



Virginia Tate
Senior Attorney

Suite 8100
1200 Peachtree St., NE
Atlanta, GA 30309
404-810-4922
FAX: 404-810-5901

March 19, 2003

Mrs. Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

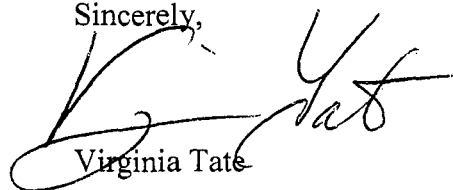
Dear Mrs. Bayo:

RE: Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies (BellSouth Track)
Docket No. 000121A-TL

AT&T Communications of the Southern States, LLC hereby files the original and 15 copies of the attached courtesy copy of the "Response of AT&T Communications of the Southern States, LLC, MCIWorldCom and Birch Telecom of the South, Inc. to BellSouth's Motion to Establish Industry Taskforce and Suspend New Measure P-11" filed on March 11, 2003 with the Georgia Public Service Commission in Docket No. 7892-U.

Please stamp the extra copy and return to Lisa Riley in the enclosed envelope. Thank you and please contact Ms. Riley on 404-810-7812 if there are any questions regarding this matter.

Sincerely,



Virginia Tate

Enclosures

cc: Parties of Record

DOCUMENT NUMBER 02706 MAR 20 03
FPSC-COMMUNICATIONS CLERK



Suzanne W. Ockleberry
Senior Regulatory Attorney
Law & Government Affairs

Suite 8100
1200 Peachtree Street, N.E.
Atlanta, GA 30309-3579
404 810-7175
FAX 404 877-7645
sockleberry@att.com

March 11, 2003

BY HAND DELIVERY

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334-5701

**Re: Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket 7892-U**

Dear Mr. McAlister:

Enclosed please find an original and fifteen (15) copies of **“Response of AT&T Communications of the Southern States, LLC, MCIWorldCom and Birch Telecom of the South, Inc. to BellSouth’s Motion to Establish Industry Taskforce and Suspend New Measure P-11”** in the above-referenced docket.

I have also enclosed a diskette containing the document. After filing the originals, please return two additional copies stamped “filed”.

Thank you for your assistance in this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Sock/oc".

Suzanne W. Ockleberry

Enclosures
cc: Parties of Record

BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION

Performance Measurements for)
Telecommunications Interconnection,) Docket No. 7892-U
Unbundling and Resale)

RESPONSE OF AT&T COMMUNICATION OF THE SOUTHERN STATES, LLC,
MCIWorldCom and BIRCH TELECOM OF THE SOUTH, INC TO BELLSOUTH'S
MOTION TO ESTABLISH AN INDUSTRY TASKFORCE AND TO SUSPEND NEW
MEASURE P-11

COME NOW AT&T Communications of the Southern States, LLC, MCI Worldcom and Birch Telecom of the South, Inc. (jointly referred to herein as “the CLECs”) and provide this response to BellSouth’s Motion to Establish an Industry Taskforce and to Suspend New Measure P-11.

On February 20, 2003 BellSouth filed a “Motion to Establish an Industry Taskforce and to Suspend New Measure P-11 (Service Order Accuracy).” BellSouth argues that these actions are necessary because of problems implementing the Commission ordered service order accuracy measurement. Further, BellSouth asks the Commission to suspend the new P-11 measurement and maintain the old P-11 measurement (including the old remedy structure) until the implementation issues can be addressed by the Taskforce and implemented by BellSouth. Although CLECs agree in part with BellSouth’s Motion, the Commission should adopt the following CLEC modifications to BellSouth’s proposal as more fully outlined below: 1) require BellSouth to provide the CLECs with actual P-11 results (including raw data) to enable CLECs to fully participate in the industry workshops; 2) establish a firm deadline for implementation of the revised P-11 measure with appropriate penalties if BellSouth misses that deadline; and 3) modify the previous P-11 measurement to require BellSouth

to only sample partially mechanized orders and pay the appropriate Tier 1 remedies for service order errors identified by CLECs until such time that a revised P-11 measurement can be implemented.

