

State of Florida



Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: October 9, 2003
TO: All Parties of Record
FROM: Linda Dodson, Attorney, Office of the General Counsel
RE: Service Quality Measurement Report Structure Changes.

Staff will hold an informal meeting to discuss BellSouth's proposed **changes** to the Service Quality Measurement (SQM) report structure at the following time **and** place:

10:30 a.m.
Friday, October 24, 2003
Room 152 Easley Building
2540 Shumard Oak Boulevard
Tallahassee, Florida

Staff is soliciting comments on the SQM report structure changes and requests that any comments be filed **by** Tuesday, October 21, 2003, with **the** Division **of the** Commission Clerk & Administrative Services (an electronic version should also be provided **to** Lisa Harvey at lsharvey@psc.state.fl.us). Comments should specifically address BellSouth's proposal **as** reflected in the attached presentation. A meeting agenda will be provided on Thursday, October **23, 2003**, based on comments submitted by the parties.

Those parties of record not able to attend the may participate by dialing **(850) 921-2470** or SunCom 291-2470 promptly at 10:30 a.m., Friday, October 24, 2003.

If you have further questions about this meeting, please call Linda H. Dodson at (850) 413-6216 or Jerry Hallenstein **at** (850) 413-6818.

Encl: BellSouth's Proposal

cc: Division of Competitive Markets and Enforcement

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DOCUMENT NUMBER-DATE

09834 OCT-98

FPSC-COMMISSION CLERK

BellSouth Performance Measurements

Replacement of Current Reporting with a Single Report Structure
(SRS)

October 7, 2003

BellSouth is currently required to report SQM data sets in compliance with the State Order

- BellSouth is currently required to report SQM data sets in compliance with the State Order, and the company does so through a monthly process where the aggregate and CLEC-specific data is, at a minimum, posted to a web site and made available to the Commission and to the CLEC community.
- This data reporting varies from state to state and is representative of those issues that are of importance to each individual commission body. These reports are modified at the request of the commission bodies through the order process and may be modified slightly when BellSouth discovers changes that are required through reporting discrepancies and improvements.

The MSS and MSS Charts were initially designed to provide a summary view of parity performance from a common baseline

- The MSS was initially designed to provide a summary view of parity performance from a common baseline across the BellSouth region. This view was initially tailored to the FCC to allow them to make an informed decision based upon six Modes of Entry for the BellSouth 271 application process.
- The baseline chosen was the measurement set that was in place for the Georgia SQM order dated April 6, 2001. From this baseline, an MSS and the MSS charts were developed to provide both current and trended data during the long distance application process.
- This baseline report maps each product to a particular product grouping based upon the Georgia SQM dated April 6, 2001. In some cases, these MSS product groupings may be different than the product grouping in the state specific SQM report.

Combining the SQM and MSS reports and charts has distinct advantages:

- The combined approach shows aggregate state performance in a more condensed format than the current reporting structure.
- All information currently provided will continue and be presented in one location instead of the three different places today.
- Parity calculations will be based on the state ordered SQM rather than the April 6, 2001 Georgia SQM. This allows an individual to readily determine parity based on the commission order.
- The new report provides a consistent look across all functional areas that utilizes the business rules which were outlined by the state commission.
- The charts provided give an indication of historical trends and performance. The historical data will continue to be available on the web. The charts with the data plots will be available for download similar to those on the PMAP website today.

The implementation of the Single Reporting Structure will eliminate the SQM to MSS data differences

SRS Report Formats

1) Single month report showing the CLEC-specific data in an MSS like format.

2) Single month report showing the format based CLEC-aggregate data and the BST-aggregate data in an MSS like

3) 12 month report showing state CLEC- and BST-aggregate data and an equity calculation for each of the months with a chart that will provide a graphical representation of the aggregate data.

Florida, June 2003
Ordering
Reject Interval- Fully Mechanized
(% of CLEC Reject Notification within Intervals)
Numerator indicates total number of CLEC reject notifications within interval hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation in the reporting period.

