ORIGINAL

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Sent:	Wednesday, October 27, 2004 3:28 PM
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Cc:	Culpepper, Robert; Fatool, Vicki; Slaughter, Brenda ; Holland, Robyn P; Nancy Sims; Bixler, Micheale; Linda Hobbs
Subject:	Florida Docket No. 000121A-TP

Importance: High

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B.   Docket No. 000121A-TP: In Re: Investigation into the Establishment of Operations Support Systems Permanent Performance Measures for Incumbent Local Exchange Telecommunications Companies (BellSouth Track).

C.   BellSouth Telecommunications, Inc.
on behalf of Robert A. Culpepper

D.   22 pages total in PDF format

E.   BellSouth Telecommunications, Inc.'s Responses to Action Items raised during the SEEM workshop held on October 12 and 13, and a proposed revised SQM glossary.

Debbie Smith (sent on behalf of Robert A. Culpepper)
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<<Bayo Ltr and Certificate of Svc.>> <<Fee Schedule Proposal>> <<Appendix A>> <<Responses to Action Items>>

*****

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
MMS _____
RCA _____
SCR _____
SEC __/___
OTH __10/27/2004__

DOCUMENT NUMBER-DATE

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October 27, 2004

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**
       **In Re: Investigation into the establishment of operations support
       systems permanent incumbent local exchange Telecommunications
       companies**

Dear Ms. Bayó:

Enclosed are BellSouth Telecommunications, Inc.'s Responses to Action Items
raised during the SEEM Workshop held on October 12 and 13, and a proposed revised
SQM glossary. We ask that you file these documents in the captioned docket. A copy
of the same is being provided to all parties as reflected in the attached certificate of
service.

Sincerely,
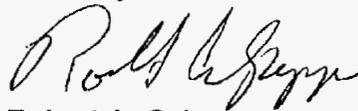
Robert A. Culpepper

Enclosures

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

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

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

Electronic Mail and U.S. Mail this 27th day of October, 2004 to the following:

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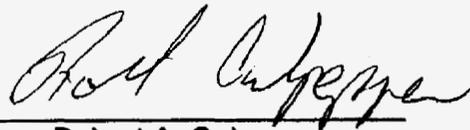
Robert A. Culpepper

(+) Signed Protective
Agreement

#502166

Recurring Charges

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Average
	$35.79	$20.55		$35.90	$28.68	$34.61	$29.57	$32.55	$27.05	$30.59
	$36.23	$21.58	$24.90	$35.90	$29.36	$35.78	$30.35	$34.25	$30.80	$31.02
	$36.23	$22.72		$35.90	$30.04	$36.95	$31.12	$35.95	$32.75	$32.71
	$36.23	$23.76		$33.75	$30.72	$36.95	$31.82	$37.65	$39.05	$33.74
	$36.23	$24.75	$31.80	$33.75	$31.40	$36.95	$32.25	$39.35	$39.70	$34.02
	$36.23	$25.84			$32.08	$36.95	$32.25	$41.05		$34.07
		$26.72	$37.30		$32.76	$36.95	$32.25	$42.75		$34.79
		$27.61			$32.87	$36.95	$32.25			$32.42
		$28.43			$33.00	$36.95	$33.60			$33.00
		$29.05				$36.95	$33.89			$33.30
		$29.68				$36.95				$33.32
		$30.20	$48.30			$36.95				$38.48
						$36.95				$36.95

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Average
Bus Complete Choice (A) Flat Rate	$87.00	$52.00	$102.00	$75.00	$81.00	$75.00	$81.00	$87.00	$77.85	$79.77
	$62.00	$98.00	$194.00	$136.00	$150.00	$136.00	$154.00	$170.00	$161.90	$139.10
	$110.00	$148.00	$293.00	$196.00	$235.00	$201.00	$235.00	$266.00	$224.85	$210.98
BellSouth Business PLUS Opt	$66.00	$64.00	$83.30	$60.00	$64.00	$64.00	$64.00	$73.00	$64.00	$67.14
	$0.05	$0.05	$0.05	$0.05	$0.05	$0.05	$0.05	$0.05	$0.05	$0.05
BellSouth Business PLUS Opt	$45.00	$36.10	$54.30	$37.00	$40.00	$42.50	$40.44	$48.75	$45.70	$43.20
	$0.09	$0.08	$0.09	$0.09	$0.09	$0.09	$0.09	$0.12	$0.09	$0.09

