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August 4, 2003

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

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

Dear Ms. Bayó:

Enclosed are an original and 15 copies of BellSouth Telecommunications, Inc.'s Response to action items that surfaced at the July 7 Industry Data Notification Workshop regarding September PMAP Change Notification. We ask that you file this document in the referenced docket.

Also enclosed are an original and 15 copies of BellSouth Telecommunications, Inc.'s PMAP Notification Report for September 2003 and Preliminary Notification Report for the data month October 2003. We ask that you file these documents in the referenced docket.

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

Sincerely,

  
J. Phillip Carver (KA)

Enclosures

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

DOCUMENT FILED DATE

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**CERTIFICATE OF SERVICE**  
**Docket No. 000121A-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

First Class U. S. Mail this 4th day of August, 2003 to the following:

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**(+) Signed Protective  
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July 30, 2003

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
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Re: *Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

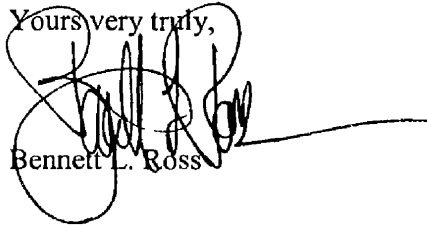
In the Data Notification workshop held on July 7, 2003, BellSouth Telecommunications, Inc. ("BellSouth") was asked to provide certain information in response to a question from workshop participants. Outlined below is BellSouth's response to this question:

September Data Notification / Provisioning Measurements/ Item 3 -- Specify the types of troubles that are not being correctly matched to service orders.

Response -- There are seven types of trouble scenarios not associated with the line portion of an ADSL to retail, line sharing, or line splitting service, but which are improperly being associated with service orders for the provisioning of the data side of a line connection. These trouble scenarios are identified by Trouble Type Codes in LMOS and are as follows: 1xx (No Dial Tone); 2xx (Can't Call Other); 3xx (Transmission); 4xx (Can't Be Called); 5xx (Memory Service Failure); 7xx (Physical); and 8xx (Miscellaneous). The remaining Trouble Type Codes are 6xx and 9xx, which represent physical troubles with Data and Video/Internet/ISP failures and are appropriate to associate with recently completed service orders for Line Sharing, Line Splitting, and ADSL provided to retail services.

Mr. Reece McAlister  
July 30, 2003  
Page 2

Enclosed please find an original and eighteen (17) copies of this letter, as well as an electronic version, for filing. I would appreciate your returning the three (2) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Yours very truly,  
  
Bennett L. Ross

BLR:nvd  
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cc: Mr. Leon Bowles (via electronic mail)  
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499543

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August 1, 2003

**DELIVERED BY HAND**

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Georgia Public Service Commission  
244 Washington Street, S.W.  
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Re: *Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale*; Docket No. 7892-U

Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the September 2003 data month and a Preliminary Notification Report for the data month of October 2003. These proposed changes will be discussed at the August 7, 2003 industry conference call.

There are three additional matters that BellSouth would like to bring to the attention of the Commission and the parties. First, in its March 2003 Data Notification filed on February 3, 2003, BellSouth provided notice of coding changes necessary to correctly capture and report PMAP information due to Encore Release 12.0. This change, which was Item No. 1 on the Proposed March 2003 Data Notification, was not implemented completely for OSS-1, and BellSouth made additional coding changes with June 2003 data to address this problem.

Second, in its May 2003 Data Notification filed on April 1, 2003, BellSouth provided notice of a change to populate the Fatal Reject Column on the Percent Rejected Service Requests report posted to the web. This proposed change, which was Item No. 1 on the Proposed May 2003 Data Notification, was not implemented correctly, and BellSouth will be making additional coding changes with September 2003 data to address this problem.

Mr. Reece McAlister  
August 1, 2003  
Page 2

Finally, in its June 2003 Data Notification filed on May 1, 2003, BellSouth provided notice of a change by which OSS downtime hours will no longer be hard coded in PMAP but rather will be placed in a table making it easier to reflect changes in the downtime hours. This proposed change, which was Item No. 2 on the June 2003 Data Notification, was not implemented correctly, and BellSouth will be making additional coding changes with July data to address this problem.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your attention to this matter.

Yours very truly,



Bennett L. Ross

BLR:nvd  
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)  
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)  
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## PROPOSED SEPTEMBER 2003 DATA NOTIFICATION

BellSouth proposes making the changes described in this document to generate results for the September 2003 data month. Results for the September 2003 data month will be posted as follows:

Preliminary results    October 21, 2003  
Final results            October 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### Ordering Measurements

- (1) *Affected Measures:* O-7, O-8, O-9 & O-11

*Description of Change:* Reports for Local Interconnection Trunks for these measures are produced manually. BellSouth proposes to mechanize these reports in PMAP. This proposed change was Item (1) on the Preliminary August 2003 Data Notification filed on June 2, 2003. (RQ3203)

*Impact of Change:* None.