State	CLEC	OC/ACK	Product Group Description	Benchmark / Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
State	XXX	XXX	LINE Loop + Port Combinations	4 <= 8 minutes				19	289	6.57%
State	XXX	XXX	LINE Loop + Port Combinations	8 <= 12 minutes				87	289	29.77%
State	XXX	XXX	LINE Loop + Port Combinations	12 <= 60 minutes				159	289	55.02%
State	XXX	XXX	LINE Loop + Port Combinations	0 <= 1 hr				286	289	98.96%
State	XXX	XXX	LINE Loop + Port Combinations	1 <= 4 hours				3	289	1.04%
State	XXX	XXX	LINE Loop + Port Combinations	4 <= 8 hours						
State	XXX	XXX	LINE Loop + Port Combinations	8 <= 12 hours						
State	XXX	XXX	LINE Loop + Port Combinations	12 <= 16 hours						
State	XXX	XXX	LINE Loop + Port Combinations	16 <= 20 hours						
State	XXX	XXX	LINE Loop + Port Combinations	20 <= 24 hours						
State	XXX	XXX	LINE Loop + Port Combinations	> 24 hours						
State	XXX	XXX	LINE Loop + Port Combinations	Average Interval (hours)						0.24

1

Florida, June 2003
Ordering
Reject Interval- Non-Mechanized
(% of CLEC Reject Notification within Intervals)
Numerator indicates total number of CLEC reject notification within interval hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

State	Product Group Description	Benchmark / Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
Region	Resale Business	0 <= 1 hr				13	564	2.30%
Region	Resale Business	1 <= 4 hours				339	564	60.11%
Region	Resale Business	4 <= 8 hours				180	564	31.91%
Region	Resale Business	8 <= 12 hours				19	564	3.37%
Region	Resale Business	12 <= 16 hours				3	564	0.53%
Region	Resale Business	16 <= 20 hours				4	564	0.71%
Region	Resale Business	20 <= 24 hours				1	564	0.18%
Region	Resale Business	0 <= 24 hours				559	564	99.11%
Region	Resale Business	> 24 hours				5	564	0.89%
Region	Resale Business	Average Interval (hours)						4.50

2

Florida, June 2002 - July 2003
Ordering
Reject Interval- Fully Mechanized
(% of CLEC Reject Notification Intervals within 1 Hour)
Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

State	Measure Month	Product Group Description	Benchmark / Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric	Equity
FL	Jul-02	sale Busin	97% <= 1		554	614	90.74%			NO
FL	Aug-02	sale Busin	97% <= 1		371	383	96.87%			NO
FL	Sep-02	sale Busin	97% <= 1		263	287	91.61%			YES
FL	Oct-02	sale Busin	97% <= 1		226	230	98.26%			YES
FL	Nov-02	sale Busin	97% <= 1		144	146	98.63%			YES
FL	Dec-02	sale Busin	97% <= 1		179	180	99.44%			YES
FL	Jan-03	sale Busin	97% <= 1		246	249	98.82%			YES
FL	Feb-03	sale Busin	97% <= 1		296	297	99.66%			YES
FL	Mar-03	sale Busin	97% <= 1		189	192	98.44%			YES
FL	Apr-03	sale Busin	97% <= 1		224	229	97.82%			YES
FL	May-03	sale Busin	97% <= 1		196	196	100.00%			YES
FL	Jun-03	sale Busin	97% <= 1		274	279	98.21%			YES

3

There are three types of reports that will be developed on a monthly basis

New Report

SRS Report Formats

- 1) Single month report showing the CLEC-specific data in an MSS like format.
- 2) Single month report showing the state based CLEC-aggregate data and the BST-aggregate data in an MSS like format.
- 3) 12 month report for each state showing CLEC- and BST-aggregate data and an equity calculation for each of the months with a chart that will provide a graphical representation of the aggregate data.

1

Florida, June 2003										
Ordering										
Reject Interval-Fully Mechanized										
(% of CLEC Reject Notification within intervals)										
Numerator indicates total number of CLEC reject notifications within interval hours for this disaggregation in the reporting period.										
Volume indicates total number of service requests for this disaggregation in the reporting period.										
State	CLEC	OCN/ACN A	Product Group Description	Benchmark I Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
State	XXX	XXX	UNE Loop + Port Combinations	4 =< 8 minutes				19	289	6.57%
State	XXX	XXX	UNE Loop + Port Combinations	8 =< 12 minutes				84	289	29.07%
State	XXX	XXX	UNE Loop + Port Combinations	12 =< 60 minutes				159	289	55.02%
State	XXX	XXX	UNE Loop + Port Combinations	0 - =< 1 hr				286	289	98.96%
State	XXX	XXX	UNE Loop + Port Combinations	1 =< 4 hours				3	289	1.04%
State	XXX	XXX	UNE Loop + Port Combinations	4 =< 8 hours						
State	XXX	XXX	UNE Loop + Port Combinations	8 =< 12 hours						
State	XXX	XXX	UNE Loop + Port Combinations	12 =< 16 hours						
State	XXX	XXX	UNE Loop + Port Combinations	16 =< 20 hours						
State	XXX	XXX	UNE Loop + Port Combinations	20 =< 24 hours						
State	XXX	XXX	UNE Loop + Port Combinations	> 24 hours						
State	XXX	XXX	UNE Loop + Port Combinations	Average Interval (hours)						0.24

