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ATTORNEYS AT LAW

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PLEASE REPLY TO:  
  
TALLAHASSEE

TALLAHASSEE OFFICE:  
117 SOUTH GADSDEN  
TALLAHASSEE, FLORIDA 32301  
(850) 222-2525  
(850) 222-5606 FAX

June 19, 2001

**VIA HAND DELIVERY**

Blanca S. Bayo, Director  
Division of Records and Reporting  
Betty Easley Conference Center  
4075 Esplanade Way  
Tallahassee, Florida 32399-0870

**CONFIDENTIAL**

RECEIVED-FPSC  
01 JUN 19 PM 4: 03  
RECORDS AND REPORTING

Re: Docket No.: 001797-TP

Dear Ms. Bayo:

On behalf of DIECA Communications, Inc. d/b/a Covad Communications Company, enclosed for filing and distribution are the original and 15 copies of DIECA Communications, Inc. d/b/a Covad Communications Company's Request for Specified Confidential Classification and Motion for Protective Order with CONFIDENTIAL documents attached.

Please acknowledge receipt of the above on the extra copy and return the stamped copies to me in the envelope provided. Thank you for your assistance.

Sincerely,

*Vicki Gordon Kaufman*  
Vicki Gordon Kaufman

VGK/bae  
Enclosures  
cc: Catherine F. Boone

This confidentiality request was filed by or for a "telco" for DN 07626-01. No ruling is required unless the material is subject to a request per 119.07, FS, or is admitted in the record per Rule 25-22.006(8)(b), FAC.

DOCUMENT NUMBER-DATE  
07625 JUN 19 01  
FPSC-RECORDS/REPORTING

R&M  
BUREAU OF RECORDS

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Petition by DIECA Communications,  
Inc., d/b/a Covad Communications Company  
for Arbitration of Unresolved Issues in  
Interconnection Agreement with BellSouth  
Telecommunications, Inc.

Docket No. 001797-TP

Filed: June 19, 2001

-----/

**DIECA COMMUNICATIONS, INC. d/b/a COVAD COMMUNICATIONS COMPANY'S  
REQUEST FOR SPECIFIED CONFIDENTIAL CLASSIFICATION  
AND MOTION FOR PROTECTIVE ORDER**

DIECA Communications, Inc. d/b/a Covad Communications Company (Covad), pursuant to section 364.183, Florida Statutes, and rule 25-22.006, Florida Administrative Code, files its Request for Confidential Classification and Motion for Protective Order as to the materials described herein.

In support thereof, Covad states:

1. On May 29, 2001, Covad responded to Staff's First Request for Production of Documents (Nos. 1-2). On the same day, Covad filed its Notice of Intent to Request Confidential Classification for this material.

2. The documents which are responsive to Staff Request Nos. 1-2 contain information specifically related to the conduct of Covad's business, such as the number of loops ordered which required repair and the number of orders placed by Covad for certain types of loops by month, including the number that were provisioned. A more specific description of this information is contained in Attachment A.

3. Covad considers this information to be confidential and proprietary business information. Its disclosure would harm Covad's business operations by putting details of Covad's operations and business decisions in the public domain. This information is valuable and Covad keeps

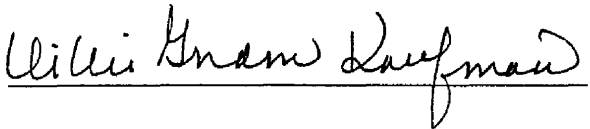
it strictly confidential. Section 364.1833(e) includes in the category of "proprietary confidential business information" information which relates to "competitive interests, the disclosure of which would impair the competitive business of the provider of information." Clearly, the information produced by Covad falls within that category. Accordingly, it should be exempt from the public disclosure requirements of section 19.07, Florida Statutes.

4. Covad has treated and intends to continue to treat the information for which confidential classification is sought as private, and this information has not been generally disclosed.

5. Appended hereto as Attachment B is two copies of the requested documents with the confidential information redacted.

6. Appended hereto as Attachment C is a sealed envelope containing one copy of the documents including the material which is confidential and proprietary.

**WHEREFORE**, based on the foregoing, Covad moves the Commission to enter an order declaring the information described above to be confidential, proprietary business information that is not subject to public disclosure.



