSouth Detected Network Incident

Mean Time to Notify CLEC = (c ÷ d)

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

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification	• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation	Retail Analog / Benchmark
• BellSouth Aggregate • CLEC Aggregate • CLEC Specific	• Parity by Design

Section 5: Billing

B-1: Invoice Accuracy

Definition

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

Exclusions

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

Business Rules

The accuracy of billing invoices delivered by ~~BST~~ BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to ~~BST~~ BellSouth bills rendered to retail customers of ~~BST~~ 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.

Calculation

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

Invoice Accuracy = [(a - b) ÷ a] X 100

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Billing Related Adjustments during current month

Report Structure

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

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth ~~BST~~ Performance
• Report Month • Invoice Type - UNE - Resale - Interconnection • Total Billed Revenue • Billing Related Adjustments	• Report month • Retail Type - CRIS - CABS • Total Billed Revenue • Billing Related Adjustments

~~Retail Analog/Benchmark~~

~~Parity with BST retail aggregate~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Product / Invoice Type - Resale - UNE - Interconnection	• CLEC Invoice Accuracy is comparable to BellSouth Invoice Accuracy

B-2: Mean Time to Deliver Invoices

Definition

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

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

Exclusions

Any invoices rejected due to formatting or content errors.

Business Rules

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

Calculation

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

Invoice Timeliness = (a - b)

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

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
- ~~BST~~ BellSouth Aggregate
- Geographic Scope
  - Region
  - State

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Report month • Invoice Type - UNE - Resale - Interconnection • Invoice Transmission Count • Date of Scheduled Bill Close	• Report month • Invoice Type - CRIS - CABS • Invoice Transmission Count • Date of Scheduled Bill Close

~~Retail Analog/Benchmark~~

~~Parity with BST retail aggregate~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Product / Invoice Type • Resale • UNE • Interconnection	• CRIS-based invoices will be released for delivery within six (6) business days. • CABS-based invoices will be released for delivery within eight (8) calendar days. • CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

B-3: Usage Data Delivery Accuracy

Definition

This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.

Exclusions

None

Business Rules

The accuracy of the data delivery of usage records delivered by ~~BST~~ BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to ~~BST~~ 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** = Σ [(Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs send during current month) X 100~~

Usage Data Delivery Accuracy = (a - b) ÷ a X 100

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

Report Structure

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

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report month • Record Type

~~Retail Analog/Benchmark~~

~~Parity with retail~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• CLEC Usage Data Delivery Accuracy is comparable to BellSouth 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 ~~BST~~ 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 ~~BST~~ 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** = Σ [(Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date) / Σ (Total number of Recorded usage records delivered during the current month) X 100~~

Usage Data Delivery Completeness = (a ÷ b) X 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
- ~~BST~~ BellSouth Aggregate
- Region

~~Level of Disaggregation:~~

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

Data Retained

Relating to CLEC Experience	Relating to ~~BST~~ BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report month • Record Type

~~Retail Analog/Benchmark:~~

~~Parity with retail~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• CLEC Usage Data Delivery Completeness is comparable to BellSouth Usage Data Delivery Completeness

B-5: Usage Data Delivery Timeliness

Definition

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

Calculation

- ~~**Usage Data Delivery Timeliness** = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100~~

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
- ~~BST~~ BellSouth Aggregate
- Region

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth ~~BST~~ Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Monthly • Record Type

~~Retail Analog/Benchmark~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• CLEC Usage Data Delivery Timeliness is comparable to BellSouth 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 ~~BST~~ 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 average number of days it takes ~~BST~~ BellSouth to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

Calculation

~~**Mean Time to Deliver Usage** = Σ (Record Volume X estimated number of days to deliver the usage record) / Total Record Volume Delivered.~~

Mean Time to Deliver Usage = (a x b) ÷ c X 100

- a = Volume of Records Delivered
- b = Estimated number of days to deliver
- c = Total Record Volume Delivered

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

Report Structure

- CLEC Aggregate
- CLEC Specific
- ~~BST~~ BellSouth Aggregate
- Region

~~Level of Disaggregation~~

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth ~~BST~~ Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Monthly • Record Type

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BellSouth

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.