There are three types of reports that will be developed on a monthly basis

New Report

2

SRS Report Formats

1) Single month report showing the CLEC-specific data in an MSS like format.

2) Single month report showing the state based CLEC-aggregate data and the BST-aggregate data in an MSS like format.

3) 12 month report for each state showing CLEC- and BST-aggregate data and an equity calculation for each of the months with a chart that will provide a graphical representation of the aggregate data.

Florida, June 2003							
Ordering							
Reject Interval-Non-Mechanized							
(% of CLEC Reject Notification within Intervals)							
Numerator indicates total number of CLEC reject notification within interval hours for this disaggregation in the reporting period.							
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.							
State	Product Group	Benchmark / Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume
Region	Resale Business	0 - <= 1 hr				13	564
Region	Resale Business	1 =< 4 hours				339	564
Region	Resale Business	4 =< 8 hours				180	564
Region	Resale Business	8 =< 12 hours				19	564
Region	Resale Business	12 =< 16 hours				3	564
Region	Resale Business	16 =< 20 hours				4	564
Region	Resale Business	20 =< 24 hours				1	564
Region	Resale Business	0 -<=24 hours				559	564
Region	Resale Business	> 24 hours				5	564
Region	Resale Business	Average Interval (hours)					

There are three types of reports that will be developed on a monthly basis

New Report

3

SRS Report Formats

- 1) Single month report showing the CLEC-specific data in an MSS like format.
- 2) Single month report showing the state based CLEC-aggregate data and the BST-aggregate data in an MSS like format.
- 3) 12 month report for each state showing CLEC- and BST-aggregate data and an equity calculation for each of the months with a chart that will provide a graphical representation of the aggregate data.

Florida, June 2002 - July 2003														
Ordering														
Reject Interval - Fully Mechanized														
(% of CLEC Reject Notification Intervals within 7 Hour)														
Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.														
State	Measure Month	Product Group Description	Benchmark / Analog	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric	Std Dev	Std Error	Zscore	Equity	
FL	Jul-02	sale Busin	97% <= 1				594	614	96.74%				NO	
FL	Aug-02	sale Busin	97% <= 1				371	383	96.87%				NO	
FL	Sep-02	sale Busin	97% <= 1				283	287	98.61%				YES	
FL	Oct-02	sale Busin	97% <= 1				226	230	98.26%				YES	
FL	Nov-02	sale Busin	97% <= 1				144	146	98.63%				YES	
FL	Dec-02	sale Busin	97% <= 1				179	180	99.44%				YES	
FL	Jan-03	sale Busin	97% <= 1				246	249	98.80%				YES	
FL	Feb-03	sale Busin	97% <= 1				296	297	99.66%				YES	
FL	Mar-03	sale Busin	97% <= 1				189	192	98.44%				YES	
FL	Apr-03	sale Busin	97% <= 1				224	229	97.82%				YES	
FL	May-03	sale Busin	97% <= 1				196	196	100.00%				YES	
FL	Jun-03	sale Busin	97% <= 1				274	279	98.21%				YES	