Catherine F. Boone  
Covad Communications Company  
10 Glenlake Parkway, Suite 650  
Atlanta, GA 30328  
(678) 579-8388 Telephone  
(678) 320-9433 Telefax

Vicki Gordon Kaufman  
McWhirter Reeves McGlothlin Davidson  
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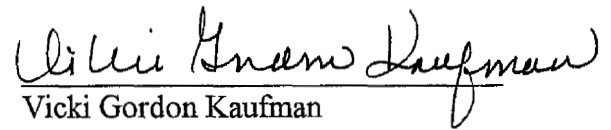
Attorneys for Covad Communications  
Company

**CERTIFICATE OF SERVICE**

**I HEREBY CERTIFY** that a true and correct copy of the foregoing DIECA Communications, Inc. d/b/a Covad Communications Company's Request For Specified Confidential Classification and Motion For Protective Order has been furnished by (\*) hand delivery this 19<sup>th</sup> day of June, 2001, to the following:

(\*) Felicia Banks  
Florida Public Service Commission  
Division of Legal Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

(\*) Michael Twomey  
c/o Nancy Sims  
150 S. Monroe Street  
Suite 400  
Tallahassee, Florida 32301

  
Vicki Gordon Kaufman

**ATTACHMENT A**

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF COVAD'S  
ORDER AND TROUBLE TICKET INFORMATION  
DOCKET NO. 001797-TP**

**Explanation of Proprietary Information**

1. The information provided contains Covad-specific order information, such as the number of loops ordered by month, how long it took to provision such orders and the number of trouble tickets broken down by loop type or function. Public disclosure of this information would be harmful to Covad's competitive interests as it would give other competitors insight into Covad's on-going business affairs, particularly what type and how many loops Covad orders. Pursuant to Section 364.183, Florida Statutes, such information is classified as proprietary, confidential business information which is exempt from section 119.07(1) and section 24(a), Art. 1 of the State Constitution.

<u>Page No.</u>	<u>Line</u>	<u>Reason</u>
1	1-13	1
3	1-2, 4-5, 7-8, 10-14, 16-17	1
4	1	1
5	10-12	1
7	1-2, 4-5, 7-8, 10-14, 16-17	1
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9	10-12	1
11	1-2, 4-5, 7-8, 10-14, 16-17	1
12	1	1
13	10-12	1
15	1-2, 4-5, 7-8, 10-14, 16-17	1
16	1	1
17	10-12	1
19	1-2, 4-5, 7-8, 10-14, 16-17	1
20	1	1
21	10-12	1
23	1-5, 7-8, 10-14, 16-17	1
24	1	1
25	7-12	1
27	1-2, 4-5, 7-8, 10-14, 16-17	1
28	10-12	1
29	1	1
31	1-2, 4-5, 7-8, 10-14, 16-17	1
32	8-12	1
33	1	1

**ATTACHMENT B**

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF COVAD'S  
ORDER AND TROUBLE TICKET INFORMATION  
DOCKET NO. 001797-TP**

**TWO REDACTED COPIES**

**Bell South Florida Trouble Ticket Breakdown**

Closed Orders

Number of Tickets	2nd Loop	Lineshare	Grand Total
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
Grand Total			

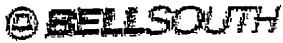
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**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**MAY 2000**



Report: % Repeat Trbls w/in 30-days CLEC

CLEC	OCN / ACNA	State	Maintenance and Repair Products	May 2000		TOTAL	
				Dispatch	Non-Dispatch		
		AL	Residence	Repeat Count			
				Trouble Count			
				Percent			
			Business	Repeat Count			
				Trouble Count			
				Percent			
			Design	Repeat Count			
				Trouble Count			
				Percent			
		UNE Design	Repeat Count				
			Trouble Count				
			Percent				
		UNE Non-Design	Repeat Count				
			Trouble Count				
			Percent				
		Local Interconnection Trunks	Repeat Count				
			Trouble Count				
			Percent				
		FL	Residence	Repeat Count			1
				Trouble Count			2
				Percent			3
			Business	Repeat Count			4
				Trouble Count			5
				Percent			6
			Design	Repeat Count			7
				Trouble Count			8
				Percent			9
UNE Design	Repeat Count				10		
	Trouble Count				11		
	Percent				12		
UNE Non-Design	Repeat Count				13		
	Trouble Count				14		
	Percent				15		
Local Interconnection Trunks	Repeat Count				16		
	Trouble Count				17		
	Percent				18		
GA	Residence	Repeat Count					
		Trouble Count					
		Percent					
	Business	Repeat Count					
		Trouble Count					
		Percent					
	Design	Repeat Count					
		Trouble Count					
		Percent					
			Repeat Count				