Calculation

Recurring Charge Completeness = (a ÷ b) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report month • Invoice type • Total recurring charges billed • Total billed on time	• Report month • Retail Analog • Total recurring charges billed • Total billed on time

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Product/Invoice Type	
• Resale	• Parity
• UNE	• Benchmark 90%
• Interconnection	• Benchmark 90%

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.

Calculation

Non-Recurring Charge Completeness = (a ÷ b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report month • Invoice type • Total non-recurring charges billed • Total billed on time	• Report month • Retail Analog • Total non-recurring charges billed • Total billed on time

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
Product/Invoice Type	
• Resale	• Parity
• UNE	• Benchmark 90%
• Interconnection	• Benchmark 90%

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 ~~BST~~ BellSouth customers.

Calculation

~~Total queue time + total calls answered~~

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 ~~BST~~ BellSouth and CLECs
  - State

~~Level of Disaggregation~~

~~None~~

Data Retained (on Aggregate Basis)

- For the items below, ~~BST~~ 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

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

OS-2: Speed to Answer Performance/Percent Answered with "X" Seconds – Toll

Definition

Measurement of the percent of toll calls that are answered in less than ~~"30"~~ thirty seconds. ~~The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.~~

Exclusions

~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and ~~BST~~ 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 ~~BST~~ BellSouth and CLECs
  - State

~~Level of Disaggregation~~

~~None~~

Data Retained (on Aggregate Basis)

- For the items below, ~~BST~~ 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

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Disaggregation - Analog/Benchmark

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

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

Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

Exclusions

~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and ~~BST~~ BellSouth customers.

Calculation

~~Total queue time ÷ total calls answered~~

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 ~~BST~~ BellSouth and CLECs
  - State

~~Level of Disaggregation~~

~~None~~

Data Retained (on Aggregate Basis)

- For the items below, ~~BST~~ 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

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

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

Definition

Measurement of the percent of DA calls that are answered in less than ~~"20"~~ twenty seconds. ~~The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set for the Average Speed to Answer by a State Commission.~~

Exclusions

~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and ~~BST~~ 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 ~~BST~~ BellSouth and CLECs
  - State

~~Level of Disaggregation~~

~~None~~

Data Retained (on Aggregate Basis)

- For the items below, ~~BST~~ 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

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

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. For E-911, see Section 8.

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.

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 & 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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Database File Submission Time • Database File Update Completion Time • CLEC Number of Submissions • Total Number of Updates	• 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:	Retail Analog/Benchmark:
Database Type • LIDB • Directory Listings • Directory Assistance	• Parity by Design

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 LSRs/Orders in a manual review. This manual review is not conducted on BellSouth Retail 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 completed 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 (order) submitted by the CLEC. Each database (LIDB, Directory Assistance, and Directory Listings) should be separately tracked and reported.

A statistically valid sample of CLEC Orders are pulled each month. The sample will be used to test the accuracy of the database update process. This is a manual process.

Calculation

Percent Update Accuracy = (a ÷ b) X 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)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• 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.	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark:
Database Type • LIDB • Directory Database • Directory Listings	• 95% Accurate

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded in 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.

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 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 & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

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.

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = (a ÷ b) X 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)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Company Name • Company Code • NPA/NXX • LERG Effective Date • Loaded Date	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Geographic scope - Region	• 100% by LERG effective date

Section 8: E911

E-1: Timeliness

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and ~~BST~~ 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 (~~BST's~~ the BellSouth E911 vendor) receives E911 files containing batch orders extracted from ~~BST's~~ 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 ~~BST~~ BellSouth retail records.

Calculation

~~**E911 Timelines** = Σ (Number of batch orders processed within 24 hours ÷ Total number of batch orders submitted) x 100~~

E911 Timeliness = (a ÷ b) X 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 ~~BST~~ BellSouth retail updates

- State
- Region

~~Level of Disaggregation~~

~~None~~

Data Retained

- Report month
- Aggregate data

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and ~~BST~~ 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 (~~BST's~~ the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from ~~BST~~ BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and ~~BST~~ BellSouth retail records.