- (2) *Affected Measures:* PO-1

*Description of Change:* Currently, there is a discrepancy between the SQM and the MSS for this measure. The discrepancy is due to the assignment of duration for the MSS, which incorrectly calculates the benchmark as  $0 \leq 2.9999$  days. Because the benchmark is less than or equal to 3 days, BellSouth proposes to change the MSS code to report LSRs that have a duration of exactly 3 days within the benchmark interval and to not count the LSR as a miss. This proposed change was Item (3) on the Preliminary August 2003 Data Notification filed on June 2, 2003. (RQ3629)

*Impact of Change:* For March 2003 data, one of 76 LSRs (1.35%) was reported within the benchmark of  $0 \leq 3$  days in the SQM, but not in the MSS.



- (3) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

*Description of Change:* In anticipation of Encore Release 13.2 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data is being correctly captured and reported. This proposed change was Item (1) on the Preliminary September 2003 Data Notification filed on July 1, 2003.

*Impact of Change:* None

- (4) *Affected Measures:* O-1, O-2 & O-11

*Description of Change:* BellSouth proposes to change the 'TAG' label on the measure to read 'TAG/LENS/XML' to match the systems that are currently reported as part of the current 'TAG' reporting structure. This proposed change was Item (2) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3696)

*Impact of Change:* None.

- (5) *Affected Measures:* PO-1 & O-10

*Description of Change:* For measures involving Loop Make-up on Manual orders (Loop Make-up Response Time – Manual and Service Inquiry with LSR FOC Response Time – Manual), BellSouth has discovered a discrepancy with the ACNA tables that are used to produce CLEC specific data by which some CLEC data may be reflected with an incorrect ACNA. BellSouth proposes to correct this discrepancy. (RQ 1870)

*Impact of Change:* None.

- (6) *Affected Measures:* O-7 & O-11

*Description of Change:* Currently, Fully Mechanized and Partially Mechanized xDSL and EEL LSRs that are cancelled by a CLEC and that have not received either a FOC or a Clarification are being counted in the O-7 and O-11 measures. The business rules state that these records should be excluded from the measures. BellSouth proposes to correct the code so that these records will be excluded consistent with the SQM. (RQ2961)

*Impact of Change:* For May 2003, 132 of 3703 records (3.56%) should have been excluded.

### Provisioning Measurements

- (7) *Affected Measures:* P-1, P-2, P-3, P-3A, P-4, P-4A, P-5, P-6, P-7C, P-9, P-10 & P-11

*Description of Change:* Currently, number change orders associated with the voice service on lines with ADSL are being erroneously reported as ADSL orders. BellSouth proposes to correct the code to report such orders with the associated voice service product (e.g., 1FR, etc.) This proposed change was Item (4) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ3028)

*Impact of Change:* Less than .05% of orders will change.

- (8) *Affected Measures:* P-9

*Description of Change:* Currently, PMAP does not match ADSL troubles to ADSL orders, Line Share troubles to Line Share orders, nor does it match Line Splitting troubles to Line Splitting orders. There are seven types of trouble scenarios not associated with the line portion of an ADSL to retail, line sharing, or line splitting service, but which are improperly being associated with service orders for the provisioning of the data side of a line connection. These trouble scenarios are identified by Trouble Type Codes in LMOS and are as follows: 1xx (No Dial Tone); 2xx (Can't Call Other); 3xx (Transmission); 4xx (Can't Be Called); 5xx (Memory Service Failure); 7xx (Physical); and 8xx (Miscellaneous). The remaining Trouble Type Codes are 6xx and 9xx, which represent physical troubles with Data and Video/Internet/ISP failures and are appropriate to associate with recently completed service orders for Line Sharing, Line Splitting, and ADSL provided to retail services. BellSouth proposes to change the PMAP code to correctly match the trouble ticket to the appropriate service order product. This proposed change was Item (3) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ2413)

*Impact of Change:* Based on March 2003 data, the results would change as follows: ADSL provided to Retail would change from 16.32% to 9.94% regionally and CLEC Line Share would change from 10.66% to 3.86% regionally.

### M & R Measurements

- (9) *Affected Measures:* All M&R Measures

*Description of Change:* Currently, PMAP is misclassifying some DS1 services as EEL products. BellSouth proposes a coding change to begin using a class of service USOC as a filter to better distinguish EELs from DS1 services. This proposed change was Item (6) on the Preliminary August 2003 Data Notification filed on June 2, 2003. (RQ3403)

*Impact of Change:* Based on February 2003 data the Customer Trouble Report Rate for UNE Combo Other would increase from 4.26% to 4.45%.