Provisioning

Report: OCI UNE Dispatch CLEC

					May 2000																	
					Dispatch																	
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg. Intvl (Days)			
		AL	UNE Design	< 10 Circuits																		
				>= 10 Circuits																		
			UNE Non-Design	< 10 Circuits																		
				>= 10 Circuits																		
		FL	UNE Design	< 10 Circuits																		
				>= 10 Circuits																		
			UNE Non-Design	< 10 Circuits																		
				>= 10 Circuits																		
		GA	UNE Design	< 10 Circuits																		
				>= 10 Circuits																		
			UNE Non-Design	< 10 Circuits																		
				>= 10 Circuits																		
		KY	UNE Design	< 10 Circuits																		
				>= 10 Circuits																		
UNE Non-Design	< 10 Circuits																					
	>= 10 Circuits																					
	UNE Design	< 10 Circuits																				
		>= 10 Circuits																				

1  
2  
3  
4



Report: % Prov. Trouble w/in 30 Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits			≥ 10 Circuits			
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	≥ 10 Circuits	
May			AL	Residence	Troubles						
					Provisioned						
					Percent						
				Business	Troubles						
					Provisioned						
					Percent						
				Design	Troubles						
					Provisioned						
					Percent						
			UNE Design	Troubles							
				Provisioned							
				Percent							
			UNE Non-Design	Troubles							
				Provisioned							
				Percent							
FL	Residence	Troubles							1		
		Provisioned							2		
		Percent							3		
	Business	Troubles							4		
		Provisioned							5		
		Percent							6		
	Design	Troubles							7		
		Provisioned							8		
		Percent							9		
UNE Design	Troubles							10			
	Provisioned							11			
	Percent							12			
UNE Non-Design	Troubles							13			
	Provisioned							14			
	Percent							15			
GA	Residence	Troubles									
		Provisioned									
		Percent									
	Business	Troubles									
		Provisioned									
		Percent									
	Design	Troubles									
		Provisioned									
		Percent									
Troubles											

**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**JUNE 2000**



Report: % Repeat Trbls w/in 30 days CLEC

					June 2000		
CLEC	OCN / ACNA	State	Maintenance and Repair Products		Dispatch	Non-Dispatch	TOTAL
		AL	Residence	Repeat Count			
				Trouble Count			
				Percent			
			Business	Repeat Count			
				Trouble Count			
				Percent			
			Design	Repeat Count			
				Trouble Count			
				Percent			
			UNE Design	Repeat Count			
				Trouble Count			
				Percent			
			UNE Non-Design	Repeat Count			
				Trouble Count			
				Percent			
			Local Interconnection Trunks	Repeat Count			
				Trouble Count			
				Percent			
Residence	Repeat Count			1			
	Trouble Count			2			
	Percent			3			
Business	Repeat Count			4			
	Trouble Count			5			
	Percent			6			
Design	Repeat Count			7			
	Trouble Count			8			
	Percent			9			
UNE Design	Repeat Count			10			
	Trouble Count			11			
	Percent			12			
UNE Non-Design	Repeat Count			13			
	Trouble Count			14			
	Percent			15			
Local Interconnection Trunks	Repeat Count			16			
	Trouble Count			17			
	Percent			18			
Residence	Repeat Count						
	Trouble Count						
	Percent						
Business	Repeat Count						
	Trouble Count						
	Percent						

Provisioning

Report: OCL UNE Dispatch CLEC

					June 2000																
					Dispatch																
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg-Intvl (Days)		
		AL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		FL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		GA	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
KY	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
				< 10 Circuits																	

Covad's Response to Staff's First Request for Production POD 1 and 2, Page 8 of 33



Report: % Prov. Trouble w/ 30-Days CLEC

June

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits		>= 10 Circuits						
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	>= 10 Circuits			
			AL	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
					Provisioned								
					Percent								
				UNE Non-Design	Troubles								
					Provisioned								
					Percent								
			FL	Residence	Troubles							1	
					Provisioned								2
					Percent								3
				Business	Troubles								4
					Provisioned								5
					Percent								6
				Design	Troubles								7
					Provisioned								8
					Percent								9
				UNE Design	Troubles								10
					Provisioned								11
					Percent								12
				UNE Non-Design	Troubles								13
					Provisioned								14
					Percent								15
			GA	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
					Provisioned								
					Percent								