Example of Reject Interval Report – CLEC Specific

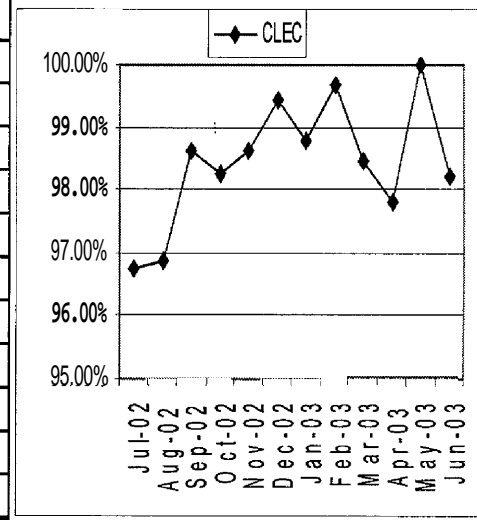
Florida, June 2003										
Ordering										
Reject Interval-Fully Mechanized										
(% of CLEC Reject Notification within intervals)										
Numerator indicates total number of CLEC reject notifications within interval hours for this disaggregation in the reporting period.										
Volume indicates total number of service requests for this disaggregation in the reporting period.										
State	CLEC	OCN/ACN A	Product Group Description	Benchmark / Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
State	XXX	XXX	UNE Loop + Port Combinations	4 =< 8 minutes				19	289	6.57%
State	XXX	XXX	UNE Loop + Port Combinations	8 =< 12 minutes				84	289	29.07%
State	XXX	XXX	UNE Loop + Port Combinations	12 =< 60 minutes				159	289	55.02%
State	XXX	XXX	UNE Loop + Port Combinations	0 - =< 1 hr				286	289	98.96%
State	XXX	XXX	UNE Loop + Port Combinations	1 =< 4 hours				3	289	1.04%
State	XXX	XXX	UNE Loop + Port Combinations	4 =< 8 hours						
State	XXX	XXX	UNE Loop + Port Combinations	8 =< 12 hours						
State	XXX	XXX	UNE Loop + Port Combinations	12 =< 16 hours						
State	XXX	XXX	UNE Loop + Port Combinations	16 =< 20 hours						
State	XXX	XXX	UNE Loop + Port Combinations	20 =< 24 hours						
State	XXX	XXX	UNE Loop + Port Combinations	> 24 hours						
State	XXX	XXX	UNE Loop + Port Combinations	Average Interval (hours)						0.24

Example of Reject Interval Report – State Aggregate

Florida, June 2003								
Ordering								
Reject Interval-Non-Mechanized								
(% of CLEC Reject Notification within Intervals)								
Numerator indicates total number of CLEC reject notification within interval hours for this disaggregation in the reporting period.								
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.								
State	Product Group Description	Benchmark / Intervals	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
Region	Resale Business	0 - =< 1 hr				13	564	2.30%
Region	Resale Business	1 =< 4 hours				339	564	60.11%
Region	Resale Business	4 =< 8 hours				180	564	31.91%
Region	Resale Business	8 =< 12 hours				19	564	3.37%
Region	Resale Business	12 =< 16 hours				3	564	0.53%
Region	Resale Business	16 =< 20 hours				4	564	0.71%
Region	Resale Business	20 =< 24 hours				1	564	0.18%
Region	Resale Business	0 -<=24 hours				559	564	99.11%
Region	Resale Business	> 24 hours				5	564	0.89%
Region	Resale Business	Average Interval (hours)						4.50

Example of Reject Interval Report – Historical Aggregate

Florida, June 2002 - July 2003													
Ordering													
Reject Interval- Fully Mechanized													
(% of CLEC Reject Notification Intervals within 1 Hour)													
Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.													
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.													
State	Measure Month	Product Group Description	Benchmark / Analog	BST Numerator	BST Volume	Metric	CLEC Numerator	CLEC Volume	Metric	Std Dev	Std Error	Zscore	Equity
FL	Jul-02	sale Business	97% <= 1				594	614	96.74%				NO
FL	Aug-02	sale Business	97% <= 1				371	383	96.87%				NO
FL	Sep-02	sale Business	97% <= 1				283	287	98.61%				YES
FL	Oct-02	sale Business	97% <= 1				226	230	98.26%				YES
FL	Nov-02	sale Business	97% <= 1				144	146	98.63%				YES
FL	Dec-02	sale Business	97% <= 1				179	180	99.44%				YES
FL	Jan-03	sale Business	97% <= 1				246	249	98.80%				YES
FL	Feb-03	sale Business	97% <= 1				296	297	99.66%				YES
FL	Mar-03	sale Business	97% <= 1				189	192	98.44%				YES
FL	Apr-03	sale Business	97% <= 1				224	229	97.82%				YES
FL	May-03	sale Business	97% <= 1				196	196	100.00%				YES
FL	Jun-03	sale Business	97% <= 1				274	279	98.21%				YES