Calculation

~~**E911 Accuracy** = Σ (Number of record individual updates processed with no errors ÷ Total number of individual record updates) x 100~~

E911 Accuracy = (a ÷ b) X 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 ~~BST~~ BellSouth retail updates

- State
- Region

~~Level of Disaggregation~~

~~None~~

Data Retained

- Report month
- Aggregate data

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and ~~BST~~ BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted ~~in~~ is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and ~~BST~~ BellSouth retail records.

Calculation

~~**E911 Mean Interval** = Σ (Date and time of batch order completion – Date and time of batch order submission) ÷ (Number of batch orders completed)~~

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 ~~BST~~ BellSouth retail updates

- State
- Region

~~Level of Disaggregation~~

~~None~~

Data Retained

- Report month
- Aggregate data

~~Retail Analog/Benchmark~~

~~Parity by Design~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

Section 9: Trunk Group Performance

TGP-1: Trunk Group Performance-Aggregate

Definition

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

Exclusions

- Trunk Ggroups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- 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 ~~BST~~ BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

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

Aggregate Monthly Blocking:

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

Trunk Categorization:

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

CLEC Affecting Categories:

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

BellSouth Affecting Categories:

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

Calculation

Monthly Average Blocking:

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

Aggregate Monthly Blocking:

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

Report Structure

- CLEC Aggregate
- ~~BST~~ BellSouth Aggregate
  - State

~~Level of Disaggregation~~

~~Trunk Group~~

Data Retained

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

~~Retail Analog/Benchmark~~

~~Parity with Retail~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• CLEC aggregate • BellSouth aggregate	• Any 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

TGP-2: Trunk Group Performance-CLEC Specific

Definition

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

Exclusions

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- 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 ~~BST~~ BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

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

Aggregate Monthly Blocking:

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

Trunk Categorization:

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

CLEC Affecting Categories:

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

BellSouth Affecting Categories:

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

Calculation

Monthly Average Blocking:

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

Aggregate Monthly Blocking:

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

Report Structure

- CLEC Specific
  - State

~~Level of Disaggregation~~

~~Trunk Group~~

Data Retained

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

~~Retail Analog/Benchmark~~

~~Parity with Retail~~

TGP-3: Trunk Group Service Report

Definition

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

Exclusions

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

Business Rules

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

Calculation

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

Report Structure

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

Level of Disaggregation:

State

Data Retained

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

Retail Analog/Benchmark

Parity with Retail

~~TGP-4: Trunk Group Service Detail~~

~~Definition~~

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

~~Exclusions~~

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

~~Business Rules~~

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

~~Calculation~~

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

~~Report Structure~~

~~BST Specific/CLEC Specific~~

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

~~Level of Disaggregation~~

~~State~~

~~Data Retained~~

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

~~**Retail Analog/Benchmark**~~

~~Parity with Retail~~

Section 10: Collocation

C-1: Collocation Average Response Time

Definition

~~Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application to the date BellSouth returns a response.~~

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. Within 10 calendar days after having received a bona fide application for physical collocation, BellSouth must respond as to whether space is available or not.

Exclusions

Any application ~~cancelled~~ canceled by the CLEC

Business Rules

The clock starts on the date that ~~BST~~ BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that ~~BST~~ BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

Calculation

- ~~Average Response Time = Σ [(Request Response Date) – (Request Submission Date)] / Count of Responses Returned within Reporting Period.~~

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 Response Returned within Reporting Period

Report Structure

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

~~Level of Disaggregation~~

- ~~State, Region and further geographic disaggregation as required by State Commission Order~~
- ~~Virtual-Initial~~
- ~~Virtual-Augment~~
- ~~Virtual-Combined~~
- ~~Physical-Initial~~
- ~~Physical-Augment~~
- ~~Physical-Combined~~
- ~~Caged/Cageless (under development)~~