**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**JULY 2000**



Report: % Repeat Trbls w/in 30 days CLEC

				July 2000				
CLEC	OCN / ACNA	State	Maintenance and Repair Products	Repeat Count	Dispatch	Non-Dispatch	TOTAL	
		AL	Residence	Repeat Count			0	
				Trouble Count				
				Percent				
			Business	Repeat Count				
				Trouble Count				
				Percent				
			Design	Repeat Count				
				Trouble Count				
				Percent				
			UNE Design	Repeat Count				
				Trouble Count				
				Percent				
			UNE Non-Design	Repeat Count				
				Trouble Count				
				Percent				
			Local Interconnection Trunks	Repeat Count				
				Trouble Count				
				Percent				
		FL	Residence	Repeat Count			0	
				Trouble Count				1
				Percent				2
			Business	Repeat Count				3
				Trouble Count				4
				Percent				5
			Design	Repeat Count				6
				Trouble Count				7
				Percent				8
			UNE Design	Repeat Count				9
				Trouble Count				10
				Percent				11
			UNE Non-Design	Repeat Count				12
				Trouble Count				13
				Percent				14
			Local Interconnection Trunks	Repeat Count				15
				Trouble Count				16
				Percent				17
		GA	Residence	Repeat Count				
				Trouble Count				
				Percent				
			Business	Repeat Count				
				Trouble Count				
				Percent				
			Design	Repeat Count				
				Trouble Count				
				Percent				
			Repeat Count					



Report: OCLUNE Dispatch CLEC

					July 2000																
					Dispatch																
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg-Intvl (Days)		
		AL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		FL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		GA	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
KY	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Non-Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			

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3  
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Covad's Response to Staff's First Request  
for Production  
POD 1 and 2, Page 12 of 33



Report: % Prov Trouble w/ 30 Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits			≥ 10 Circuits				
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	≥ 10 Circuits		
			AL	Residence	Troubles							
					Provisioned							
					Percent							
				Business	Troubles							
					Provisioned							
					Percent							
				Design	Troubles							
					Provisioned							
					Percent							
				UNE Design	Troubles							
					Provisioned							
					Percent							
			UNE Non-Design	Troubles								
				Provisioned								
				Percent								
			FL	Residence	Troubles						1	
					Provisioned							2
					Percent							3
				Business	Troubles							4
					Provisioned							5
					Percent							6
				Design	Troubles							7
					Provisioned							8
					Percent							9
				UNE Design	Troubles							10
					Provisioned							11
					Percent							12
			UNE Non-Design	Troubles							13	
				Provisioned							14	
				Percent							15	
			GA	Residence	Troubles							
					Provisioned							
					Percent							
				Business	Troubles							
					Provisioned							
					Percent							
				Design	Troubles							
					Provisioned							
					Percent							
				UNE Design	Troubles							
					Provisioned							
					Percent							
			UNE Non-Design	Troubles								
				Provisioned								
				Percent								

**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**AUGUST 2000**



Report: % Repeat Trbls w/in 30 days CLEC

CLEC	OCN / ACNA	State	Maintenance and Repair Products	August 2000		TOTAL
				Dispatch	Non-Dispatch	
		AL	Residence	Repeat Count		
				Trouble Count		
				Percent		
			Business	Repeat Count		
				Trouble Count		
				Percent		
			Design	Repeat Count		
				Trouble Count		
				Percent		
		UNE Design	Repeat Count			
			Trouble Count			
			Percent			
		UNE Non-Design	Repeat Count			
			Trouble Count			
			Percent			
		Local Interconnection Trunks	Repeat Count			
			Trouble Count			
			Percent			
FL	Residence	Repeat Count		1		
		Trouble Count		2		
		Percent		3		
	Business	Repeat Count		4		
		Trouble Count		5		
		Percent		6		
	Design	Repeat Count		7		
		Trouble Count		8		
		Percent		9		
UNE Design	Repeat Count		10			
	Trouble Count		11			
	Percent		12			
UNE Non-Design	Repeat Count		13			
	Trouble Count		14			
	Percent		15			
Local Interconnection Trunks	Repeat Count		16			
	Trouble Count		17			
	Percent		18			
GA	Residence	Repeat Count				
		Trouble Count				
		Percent				
	Business	Repeat Count				
		Trouble Count				
		Percent				
	Design	Repeat Count				
		Trouble Count				
		Percent				
			Repeat Count			