A. BACKGROUND OF MEASUREMENT P-11

During the latest six-month review of the SQM, CLECs and BellSouth collaboratively developed the P-11 measurement that was recently ordered by the Commission. At that time, the parties negotiated many aspects of the new measurement including which fields could and could not be measured electronically, which is provided for in the new P-11 measure. During the negotiations, BellSouth indicated that extra time would be needed to determine if the fields requested by the CLECs to be included in the measure could be measured electronically. The parties also outlined the areas of agreement and the few areas of disagreement in filings with this Commission that were made during the first quarter of 2002 (*See* BellSouth February 1, 2002 filing in this docket). BellSouth even proposed how long it would take it to automate the comparison process for the selected fields, an interval which the CLECs did not oppose. Clearly, the collaborative process should have prevented the type of implementation problems BellSouth now complains about.

Despite the agreement the parties had reached regarding P-11, BellSouth filed a Motion, which was granted on November 14, 2002, seeking to have the Commission modify the staff proposal. In a Motion for Reconsideration, Birch provided documentation that all parties had already agreed to the measurement and that BellSouth's request to change the measurement at the 11th hour was contrary to that agreement. The Commission granted Birch's Motion on January 24, 2003.

Because of the extensive amount of time the parties have spent negotiating which fields are measured in P-11 and BellSouth's previous attempt to unilaterally change what had already been agreed to for this measure, the CLECs meet BellSouth's claims of troubles implementing these fields with skepticism. Nevertheless, the CLECs agree to work collaboratively with BellSouth to properly implement the measurement. However, the Commission should order the following guidelines to allow for full participation by CLECs in ensuring that P-11 is implemented in a timely manner.

B. CLEC PROPOSAL

The BellSouth proposal requests that an industry Taskforce be formed¹ and that the taskforce submit a recommendation to the Commission for consideration within sixty (60) days. BellSouth also proposes that the previous service order accuracy measurement be retained until the new measure can be implemented. BellSouth's pleading attempts to draw parallels to Verizon's implementation of a similar measurement. BellSouth claims to have held discussions with Verizon about the problems encountered with the implementation of a similar measure in New York.² However, in its pleading, BellSouth fails to disclose the fact that SBC has had a very similar measure in place in Texas for *over two years*. In fact, the Georgia and Verizon projects to automate comparison of

¹ Many CLECs have already agreed to participation in the Taskforce and the first meeting is scheduled for Wednesday, March 12, 2003.

² The Commission should take note that CLEC participants in the New York task force are bound by a non-disclosure agreement with Verizon and that any discussion in the Carrier Working Group (CWG), beyond those summarized in the status report on the group's website (http://www.dps.state.ny.us/97c0139_CWG.htm) or debated in public comments on non-consensus issues cannot be discussed outside of the CWG. Verizon, according to the 3/6/03 status report has been asked to provide a deadline for automating its sampling process at the 3/20/03 monthly CWG meeting. That meeting has since been moved to 3/18/03.

fields are less expansive than the automation implemented by SBC in Texas.³ The Commission should reject any subtle attempt by BellSouth to plant a seed that this measurement, as ordered, is impossible to implement.

As the latest six-month review collaborative workshops demonstrated, BellSouth (and many CLEC) participants are oftentimes the policy spokespersons who do not know exactly how BellSouth conducts business at the operational level. While this level of participation may work for negotiating some of the high level, theoretical SQM details, BellSouth is requesting that this Taskforce examine the intricate details of a specific measurement. Thus, the Taskforce discussions need to be more than theoretical discussions. Specifically, the CLECs request that BellSouth provide the Taskforce participants with actual P-11 results (including raw data) of CLEC production orders for February 2003 as if the measurement had been implemented (including the problems identified in BellSouth's motion).⁴ This data will allow CLECs to have the knowledge and data necessary to discuss any implementation problems and possible solutions to such problems with BellSouth. Absent the data, CLECs are only able to discuss the measurement at a theoretical level and are placed at serious disadvantage when negotiating any changes to the measurement.

³ The Verizon New York measure originally involved a manual comparison of a sample of LSRs (a statistically valid sample of 400 non-flow through LSRs for UNE-P, Resale and Other UNE centers) that were compared to the service orders entered by Verizon representatives. An October 29, 2001 order in Case 97-C-0139 which ruled on consensus and non-consensus changes to the NY metric guidelines, memorialized VZ's agreement that "the service order accuracy metric will reflect testing for all orders when the next industry local service order electronic protocol (LSOG4) is implemented in February 2002." (pgs. 5-6). The Verizon taskforce that BellSouth discusses in the pleading was established to identify which fields from the LSR, beyond those used in the sampling process today could be measured electronically.