Data Retained

- Report period

- Aggregate data

~~**Retail Analog/Benchmark**~~

~~Virtual 15 Calendar Days~~

~~Physical 15 Calendar Days~~

SQM Disaggregation - Analog/Benchmark

Level of Disaggregation	Retail Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical-Cageless-Initial • Physical Cageless-Augment	• Virtual - 15 Calendar Days • Physical Caged - 15 Calendar Days • Physical Cageless - 15 Calendar Days

C-2: Collocation Average Arrangement Time

Definition

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

Exclusions

- Any Bona Fide firm order ~~cancelled~~ canceled by the CLEC
- Any Bona Fide firm order with a CLEC-negotiated interval longer than the benchmark interval.

Business Rules

The clock starts on the date that ~~BST~~ BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that ~~BST~~ BellSouth completes the collocation arrangement and notifies the CLEC.

Calculation

~~Average Arrangement Time = S [(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted)] / Total Number of Collocation Arrangements Completed during Reporting Period~~

Arrangement Time = (a - b)

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

Average Arrangement Time = (c ÷ d)

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

Report Structure

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

~~Level of Disaggregation~~

- ~~State, Region and further geographic disaggregation as required by State Commission Order~~
- ~~Virtual-Initial~~
- ~~Virtual-Augment~~
- ~~Virtual-Combined~~
- ~~Physical-Initial~~
- ~~Physical-Augment~~
- ~~Physical-Combined~~
- ~~Caged/Cageless (under development)~~

Data Retained

- Report period
- Aggregate data

~~Retail Analog/Benchmark~~

- ~~Physical 90 Calendar Days~~
- ~~Physical Augment (with space increase) 90 Calendar Days~~
- ~~Physical Augment (without space increase) 45 Calendar Days~~
- ~~Virtual 60 Calendar Days~~
- ~~Virtual Augment (with space increase) 60 Calendar Days~~
- ~~Virtual Augment (without space increase) 45 Calendar Days~~

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical Cageless-Initial • Physical Cageless-Augment	• Virtual - 60 Calendar Days • Virtual - 60 Calendar Days (Extraordinary) • Virtual Augments - 60 Calendar Days • Virtual Augments (Additional Space Required) - 60 Calendar Days • Physical Caged - 90 Days • Physical Caged (Extraordinary) - 90 Calendar Days • Physical Caged Augments - 45 Calendar Days • Physical Caged Augments (Additional Space Required) 90 Calendar Days • Physical Cageless - 90 Calendar Days • Physical Cageless (Extraodinary) - 90 Calendar Days • Physical Cageless Augments - 45 Calendar Days • Physical Cageless Augments - (Additional Space Required) 90 Calendar Days

C-3: Collocation Percent of Due Dates Missed

Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements~~.~~.

Exclusions

Any Bona Fide firm order ~~cancelled~~ canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which ~~BST~~ BellSouth is unable to complete by end of the ~~ILEC~~ BellSouth committed due date. The clock starts on the date that ~~BST~~ BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required. The arrangement is considered a missed due date if it is not completed on or before the committed due date~~.~~.

Calculation

~~% of Due Dates Missed = Σ (Number of Completed Orders that were not completed w/I ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100.~~

% of Due Dates Missed = (a ÷ b) X 100

- a = Number of Completed Orders that were not completed within BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

Report Structure

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

~~Level of Disaggregation~~

- ~~State, Region and further geographic disaggregation as required by State Commission Order~~
- ~~Virtual-Augment~~
- ~~Virtual-Combined~~
- ~~Physical-Initial~~
- ~~Physical-Augment~~
- ~~Physical-Combined~~
- ~~Caged/Cageless (under development)~~

Data Retained

- Report period
- Aggregate data

~~Retail Analog/Benchmark~~

~~90% ≤ Commit Date (Virtual and Physical)~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical Cageless-Initial • Physical Cageless-Augment	• 95% < Committ Date (Virtual and Physical)

Section 11: Change Management

CM-1: Timeliness of Change Management Notices

Definition

Measures whether CLECs receive required software release notices on time to prepare for ~~ILEC~~ BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