					August 2000																
					Dispatch																
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg-Intvl (Days)		
DIECA	7871	AL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		FL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		GA	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
KY	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Non-Design	< 10 Circuits																			
		>= 10 Circuits																			
LA	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Non-Design	< 10 Circuits																			
		>= 10 Circuits																			

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3  
4



Report: % Prov. Trouble w/ 30 Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits		>= 10 Circuits										
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	>= 10 Circuits							
			AL	Residence	Troubles												
					Provisioned												
					Percent												
				Business	Troubles												
					Provisioned												
					Percent												
				Design	Troubles												
					Provisioned												
					Percent												
			UNE Design	Troubles													
				Provisioned													
				Percent													
			UNE Non-Design	Troubles													
				Provisioned													
				Percent													
			FL	Residence	Troubles									1			
					Provisioned										2		
					Percent										3		
				Business	Troubles												4
					Provisioned												5
					Percent												6
				Design	Troubles												7
					Provisioned												8
					Percent												9
			UNE Design	Troubles												10	
				Provisioned												11	
				Percent												12	
			UNE Non-Design	Troubles												13	
				Provisioned												14	
				Percent												15	
			GA	Residence	Troubles												
					Provisioned												
					Percent												
				Business	Troubles												
					Provisioned												
					Percent												
				Design	Troubles												
					Provisioned												
					Percent												
			UNE Design	Troubles													
				Provisioned													
				Percent													
			UNE Non-Design	Troubles													
				Provisioned													
				Percent													
					Troubles												



**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**SEPTEMBER 2000**



Report: % Repeat Trbls w/in 30 days CLEC

CLEC	OCN / ACNA	State	Maintenance and Repair Products	September 2000			
				Dispatch	Non-Dispatch	TOTAL	
		AL	Residence	Repeat Count			
				Trouble Count			
				Percent			
			Business	Repeat Count			
				Trouble Count			
				Percent			
			Design	Repeat Count			
				Trouble Count			
				Percent			
			UNE Design	Repeat Count			
				Trouble Count			
				Percent			
		UNE Non-Design	Repeat Count				
			Trouble Count				
			Percent				
		Local Interconnection Trunks	Repeat Count				
			Trouble Count				
			Percent				
		FL	Residence	Repeat Count			1
				Trouble Count			2
				Percent			3
			Business	Repeat Count			4
				Trouble Count			5
				Percent			6
Design	Repeat Count				7		
	Trouble Count				8		
	Percent				9		
UNE Design	Repeat Count				10		
	Trouble Count				11		
	Percent				12		
UNE Non-Design	Repeat Count				13		
	Trouble Count				14		
	Percent				15		
Local Interconnection Trunks	Repeat Count				16		
	Trouble Count				17		
	Percent				18		
	Residence	Repeat Count					
		Trouble Count					
		Percent					
	Business	Repeat Count					
		Trouble Count					
		Percent					



Report: OCI UNE Dispatch\_CLEC

					September 2000																
					Dispatch																
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg. Intvl (Days)		
		AL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		FL	UNE Design	< 10 Circuits																	1
				>= 10 Circuits																	2
			UNE Non-Design	< 10 Circuits																	3
				>= 10 Circuits																	4
		GA	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
KY	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Non-Design	< 10 Circuits																			
		>= 10 Circuits																			

Covad's Response to Staff's First Request  
 for Production  
 POD 1 and 2, Page 20 of 33



Report: % Prov. Trouble w/ 30-Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits		≥ 10 Circuits						
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	≥ 10 Circuits			
			AL	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
					Provisioned								
					Percent								
				UNE Non-Design	Troubles								
					Provisioned								
					Percent								
			FL	Residence	Troubles							1	
					Provisioned								2
					Percent								3
				Business	Troubles								4
					Provisioned								5
					Percent								6
				Design	Troubles								7
					Provisioned								8
					Percent								9
				UNE Design	Troubles								10
					Provisioned								11
					Percent								12
				UNE Non-Design	Troubles								13
					Provisioned								14
					Percent								15
			GA	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
			UNE Design	Troubles									
				Provisioned									