⁴ Each CLEC would only receive its own company data.

Next, to alleviate any concerns that BellSouth's request for an Industry Task Force is simply a delay tactic because BellSouth did not like the preliminary results for the measure,⁵ the CLECs request that the Commission establish a firm deadline for the implementation of the revised P-11. Since BellSouth has completed much of the computer programming for this measurement, the new measurement should be implemented no later than thirty (30) days after the Commission Order ruling on the Industry Task Force's recommendation. If BellSouth fails to meet this deadline, this Commission should subject BellSouth to penalties, as the Commission deems appropriate.

Finally, the CLECs request that the Commission modify the prior P-11 measurement (BellSouth requested that the old measure remain in place in its entirety). The Commission Order included two fundamental changes to P-11 that are important and need to be implemented now. First, the new measurement focuses solely on partially mechanized CLEC orders – that is, orders that are placed electronically by the CLEC but due to BellSouth's Operational Support System limitations are handled manually by BellSouth. These partially mechanized orders are much more likely to contain human errors because BellSouth service representatives must retype the CLEC orders to be accepted by BellSouth legacy systems (as opposed to orders that are fully mechanized and are not touched by human hands). The previous P-11 measurement included a sample of all CLEC LSRs regardless of how they are handled by BellSouth – even though a subset of those LSRs should not ever be changed because they flow through

⁵ BellSouth should have known about implementation problems long before February 20th. Yet, BellSouth waited until this date, which was slightly more than a week before the new business rule was to take affect, to file its Motion.

(fully mechanized) to BellSouth's ordering systems.⁶ Consistent with the concept of the new measurement business rules concept and retaining the sampling methodology from the old business rule, BellSouth should only include partially mechanized orders for the interim months that the new P-11 measurement is not reported.⁷ The remedy structure for Tier 2 damages would largely remain the same as the previous SQM required. The only difference is that if the benchmark is not met, the sample results would be multiplied by the total volume of partially mechanized LSRs instead of all orders as required by the previous SQM.

The second fundamental change to P-11 was that remedies were added to the Tier 1 level. The CLECs believe this important change carries the appropriate incentive for BellSouth to correct any service order accuracy problems. Therefore, until such time that a revised P-11 can be implemented, BellSouth should be required to compensate CLECs at the appropriate Tier 1 level for any service order errors that are identified and reported by each CLEC. Because the CLEC proposal of self-policing BellSouth differs from the current process of BellSouth self reporting, there should not be any forgiveness in the benchmark. Tier 1 remedies should be applied to all service order errors in the agreed upon field that are identified by the CLECs.

This 11th day of March, 2003.

CLEC COALITION

⁶ Verizon's order accuracy metric (OR-6) has always excluded flow through orders from the calculation, and the current Texas metric (12.1) disaggregates the results for flow through and non-flow through orders.

⁷ Because this change will only result in reducing the amount of manual work BellSouth would have to conduct, it should not cause any additional problems or penalties for BellSouth.



Suzanne W. Ockleberry
AT&T Communications of the
Southern States, LLC
1200 Peachtree Street, NE
Room 8068
Atlanta, Georgia 30309
(404) 810-7175



Dulaney L. O'Roark III
Sr. Counsel
WorldCom, Inc.
Concourse Corporate Center Six
6 Concourse Parkway, Suite 3200
Atlanta, Georgia 30328



Rose Mulvany Henry
Director of Regulatory and Regulatory
Counsel
Birch Telecom of the South, Inc.
2020 Baltimore Avenue
Kansas City, MO 64108
(816) 300-3731

CERTIFICATE OF SERVICE

Docket 7892-U

I hereby certify that on January 30, 2002, I served copies of the foregoing **“Response of AT&T Communications of the Southern States, LLC, MCIWorldCom and Birch Telecom of the South, Inc. to BellSouth’s Motion to Establish Industry Taskforce and Suspend New Measure P-11”** by placing a copy of same in prepaid envelopes, addressed to all parties of record in this proceeding, and by depositing said envelopes and their contents in the United States Mail in Atlanta, Georgia.