~~None~~

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. 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 time frames 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 notification 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

~~Σ {(Change Management Notifications Sent Within Required Time frames) ÷ Total Number of Change Management Notifications Sent)} X 100~~

Timeliness of Change Management Notices = (a ÷ b) X 100

- a = Total number of Change Management Notifications Sent Within Required Time frames
- b = Total number of Change Management Notifications Sent

Report Structure

- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~Region~~

Data Retained

- Report Period
- Notice Date
- Release Date

~~Retail Analog/Benchmark~~

~~98% on Time~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• Region	• 98% on time

CM-2: ~~Average Delay Days for Change Management Notices~~Change Management Notice Average Delay Days

Definition

Measures the average delay days ~~of~~for change management system release notices sent outside the time frame set forth in the Change Control Process.

Exclusions

~~None~~

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames 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 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

~~Σ [(Date Notice Sent – Date Notice Due) + (Total Number of Notices Sent)]~~

Change Management Notice Delay Days = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

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

- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~Region~~

Data Retained

- Report Period
- Notice Date
- Release Date

~~Retail Analog/Benchmark~~

~~90% ≤ 5 Days~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation:	Retail Analog/Benchmark:
• Region	• 90 % ≤ 5 Days

CM-3: Timeliness of Documents Associated with Change

Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for ~~ILEC~~ BellSouth interface/ system changes so CLEC interfaces are not impaired by change.

Exclusions

~~None~~

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth 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 measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames 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 Sent Within Required Time frames after Notices) ÷ (Total Number of Change Management Documentation Sent)] X 100~~

Timeliness of Documents Associated with Change = (a ÷ b) X 100

- a = Change Mangement Documentation Sent Within Required Time frames after Notices
- b = Total Number of Change Management Documentation Sent

Report Structure

- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~Region~~

Data Retained

- Report Period
- Notice Date
- Release Date

~~Retail Analog/Benchmark~~

~~98% on Time~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 98% on time

CM-4: ~~Average Delay Days for Documentation~~Change Management Documentation Average Delay Days

Definition

Measures the average delay days ~~of~~ for requirements or business rule documentation sent outside the time ~~frame~~ frames set forth in the Change Control Process.

Exclusions

~~None~~

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth 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 measure the percent of requirements or business rule documentation sent to the CLECs according to ~~notification~~ documentation standards and time frames 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

~~Σ [(Date Documentation Provided – Date Documentation Due) + (Total Change Management Documents Sent)]~~

Change Management Documentation Delay Days = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

Change Management Documentation Average Delay Days = (c ÷ d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

Report Structure

- ~~BST~~ BellSouth Aggregate

~~Level of Disaggregation~~

~~Region~~

Data Retained

- Report Period
- Notice Date
- Release Date

~~Retail Analog/Benchmark~~

~~90% ≤ 5 Days~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• Region	• 90% ≤ 5 Days

CM-5: Notification of CLEC Interface Outages

Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

Exclusions

None

Business Rules

This measure is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place. 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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Number of Interface Outages • Number of Notifications < 15 minutes	• Not Applicable

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• By interface type for all interfaces accessed by CLECs	• 97% ≤ 15 Minutes

Interface	Applicable to
EDI	CLEC
CSOTS	CLEC
LENS	CLEC
TAG	CLEC
ECTA	CLEC
TAFI	CLEC/BellSouth

Section 12: Bona Fide / New Business Request Process

BFR-1: Percentage of BFR/NBR Requests Processed Within 30 Business Days

Definition

Percentage of Bona Fide/New Business Requests processed within 30 business days for the development and purchases of network elements not currently offered.

Exclusions

Any application cancelled by the CLEC

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth completes application processing for Network Elements that are not operational at the time of the request.

Calculation

Percentage of BFR/NBR Requests Processed Within 30 Business Days = (a ÷ b) X 100

- a = Count of number of requests processed within 30 days
- b = Total number of requests

Report Structure

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

Data Retained

- Report period
- Aggregate data

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 90% ≤ 30 business days

BFR-2: Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days

Definition

Percentage of quotes provided in response to Bona Fide/New Business Requests within X (10/30/60) business days for network elements not currently offered.