**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**OCTOBER 2000**



Report: % Repeat Trbls w/in 30 days CLBC

CLEC	OCN / ACNA	State	Maintenance and Repair Products	October 2000			
				Dispatch	Non-Dispatch	TOTAL	
		AL	Residence	Repeat Count			
				Trouble Count			
				Percent			
			Business	Repeat Count			
				Trouble Count			
				Percent			
			Design	Repeat Count			
				Trouble Count			
				Percent			
		UNE Design	Repeat Count				
			Trouble Count				
			Percent				
		UNE Non-Design	Repeat Count				
			Trouble Count				
			Percent				
		Local Interconnection Trunks	Repeat Count				
			Trouble Count				
			Percent				
FL	Residence	Repeat Count			1		
		Trouble Count			2		
		Percent			3		
	Business	Repeat Count			4		
		Trouble Count			5		
		Percent			6		
	Design	Repeat Count			7		
		Trouble Count			8		
		Percent			9		
UNE Design	Repeat Count			10			
	Trouble Count			11			
	Percent			12			
UNE Non-Design	Repeat Count			13			
	Trouble Count			14			
	Percent			15			
Local Interconnection Trunks	Repeat Count			16			
	Trouble Count			17			
	Percent			18			
		Residence	Repeat Count				
			Trouble Count				
			Percent				
		Business	Repeat Count				
			Trouble Count				
			Percent				



Report: OCI UNE Dispatch CLEC

					October 2000																
					Dispatch																
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg-Intvl (Days)		
		AL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		FL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		GA	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
KY	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Non-Design	< 10 Circuits																			
		>= 10 Circuits																			

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Covad's Response to Staff's First Request  
for Production  
POD 1 and 2, Page 24 of 33



Report: % Prov. Trouble w/i 30 Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits		>= 10 Circuits						
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	>= 10 Circuits			
			AL	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
					Provisioned								
					Percent								
				UNE Non-Design	Troubles								
					Provisioned								
					Percent								
			FL	Residence	Troubles							1	
					Provisioned								2
					Percent								3
				Business	Troubles								4
					Provisioned								5
					Percent								6
				Design	Troubles								7
					Provisioned								8
					Percent								9
				UNE Design	Troubles								10
					Provisioned								11
					Percent								12
				UNE Non-Design	Troubles								13
					Provisioned								14
					Percent								15
			GA	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
			Provisioned										
				Percent									



**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**NOVEMBER 2000**



Report: % Repeat Trbls w/in 30 days CLEC

CLEC	OCN / ACNA	State	Maintenance and Repair Products	November 2000			
				Dispatch	Non-Dispatch	TOTAL	
		AL	Residence	Repeat Count			
				Trouble Count			
				Percent			
			Business	Repeat Count			
				Trouble Count			
				Percent			
			Design	Repeat Count			
				Trouble Count			
				Percent			
		UNE Design	Repeat Count				
			Trouble Count				
			Percent				
		UNE Non-Design	Repeat Count				
			Trouble Count				
			Percent				
		Local Interconnection Trunks	Repeat Count				
			Trouble Count				
			Percent				
FL	Residence	Repeat Count				1	
		Trouble Count				2	
		Percent				3	
	Business	Repeat Count				4	
		Trouble Count				5	
		Percent				6	
	Design	Repeat Count				7	
		Trouble Count				8	
		Percent				9	
UNE Design	Repeat Count				10		
	Trouble Count				11		
	Percent				12		
UNE Non-Design	Repeat Count				13		
	Trouble Count				14		
	Percent				15		
Local Interconnection Trunks	Repeat Count				16		
	Trouble Count				17		
	Percent				18		
	Residence	Repeat Count					
		Trouble Count					
		Percent					
	Business	Repeat Count					
		Trouble Count					
		Percent					



Report: % Prov. Trouble w/i 30 Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits		>= 10 Circuits						
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	>= 10 Circuits			
			AL	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
					Provisioned								
					Percent								
				UNE Non-Design	Troubles								
					Provisioned								
					Percent								
			FL	Residence	Troubles							1	
					Provisioned								2
					Percent								3
				Business	Troubles								4
					Provisioned								5
					Percent								6
				Design	Troubles								7
					Provisioned								8
					Percent								9
				UNE Design	Troubles								10
					Provisioned								11
					Percent								12
				UNE Non-Design	Troubles								13
					Provisioned								14
					Percent								15
			GA	Residence	Troubles								
					Provisioned								
					Percent								
				Business	Troubles								
					Provisioned								
					Percent								
				Design	Troubles								
					Provisioned								
					Percent								
				UNE Design	Troubles								
					Provisioned								
					Percent								