Example of Order Completion Interval – CLEC Specific

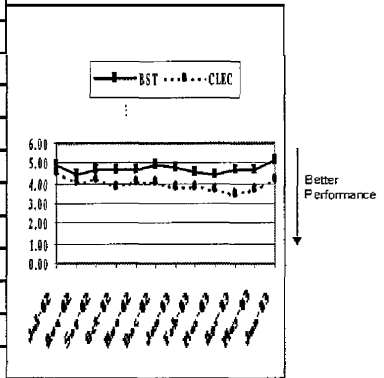
Florida, June 2003												
Provisioning												
Order Completion Interval												
(Interval Between Order Issuance and Completion)												
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.												
Volume indicates total number of service orders completed for this disaggregation in the reporting period.												
State	CLEC	OCN/ACNA	Product Group Description	Intervals (Days)	Circuit Block	Dispatch Type	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
FL	ZZZ TEL	XXXX	Resale Residence	0	< 10 Circuits	Dispatch					0	0.00%
FL	ZZZ TEL	XXXX	Resale Residence	1	< 10 Circuits	Dispatch					0	0.00%
FL	ZZZ TEL	XXXX	Resale Residence	2	< 10 Circuits	Dispatch					1	100.00%
FL	ZZZ TEL	XXXX	Resale Residence	3	< 10 Circuits	Dispatch					0	0.00%
FL	ZZZ TEL	XXXX	Resale Residence	4	< 10 Circuits	Dispatch					0	0.00%
FL	ZZZ TEL	XXXX	Resale Residence	5	< 10 Circuits	Dispatch					0	0.00%
FL	ZZZ TEL	XXXX	Resale Residence	> 5	< 10 Circuits	Dispatch					0	0.00%
FL	ZZZ TEL	XXXX	Resale Residence	Average Interval	< 10 Circuits	Dispatch					1	2.00

Example of Order Completion Interval – State Aggregate

Florida, June 2003											
Provisioning											
Order Completion Interval											
(Interval Between Order Issuance and Completion)											
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.											
Volume indicates total number of service orders completed for this disaggregation in the reporting period.											
State	Product Group Description	Benchmark / Analog	Intervals (Days)	Circuit Block	Dispatch Type	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
REGION	Resale Residence	Retail Residence	0	< 10 Circuits	Dispatch			1.77%			3.05%
REGION	Resale Residence	Retail Residence	1	< 10 Circuits	Dispatch			2.49%			2.98%
REGION	Resale Residence	Retail Residence	2	< 10 Circuits	Dispatch			1.65%			1.68%
REGION	Resale Residence	Retail Residence	3	< 10 Circuits	Dispatch			14.72%			11.48%
REGION	Resale Residence	Retail Residence	4	< 10 Circuits	Dispatch			22.98%			24.85%
REGION	Resale Residence	Retail Residence	5	< 10 Circuits	Dispatch			21.87%			25.53%
REGION	Resale Residence	Retail Residence	> 5	< 10 Circuits	Dispatch			34.52%			30.43%
REGION	Resale Residence	Retail Residence	Average Interval	< 10 Circuits	Dispatch			5.38			4.98

Example of Order Completion Interval – Historical Aggregate

Provisioning														
Order Completion Interval														
(Interval between Order Issuance and Order Completion)														
Numerator indicates total of completion intervals for this disaggregation in the reporting period.														
Volume indicates total number of service orders completed for this disaggregation in the reporting period.														
State	Measure Month	Product Group Description	Benchmark / Analog	Circuit Block	Dispatch Type	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric	Std Dev	Zscore	Equity
FL	Jul-02	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	188,117	38,334	4.91	7,113	1,547	4.60	0.000	0.0000	YES
FL	Aug-02	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	186,396	42,430	4.39	5,919	1,432	4.13	0.000	0.0000	YES
FL	Sep-02	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	153,940	32,941	4.67	4,014	967	4.15	0.000	0.0000	YES
FL	Oct-02	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	160,855	34,551	4.66	3,854	990	3.89	0.000	0.0000	YES
FL	Nov-02	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	137,057	29,017	4.72	3,282	807	4.07	0.000	0.0000	YES
FL	Dec-02	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	139,288	28,492	4.89	3,164	772	4.10	0.000	0.0000	YES
FL	Jan-03	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	158,906	32,898	4.83	3,536	915	3.86	0.000	0.0000	YES
FL	Feb-03	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	122,730	27,248	4.50	4,264	1,120	3.81	0.000	0.0000	YES
FL	Mar-03	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	126,220	28,220	4.47	3,457	928	3.72	0.000	0.0000	YES
FL	Apr-03	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	123,553	26,500	4.66	2,860	815	3.51	0.000	0.0000	YES
FL	May-03	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	115,563	24,458	4.72	2,498	668	3.74	0.000	0.0000	YES
FL	Jun-03	Resale Residence	Retail Residence	< 10 Circuits	Dispatch	129,448	25,265	5.12	2,696	648	4.16	0.000	0.0000	YES