Exclusions

Requests that are subject to pending arbitration

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth responds back to the application with a price quote.

Calculation

Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days = (a ÷ b) X 100

- a = Count of number of requests processed within "X" days
- b = Total number of requests
  where "X" = 10, 30, or 60 days

Report Structure

- New Network Elements that are operational at the time of the request.
- New Network Elements that are ordered by the FCC.
- New Network Elements that are not operational at the time of the request.

Data Retained

- Report period
- Aggregate data

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 90% ≤ 10/30/60 business days - Network Elements that are operational at the time of the request – 10 days - Network Elements that are Ordered by the FCC – 30 days - New Network Elements – 60 days

Appendix A: Reporting Scope

A-1: Standard Service ~~Order Activities~~Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic ~~BST~~BellSouth/CLEC service order activities ~~that~~ 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
- ~~BST~~ BellSouth State
- ~~BST Region~~
- BellSouth Region

Appendix B: Recommended Additional Metrics

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

- Percent Service Loss from Early and Late Cuts
- Percent of Hot Cuts Not Working When Initially Provisioned
- Percent Completions or Attempt without Notice or with Less than 24 Hours Notice
- Percent Order Accuracy
- Percent of Orders Canceled or Supplemented at the Request of BellSouth
- Percent and Timeliness of EDI and TAG LSR Acknowledgments
- Provisioning Troubles Prior to Loop Acceptance
- Percent Orders Canceled After Missed Due Date
- Percent Found OK/Test OK/CPE
- ALEC Center Call Abandonment Rate
- Average Notification of Interface/OSS Outage
- Percent of Change Management Notices and Documentation Sent on Time
- Percent of Software Certification Failures and Software Problem Resolution
- Percent Billing Errors Corrected in X days
- Loop Make-up Information Timeliness
- Provisioning Trouble Reports Prior to Service Order Completion
- Coordinated Customer Conversions as a Percentage On-Time
- Service Inquiry with Firm Order (Manual)[1]
- Percent Troubles within 7 days of a Hot Cut1

1. Supplemental Metrics as of November 16, 2000

Appendix C: 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.

( ) 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:**~~ **Aggregate:** Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

ALEC: Alternative Local Exchange Company = FL CLEC

ADSL: Asymmetrical Digital Subscriber Line

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:**~~ **Auto Clarification:** The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

BFR: Bona Fide 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 ~~- A front~~(Front-end ~~presentation manager used by BellSouth organizations~~ to ~~access~~ the CRIS database.)

BRI: Basic Rate ISDN

BRC: Business Repair Center – The BellSouth Business Systems trouble receipt center which serves ~~large~~ business and CLEC customers.

~~BST~~: BellSouth : BellSouth Telecommunications, Inc.

C

CABS: Carrier Access Billing System

CCC: Coordinated Customer Conversions

CCP: Change Control Process

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).

CKTID: A unique identifier for elements combined in a service configuration.

CLEC: Competitive Local Exchange Carrier

CLP: Competitive Local Provider = NC CLEC

CM: Change Management

CMDS: Centralized Message Distribution System - ~~BellCore~~ Telcordia administered national system used to transfer specially formatted messages among companies.

COFFI: ~~Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs~~

~~COFIUSOC~~: ~~COFFI software contract for feature/service information.~~
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 - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

CRIS: Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.

CRSACCTS: CRIS software contract for CSR information

CRSG: Complex Resale Support Group

C-SOTS: CLEC Service Order Tracking System

CSR: Customer Service Record

CTTG: Common Transport Trunk Group - Final trunk groups between ~~BST~~ BellSouth & Independent end offices and the ~~BST~~ BellSouth access tandems.

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, Central Office Equipment, Customer Premises Equipment, etc.

DLETH: Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

DLR: Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.

DS-0: The worldwide standard speed for one digital voice signal (64000 bps).