Report: OCI UNE Dispatch CLEC

					November 2000																
					Dispatch																
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg-Intvl (Dnys)		
		AL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		FL	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
		GA	UNE Design	< 10 Circuits																	
				>= 10 Circuits																	
			UNE Non-Design	< 10 Circuits																	
				>= 10 Circuits																	
KY	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Non-Design	< 10 Circuits																			
		>= 10 Circuits																			
	UNE Design	< 10 Circuits																			
		>= 10 Circuits																			

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**BELLSOUTH PERFORMANCE  
MEASURES ANALYSIS  
PLATFORM**

**DATA FOR COVAD**

**DECEMBER 2000**



Report: % Repeat Trbls w/in 30 days CLEC

CLEC	OCN / ACNA	State	Maintenance and Repair Products	December 2000				
				Dispatch	Non-Dispatch	TOTAL		
		AL	Residence	Repeat Count				
				Trouble Count				
				Percent				
			Business	Repeat Count				
				Trouble Count				
				Percent				
			Design	Repeat Count				
				Trouble Count				
				Percent				
			UNE Design	Repeat Count				
				Trouble Count				
				Percent				
		UNE Non-Design	Repeat Count					
			Trouble Count					
			Percent					
		Local Interconnection Trunks	Repeat Count					
			Trouble Count					
			Percent					
		FL	Residence	Repeat Count				1
				Trouble Count				2
				Percent				3
Business	Repeat Count					4		
	Trouble Count					5		
	Percent					6		
Design	Repeat Count					7		
	Trouble Count					8		
	Percent					9		
UNE Design	Repeat Count					10		
	Trouble Count					11		
	Percent					12		
UNE Non-Design	Repeat Count					13		
	Trouble Count					14		
	Percent					15		
Local Interconnection Trunks	Repeat Count					16		
	Trouble Count					17		
	Percent					18		
GA	Residence	Repeat Count						
		Trouble Count						
		Percent						
	Business	Repeat Count						
		Trouble Count						
		Percent						
	Design	Repeat Count						
		Trouble Count						
		Percent						
			Repeat Count					



Report: % Prov. Trouble w/ 30 Days CLEC

Month	CLEC	OCN / ACNA	State	Provisioning Products	< 10 Circuits			≥ 10 Circuits				
					Dispatch	Non-Dispatch	< 10 Circuits	Dispatch	Non-Dispatch	≥ 10 Circuits		
			AL	Residence	Troubles							
					Provisioned							
					Percent							
				Business	Troubles							
					Provisioned							
					Percent							
				Design	Troubles							
					Provisioned							
					Percent							
				UNE Design	Troubles							
					Provisioned							
					Percent							
				UNE Non-Design	Troubles							
					Provisioned							
					Percent							
			FL	Residence	Troubles						1	
					Provisioned							2
					Percent							3
				Business	Troubles							4
					Provisioned							5
					Percent							6
				Design	Troubles							7
					Provisioned							8
					Percent							9
				UNE Design	Troubles							10
					Provisioned							11
					Percent							12
				UNE Non-Design	Troubles							13
					Provisioned							14
					Percent							15
			GA	Residence	Troubles							
					Provisioned							
					Percent							
				Business	Troubles							
					Provisioned							
					Percent							
				Design	Troubles							
					Provisioned							
					Percent							
				UNE Design	Troubles							
					Provisioned							
					Percent							
				UNE Non-Design	Troubles							
					Provisioned							
					Percent							



Report: OCI UNE Dispatch CLEC

					December 2000															
					Dispatch															
CLEC	OCN / ACNA	State	Provisioning Products	Circuit Block	Total Orders 0-5 Days	0-5 Days	Total Orders 5-10 Days	5-10 Days	Total Orders 10-15 Days	10-15 Days	Total Orders 15-20 Days	15-20 Days	Total Orders 20-25 Days	20-25 Days	Total Orders 25-30 Days	25-30 Days	Total Orders >=30 Days	>=30 Days	Avg. Intvl (Days)	
		AL	UNE Design	< 10 Circuits																00
				>= 10 Circuits																
		FL	UNE Non-Design	< 10 Circuits																
				>= 10 Circuits																
		GA	UNE Design	< 10 Circuits																
				>= 10 Circuits																
		KY	UNE Non-Design	< 10 Circuits																
				>= 10 Circuits																
			UNE Design	< 10 Circuits																
				>= 10 Circuits																

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