### **Special Access Measurements**

(10) *Affected Measures:* SA-2 (Georgia & Florida)

*Description of Change:* Currently, in the numerator of the FOC Receipt Past Due report, BellSouth is counting ASRs that have received a past due FOC during the month in addition to ASRs that have not received a FOC and are past due at the end of the month. The numerator of this measurement should only include ASRs that have not received a FOC and are past due at the end of the reporting month. BellSouth proposes correcting this issue. This proposed change was Item (6) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3676)

*Impact of Change:* In April 2003 for Georgia, 207 ASRs were reported as past due for a percentage of 9.53. If only ASRs that did not receive a FOC were counted, only 61 ASRs would be reported as past due for a percentage of 2.81.

(11) *Affected Measures:* SA-9 (Georgia and Tennessee only)

*Description of Change:* The posted numerator and denominator for the Annualized Failure Rate part of this measure are incorrect. Currently, total troubles are reported as the numerator and the sum of lines in service for the same period is reported as the denominator. Consistent with Appendix G of the SQM, the reporting and calculation will change to use average troubles for the preceding months as the numerator and average lines in service for the same preceding months as the denominator. BellSouth proposes to correct this calculation. This proposed change was Item (7) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3747 and RQ3748)

*Impact of Change:* None.

(12) *Affected Measures:* SA-5, SA-6 & SA-7 (Georgia, Florida and Tennessee only)

*Description of Change:* Currently PMAP is miscalculating the duration for these measures. If the completion date for the duration falls on a weekend or a holiday, the duration includes that weekend or holiday in the interval. BellSouth proposes correcting the calculation. This proposed change was Item (8) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3814)

*Impact of Change:* For May 2003, 224 of 38,947 records had an additional day in the durations. For SA-6, ASR Receipt Date to FOC Due Date, 6 out of 9,827 records were affected, for ASR Receipt Date to Order Completion Date, 34 out of 18,356 records were affected and for ASR Receipt Date to Requested Due Date, 41 out of 9,822 records were affected. For SA-7, Past Due Circuits, 143 out of 143 records were affected.

## PRELIMINARY OCTOBER 2003 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the October 2003 data month. Results for the October 2003 data month will be posted as follows:

Preliminary results    November 21, 2003  
Final results            December 1, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### Ordering Measurements

- (1) *Affected Measures:* O-1, O-2, O-7, O-8, O-9, O-11, O-13, O-14 & O-15

*Description of Change:* For LENS (WEB) and TAG LSRs, PMAP is currently using the outbound timestamp from LEO. BellSouth proposes to use a new outbound time stamp in SGG which is closer to the CLEC interface. (RQ2028 & RQ3978)

*Impact of Change:* BellSouth continues to investigate the impact of the proposed change and will quantify this impact as soon as possible.

- (2) *Affected Measures:* O-11

*Description of Change:* Currently, this data is reported separately for EDI and TAG interfaces. The SQM does not require reporting of this measure at an interface specific level. BellSouth proposes to combine the EDI and TAG data and to cease reporting this data separately consistent with the SQM. (RQ3544)

*Impact of Change:* None

- (3) *Affected Measures:* O-1 & O-2

*Description of Change:* Currently, PMAP is not including XML transmissions in the data, and BellSouth proposes to correct this problem. (RQ3977)

*Impact of Change:* For May 2003 data, the number of TAG/LENS/XML records would increase by less than 0.01%.

- (4) *Affected Measures:* OSS-1

*Description of Change:* Reports for Average Response Interval for this measure are produced manually. BellSouth proposes to mechanize this report in PMAP. (RQ3988)

*Impact of Change:* None

#### **Provisioning Measurements**

- (5) *Affected Measures:* P-1, P-2A, P-2B, P-3, P-4A, P-4B, P-5, P-6 & P-9

*Description of Change:* Currently, data for certain Special Access to UNE Enhanced Extended Links (EEL) conversions are being captured incorrectly. BellSouth proposes using identifying characteristics on the service order to appropriately classify these circuits. (RQ3551)

*Impact of Change:* For March 2003, 17 orders would be affected by this change.

- (6) *Affected Measures:* P-13C (Georgia)

*Description of Change:* Under the SQM, the interval bucket for this measure is < 60 minutes. However, the PMAP coding currently measures performance as <= 60 minutes. Consistent with the SQM, BellSouth proposes changing the coding for the interval for this measure from <= 60 minutes to < 60 minutes and from > 60 minutes to >= 60 minutes. (RQ4111)

*Impact of Change:* Less than 0.1% reduction in results.