Example - Customer Trouble Report Rate – CLEC Specific

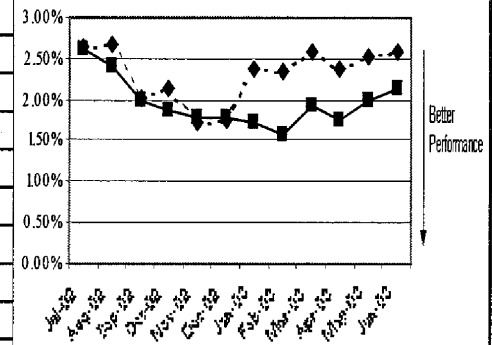
Florida, June 2003										
Maintenance and Repair										
Customer Trouble Report Rate										
(% of Total Troubles Reported)										
Numerator indicates total number of CLEC troubles reported for this disaggregation.										
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.										
	CLEC	OCN/ACNA	Product Group Description	Dispatch Type	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric
FL	XXX	XXX	Resale Business	Dispatch				5		
FL	XXX	XXX	Resale Business	Non-Dispatch						
FL	XXX	XXX	Resale Residence and Business (POTS)	Dispatch				5		
FL	XXX	XXX	Resale Residence and Business (POTS)	Non-Dispatch						
FL	XXX	XXX	UNE Loop + Port Combinations	Dispatch				626	47,906	1.31%
FL	XXX	XXX	UNE Loop + Port Combinations	Non-Dispatch				175	47,906	0.37%
FL	XXX	XXX	Local Interconnection Trunks	Dispatch				808		0.00%
FL	XXX	XXX	Local Interconnection Trunks	Non-Dispatch				808		0.00%
FL	YYY	YYY	UNE Loop + Port Combinations	Dispatch					1	0.00%
FL	YYY	YYY	UNE Loop + Port Combinations	Non-Dispatch					1	0.00%
FL	ZZZ	ZZZ	Local Interconnection Trunks	Dispatch					3,200	0.00%
FL	ZZZ	ZZZ	Local Interconnection Trunks	Non-Dispatch					3,200	0.00%
FL	AAA	AAA	Resale Business	Dispatch				3		0.00%
FL	AAA	AAA	Resale Business	Non-Dispatch				3		0.00%
FL	AAA	AAA	Resale Residence	Dispatch				5		0.00%
FL	AAA	AAA	Resale Residence	Non-Dispatch				5		0.00%
FL	AAA	AAA	Resale Residence and Business (POTS)	Dispatch				8		0.00%
FL	AAA	AAA	Resale Residence and Business (POTS)	Non-Dispatch				8		0.00%
FL	AAA	AAA	UNE Loop + Port Combinations	Dispatch				26		0.00%
FL	AAA	AAA	UNE Loop + Port Combinations	Non-Dispatch				26		0.00%
FL	AAA	AAA	UNE Other Non-Design	Dispatch				88		0.00%
FL	AAA	AAA	UNE Other Non-Design	Non-Dispatch				88		0.00%
FL	BBB	BBB	Local Interconnection Trunks	Dispatch					27,303	0.00%
FL	BBB	BBB	Local Interconnection Trunks	Non-Dispatch					27,303	0.00%
FL	CCC	CCC	Resale Design	Dispatch				20		0.00%
FL	CCC	CCC	Resale Design	Non-Dispatch				20		0.00%
FL	CCC	CCC	Resale ISDN	Dispatch				1		0.00%
FL	CCC	CCC	Resale ISDN	Non-Dispatch				1		0.00%
FL	CCC	CCC	2W Analog Loop Design	Dispatch				80	10,715	0.75%
FL	CCC	CCC	2W Analog Loop Design	Non-Dispatch				22	10,715	0.21%
FL	CCC	CCC	UNE Combos - Other	Dispatch				6		0.00%
FL	CCC	CCC	UNE Combos - Other	Non-Dispatch				6		0.00%
FL	CCC	CCC	UNE Digital Loop >= DS1	Dispatch				8	570	1.40%
FL	CCC	CCC	UNE Digital Loop >= DS1	Non-Dispatch				8	570	1.40%
FL	CCC	CCC	UNE Other Non-Design	Dispatch					150	0.00%
FL	CCC	CCC	UNE Other Non-Design	Non-Dispatch					150	0.00%
FL	CCC	CCC	UNE xDSL (HDSL, ADSL, and UCL)	Dispatch				8	567	1.41%
FL	CCC	CCC	UNE xDSL (HDSL, ADSL, and UCL)	Non-Dispatch					1,155	0.00%