Ms. Kristy Holley, Director
Consumers’ Utility Counsel Division
Governor’s Office of Consumer Affairs
47 Trinity Ave., SW, 4th Floor
Atlanta, Georgia 30334

Mr. Newton M. Galloway
Smith, Galloway, Lyndall & Fuchs, LLP
Suite 400 First Union Bank Tower
100 South Hill Street
Griffin, Georgia 30229

Mr. Peter Canfield
Dow, Lohnes & Albertson
One Ravinia Drive, Suite 1600
Atlanta, GA 30346-2108

Mr. Charles A. Hudak
Gerry, Friend & Harris, LLP
Suite 1450
Three Ravinia Drive
Atlanta, Georgia 30346-2131

Mr. David I. Adelman, Esq.
Sutherland, Asbill & Brennan
999 Peachtree Street, N.E.
Atlanta, Georgia 30334

Mr. Daniel Walsh
Assistant Attorney General
Department of Law
40 Capitol Square
Atlanta, Georgia 30334

Mr. William R. Atkinson
Sprint Communications Company
3100 Cumberland Circle
Mailstop GAATLN0802
Atlanta, Georgia 30339

Ms. Rebecca C. Stone
Arnall Golden & Gregory LLP
2800 One Atlantic Center
1201 West Peachtree Street
Atlanta, Georgia 30309-3450

Mr. Walt Saprnov
Gerry & Saprnov
Suite 1455
Three Ravinia Drive
Atlanta, Georgia 30346

Mr. Bennett L. Ross
BellSouth Telecommunications, Inc.
Room 376
125 Perimeter Center West
Atlanta, Georgia 30347

Ms. Wanda Montano
U.S. Lec of Georgia, Inc.
6801 Morrison Blvd
Charlotte, NC 28211

Mr. Charles V. Gerkin, Jr.
Suite 610 – PMB 307
4135 LaVista Road
Tucker, GA 30085

Ms. Rina Y. Hartline
Director of State Regulation
Birch Telecom of the South, Inc.
502 W. 14th St.
Austin, TX 78701

Mr. Allan C. Hubbard
Dickstein, Shapiro, Morin & Oshinsky, LLP
2101 L Street, N.W., Suite 800
Washington, DC 20037

Mr. Scott A. Sapperstein
Senior Policy Counsel
Intermedia Communications Inc.
3625 Queen Palm Drive
Tampa, FL 33619

Mr. De O'Roark,
Sr. Council WorldCom, Inc.
Concourse Corporate Center Six
6 Concourse Parkway, Ste 3200
Atlanta, GA 30328

Mr. Harris R. Anthony
BellSouth Long Distance, Inc.
28 Perimeter Center East
Atlanta, GA 30346

Mr. Kent Heyman
General Counsel
Mpower Communications Corporation
171 Sully's Trail, Suite 202
Pittsford, NY 14534

Ms. Nancy Krabill
Director of Regulatory Affairs
1300 West Mockingbird Lane Suite 200
Dallas, TX 75247

Ms. Catherine F. Boone
Covad Communications Company
10 Glenlake Parkway, Suite 650
Atlanta, GA 30328-3495

Mr. Peyton S. Hawes, Jr.
Suite 1100
127 Peachtree Street, N.E.
Atlanta, Georgia 30303-1810

Mr. Eric J. Branfman
Swidler Berlin Shereff Friedman LLP
3000 K Street NW Suite 300
Washington, DC 20007

Mr. Thomas K. Bond
Georgia Public Service Commission
47 Trinity Avenue, S.W.
Atlanta, GA 30334

Mr. Brian Sulmonetti
WorldCom, Inc.
Concourse Corporate Center Six
6 Concourse Parkway, Suite 3200
Atlanta, GA 30328

Mr. Enrico C. Soriano
Kelley, Drye & Warren, LLP
1200 19th Street, N.W., Suite 500
Washington, DC 20036

Mr. Stephen C. Schwartz
ATA Communications, LLC
1461 Hagysford Road
Norbeth, PA 19072

Ms. Nanette Edwards
Regulatory Attorney
ITC DeltaCom
4092 South Memorial Parkway
Huntsville, AL 35802

Mr. Ronald V. Jackson
Friend, Hudak & Harris, LLP
Three Ravinia Drive, Ste 1450
Atlanta, GA 30346