DS-1: 24 DS-0s (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 - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

DSAP: DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and ~~UNE-~~sUnbundled Network Elements.

DSAPDDI: DSAP software contract for schedule information.

DSL: Digital Subscriber Line

DUI: Database Update Information

E

E911: Provides callers access to the applicable emergency services bureau ~~by dialing a 3-digit universal telephone number.~~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

F

~~**FATAL REJECT**~~**:** Fatal Reject: ~~The number of~~ LSRs ~~that were~~ electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated.

~~**FLOW**~~Flow ~~**THROUGH**~~Through: In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the ~~BST~~ 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

G

H

HAL: "Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

HALCRIS: =HAL software contract for CSR information

HDSL: High Density Subscriber Loop/Line

I

ILEC: Incumbent Local Exchange Company

INP: Interim Number Portability

ISDN: Integrated Services Digital Network

IPC: Interconnection Purchasing Center

~~K~~

L

LAN: Local Area Network

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 Pre-ordering transactions along with associated expedite requests and escalations.

~~**LEGACY SYSTEM:** Legacy System~~**:** Term used to refer to BellSouth Operations Support Systems (see OSS)

LENS: Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO: Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

LERG: Local Exchange Routing Guide

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 Assessment and Control System

LIDB: Line Information Database

LISC: Local Interconnection Service Center - The center that issues trunk orders.

LMOS: Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST: LMOS host computer

LMOSupd: LMOS updates

LMU: Loop Make-up

LMUS: Loop Make-up Service Inquiry

LNP: Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

~~LOOPS~~: LOOPS : Transmission paths from the central office to the customer premises.

LRN: Location Routing Number

LSR: Local Service Request – A request for local resale service or unbundled network elements from a CLEC.

M

~~MAINTENANCE~~ Maintenance **& ~~REPAIR~~**Repair: The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

MARCH: ~~A~~ BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

N

NBR: New Business Request

NC: "No Circuits" - All circuits busy announcement.

NIW: Network Information Warehouse

NMLI: Native Mode LAN Interconnection

NPA: Numbering Plan Area

NXX: The "exchange" portion of a telephone 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

OASISCAR: OASIS software contract for feature/service

OASISLPC: OASIS software contract for feature/service

OASISMTN: OASIS software contract for feature/service

OASISNET: OASIS software contract for feature/service

OASISOCP: OASIS software contract for feature/service

ORDERING: The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

OSPCM: Outside Plant Contract Management System - Provides Scheduling Information.

OSS: Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

OUT OF SERVICE: Customer has no dial tone and cannot call out.

P

PMAP: Performance Measurement Analysis Platform

PMQAP: Performance Measurement Quality Assurance Plan

PON: Purchase Order Number

POTS: Plain Old Telephone Service

PREDICTOR: The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.

~~**PREORDERING:**~~ **Preordering:** The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

~~**PROVISIONING:**~~ **PRI:** Primary Rate ISDN

Provisioning: The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

PSIMS: Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

PSIMSORB: PSIMS software contract for feature/service.

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 street addresses validated to be accurate with state and local governments.

RSAGADDR: RSAG software contract for address search.

RSAGTN: RSAG software contract for telephone number search.

S

SAC: Service Advocacy Center

SEEM: Self Effectuating Enforcement Mechanism

SOCS: Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.

SOG: Service Order Generator - Telcordia product 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.

T

TAFI: Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG: Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

TN: Telephone Number

~~**TOTAL MANUAL FALLOUT:**~~ **Total Manual Fallout:** The number of LSRs which are entered electronically but require manual entering into a service order generator.

U

UNE: Unbundled Network Element

UCL: Unbundled Copper Link

USOC: Universal Service Order Code

V

~~**VSEEM:** Voluntary Self Effectuating Enforcement Mechanism~~

W

WATS: Wide Area Telephone Service

WFA: Work Force Administration

WMC: Work Management Center

WTN: ~~A unique identifier for elements combined in a service configuration~~
Working Telephone Number.

X

Y

Z

Appendix D: Study of End-to-End Timing

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

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