Example - Customer Trouble Report Rate – State Aggregate

Florida, June 2003								
Maintenance and Repair								
Customer Trouble Report Rate								
(% of Total Troubles Reported)								
Numerator indicates total number of troubles reported for this disaggregation.								
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.								
State	Product Group Description	Benchmark/Analog	Dispatch Type	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume
REGION	Resale Residence	Retail Residence	Dispatch	358,382	14,593,893	2.46%	6,658	235,565
REGION	Resale Residence	Retail Residence	Non-Dispatch	170,976	14,593,893	1.17%	1,105	235,565
REGION	Resale Business	Retail Business	Dispatch	59,140	5,346,083	1.11%	843	71,211
REGION	Resale Business	Retail Business	Non-Dispatch	29,985	5,346,083	0.56%	249	71,211
REGION	Resale Design	Retail Design	Dispatch	10,688	2,566,239	0.42%	417	39,345
REGION	Resale Design	Retail Design	Non-Dispatch	12,317	2,566,239	0.48%	260	39,345
REGION	Resale PBX	Retail PBX	Dispatch	1,117	599,020	0.19%	68	11,914
REGION	Resale PBX	Retail PBX	Non-Dispatch	1,025	599,020	0.17%	15	11,914
REGION	Resale Centrex	Retail Centrex	Dispatch	5,901	1,234,708	0.48%	91	7,929
REGION	Resale Centrex	Retail Centrex	Non-Dispatch	4,068	1,234,708	0.33%	42	7,929
REGION	Resale ISDN	Retail ISDN	Dispatch	1,170	158,769	0.74%	34	3,498
REGION	Resale ISDN	Retail ISDN	Non-Dispatch	1,449	158,769	0.91%	23	3,498
REGION	2W Analog Loop Design	Retail Residence and Business Dispatch	Dispatch	417,522	19,939,976	2.09%	1,763	188,661
REGION	2W Analog Loop Design	Retail Residence and Business Dispatch	Non-Dispatch	417,522	19,939,976	2.09%	360	188,661
REGION	2W Analog Loop Non-Design	and Business (POTS) Exclusion of switch-base	Dispatch	411,107	18,374,523	2.24%	1,394	205,992
REGION	2W Analog Loop Non-Design	and Business (POTS) Exclusion of switch-base	Non-Dispatch	196,512	18,374,523	1.07%	45	205,992
REGION	UNE Digital Loop < DS1	Retail Digital Loop < DS1	Dispatch	14,727	3,033,332	0.49%	509	37,392
REGION	UNE Digital Loop < DS1	Retail Digital Loop < DS1	Non-Dispatch	35,238	3,033,332	1.16%	167	37,392
REGION	UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	Dispatch	5,419	507,639	1.07%	1,334	41,441
REGION	UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	Non-Dispatch	5,028	507,639	0.99%	560	41,441
REGION	UNE Loop + Port Combinations	Retail Residence and Business	Dispatch	417,522	19,939,976	2.09%	36,121	2,167,922
REGION	UNE Loop + Port Combinations	Retail Residence and Business	Non-Dispatch	200,961	19,939,976	1.01%	8,004	2,167,922
REGION	UNE Switch Ports	Retail Residence and Business (POTS)	Dispatch	411,107	18,374,523	2.24%	4	64
REGION	UNE Switch Ports	Retail Residence and Business (POTS)	Non-Dispatch	196,512	18,374,523	1.07%	0	64
REGION	UNE Combos - Other	etail Residence, Business and Design Dispatch	Dispatch	428,210	22,506,215	1.90%	643	15,959
REGION	UNE Combos - Other	etail Residence, Business and Design Dispatch	Non-Dispatch	213,278	22,506,215	0.95%	310	15,959
REGION	UNE xDSL (HDSL, ADSL, and UCL)	ADSL provided to Retail	Dispatch	11,613	1,700,776	0.68%	180	20,471
REGION	UNE xDSL (HDSL, ADSL, and UCL)	ADSL provided to Retail	Non-Dispatch	30,438	1,700,776	1.79%	68	20,471
REGION	UNE ISDN	Retail ISDN - BRI	Dispatch	772	69,961	1.10%	359	20,409
REGION	UNE ISDN	Retail ISDN - BRI	Non-Dispatch	773	69,961	1.10%	114	20,409
REGION	UNE Line Sharing	ADSL provided to Retail	Dispatch	11,613	1,700,776	0.68%	94	17,641
REGION	UNE Line Sharing	ADSL provided to Retail	Non-Dispatch	30,438	1,700,776	1.79%	78	17,641
REGION	UNE Other Design	Retail Design	Dispatch	10,688	2,566,239	0.42%	1	673
REGION	UNE Other Design	Retail Design	Non-Dispatch	12,317	2,566,239	0.48%	1	673
REGION	UNE Other Non-Design	Retail Residence and Business	Dispatch	417,522	19,939,976	2.09%	18	6,701
REGION	UNE Other Non-Design	Retail Residence and Business	Non-Dispatch	200,961	19,939,976	1.01%	1	6,701
REGION	Local Interconnection Trunks	Parity with Retail	Dispatch	1	1,967,541	0.00%	0	578,140
REGION	Local Interconnection Trunks	Parity with Retail	Non-Dispatch	496	1,967,541	0.03%	100	578,140
REGION	Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice	Dispatch	4,677	214,381	2.18%	2	2,434
REGION	Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice	Non-Dispatch	2,835	214,381	1.32%	11	2,434