Mr. John McLaughlin Jr.
KMC Telecom Holdings, Inc.
1755 North Brown Road
Lawrenceville, GA 30043

Ms. Lori Reese, Esq.
NewSouth Communications Corp.
Two North Main Street
Greenville, SC 29601


Mr. Rodney Page
ACCESS Integrated Networks, Inc.
4885 Riverside Dr.
Macon, GA 31210

Mr. Charles B. Welch, Jr. Esq.
Farris, Mathews, Branam, Bobango &
Hellen, PLC
618 Church Street, Ste 300
Nashville, TN 37219

Mr. Frank B. Strickland, Esq.
Anne W. Lewis, Esq.
Strickland Brockington & Lewis
P.O. Box 942358
Atlanta, GA 31141

Ms. Genevieve Morelli
Andrew M. Klein
Kelly Drye & Warren LLP
1200 Nineteenth St. NW
Washington, DC 20036

This 11th day of March, 2003.



Suzanne W. Ockleberry

CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of the foregoing has been furnished by U.S. mail on this 19th day of March 2003 to:

(*) Blanca S. Bayo
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 3239-0850

Ms. Nancy B. White
c/o Nancy H. Sims
BellSouth Telecommunications, Inc.
150 S. Monroe Street, Suite 400
Tallahassee, FL 32301-1556

Michael A. Gross
Florida Cable Telecommunications Assoc.
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32302

Nanette Edwards
Brian Musselwhite
ITC Deltacom
4092 South Memorial Parkway
Huntsville, AL 35802

Donna C. McNulty
MCI Worldcom
1203 Governors Square Blvd.
Suite 201
Tallahassee, FL 32301-2960

John D. McLaughlin, Jr.
KMC Telecom, Inc.
1755 North Brown Road
Lawrenceville, GA 30043

Kelley Law Firm
Jonathan Canis
Michael Hazzard
1200 19th St., NW, Fifth Floor
Washington, DC 20036

Messer Law Firm
Floyd Self
Norman Horton
P.O. Box 1867
Tallahassee, FL 32302

Pennington Law Firm
Peter Dunbar
Karen Camechis
P.O. Box 10095
Tallahassee, FL 32302-2095

Rutledge Law Firm
Kenneth Hoffman
John Ellis
P.O. Box 551
Tallahassee, FL 32302-0551

McWhirter Law Firm
Joseph McGlothlin/Vicki Kaufman
117 S. Gadsden St.
Tallahassee, FL 32301

Wayne Stavanja/Mark Buechele
Supra Telecom
1311 Executive Center Drive, Suite 200
Tallahassee, FL 32301

Kimberly Caswell
Verizon Select Services, Inc.
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110

John Rubino
George S. Ford
Z-Tel Communications, Inc.
601 S. Harbour Island Blvd.
Tampa, FL 33602-5706

Renee Terry
e.spire Communications, Inc.
131 National Business Parkway, #100
Annapolis Junction, MD 20701-10001

William Weber
Covad Communicatoins Company
19th Floor, Promenade II
1230 Peachtree Street, NE
Atlanta, GA 30309-3574

Dulaney O'Roark, III
Six Concourse Parkway, Suite 3200
Atlanta, GA 30328

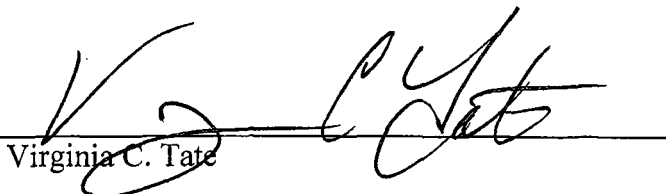
Richard Melson
Hopping Law firm
P.O. Box 6526
Tallahassee, FL 32314

IDS Telcom, LLC
Angel Leiro/Joe Millstone
1525 N.W. 167th Street, Second Floor
Miami, FL 33169-5131

Katz, Kutter Law Firm
Charles Pellegrini/Patrick Wiggins
106 East College Avenue, 12th Floor
Tallahassee, FL 32301

Mpower Communications Corp.
David Woodsmall
175 Sully's Trail, Suite 300
Pittsford, NY 14534-4558

ALLTEL Communications, Inc.
C/O Ausley Law Firm
Jeffrey Wahlen
PO BOX 391
Tallahassee, FL 32302


Virginia C. Tate