Example - Customer Trouble Report Rate – Historical Aggregate

Florida													
Florida, June 2002 - Jul 2003													
Maintenance and Repair													
Customer Trouble Report Rate													
(% of Total Troubles Reported)													
Numerator indicates total number of troubles reported for this disaggregation.													
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.													
State	Measure Month	Product Group Description	Benchmark/Analog	Dispatch Type	BST Numerator	BST Volume	BST Metric	CLEC Numerator	CLEC Volume	CLEC Metric	Std Dev	Std Error	Zscore
FL	Jul-02	Resale Residence	Retail Residence	Dispatch	108,138	4,158,389	2.60%	2,728	102,658	2.66%			0.0000
FL	Aug-02	Resale Residence	Retail Residence	Dispatch	99,577	4,131,029	2.41%	2,816	105,782	2.66%			0.0000
FL	Sep-02	Resale Residence	Retail Residence	Dispatch	82,478	4,113,930	2.00%	2,089	102,796	2.03%			0.0000
FL	Oct-02	Resale Residence	Retail Residence	Dispatch	77,714	4,124,656	1.88%	2,093	97,261	2.15%			0.0000
FL	Nov-02	Resale Residence	Retail Residence	Dispatch	72,945	4,120,805	1.77%	1,608	92,617	1.74%			0.0000
FL	Dec-02	Resale Residence	Retail Residence	Dispatch	73,052	4,098,785	1.78%	1,483	84,171	1.76%			0.0000
FL	Jan-03	Resale Residence	Retail Residence	Dispatch	70,292	4,086,650	1.72%	1,529	64,419	2.37%			0.0000
FL	Feb-03	Resale Residence	Retail Residence	Dispatch	64,503	4,072,331	1.58%	1,406	59,807	2.35%			0.0000
FL	Mar-03	Resale Residence	Retail Residence	Dispatch	78,553	4,052,073	1.94%	1,497	57,841	2.59%			0.0000
FL	Apr-03	Resale Residence	Retail Residence	Dispatch	70,117	4,020,073	1.74%	1,315	55,391	2.37%			0.0000
FL	May-03	Resale Residence	Retail Residence	Dispatch	79,357	3,996,051	1.99%	1,323	52,360	2.53%			0.0000
FL	Jun-03	Resale Residence	Retail Residence	Dispatch	85,289	3,971,010	2.15%	1,311	50,590	2.59%			0.0000



Implementation Timeline

- BellSouth is proposing to roll out the Single Report Structure effective with November Data.
- Data for September and October will be available on the historical reports in order to provide a baseline for trending.

Implications

- MSS data will change to match state SQM data. No trending will be available prior to September data; however, three months of data will be provided on the initial rollout.
- With rollout, the trending reports for September and October will include all notification changes approved through the November data month.
- Currently filed reports could be replaced with current month and aggregated historical data available from the web.