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Average
Resale Discount	16.30%	16.81%	17.30%	15.54%	20.72%	15.75%	17.60%	14.80%	21.56%	17.38%
Bus Flat Rate Line Resale	$29.96	$17.10		$30.32	$22.74	$29.16	$24.37	$27.73	$21.22	$25.32
	$30.32	$17.95	$20.59	$30.32	$23.28	$30.14	$25.01	$29.18	$24.16	$25.66
	$30.32	$18.90		$30.32	$23.82	$31.13	$25.64	$30.63	$25.69	$27.06
	$30.32	$19.77		$28.51	$24.35	$31.13	$26.22	$32.08	$30.63	$27.88
	$30.32	$20.59	$26.30	$28.51	$24.89	$31.13	$26.57	$33.53	$31.14	$28.11
	$30.32	$21.50			$25.43	$31.13	$26.57	$34.97		$28.32
		$22.23	$30.85		$25.97	$31.13	$26.57	$36.42		$28.86
		$22.97			$26.06	$31.13	$26.57			$26.68
		$23.65			$26.16	$31.13	$27.69			$27.16
		$24.17				$31.13	$27.93			$27.74
		$24.69				$31.13				$27.91
		$25.12	$39.94			$31.13				$32.07
						$31.13				$31.13

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Average
Resale Discount	16.30%	16.81%	17.30%	15.54%	20.72%	15.75%	17.60%	14.80%	21.56%	17.38%
Bus Complete Choice (A) Flat Rate	$72.82	$43.26	$84.35	$63.38	$64.22	$63.19	$66.74	$74.12	$61.14	$65.91
Per Two Line Plan Complete Choice	$51.89	$81.53	$160.44	$114.87	$118.92	$114.58	$126.90	$144.84	$119.15	$114.79
Per Three Line Complete Choice	$92.07	$123.12	$242.31	$165.54	$186.31	$169.34	$193.84	$218.11	$176.37	$174.09
BellSouth Business PLUS Opt	$56.92	$53.24	$68.89	$50.68	$50.74	$53.92	$52.74	$62.20	$50.20	$55.50
	$0.04	$0.04	$0.04	$0.04	$0.04	$0.04	$0.04	$0.04	$0.04	$0.04
BellSouth Business PLUS Opt	$37.87	$29.20	$44.91	$31.25	$31.71	$35.81	$33.32	$41.54	$35.85	$35.69
	$0.08	$0.07	$0.07	$0.08	$0.07	$0.08	$0.07	$0.10	$0.07	$0.08

Federal Charges	AL	FL	GA	KY	LA	MS	NC	SC	TN	Average
	$ 6.00	$ 7.84	$ 7.84	$ 7.84	$ 7.84	$ 7.84	$ 7.84	$ 7.84	$ 7.84	$ 7.64
	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35
	$ 0.49	$ 0.49	$ 0.49	$ 0.49	$ 0.49	$ 0.49	$ 0.49	$ 0.49	$ 0.49	$ 0.49
	$ 0.74	$ 0.74	$ 0.74	$ 0.74	$ 0.74	$ 0.74	$ 0.74	$ 0.74	$ 0.74	$ 0.74
Total	$79.66	$51.94	$93.03	$72.03	$72.90	$71.87	$76.42	$82.80	$69.82	$74.38

Appendix B<u>A</u>: Glossary of Acronyms and Terms

Symbols used in calculations

~~Σ A mathmatical symbol representing the sum of a series of values following the symbol.~~

A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division.

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

( )
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD
Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

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

ALEC
Alternative Local Exchange Company=FL-CLEC – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

ADSL
Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

ASR
Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

ATLAS
Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

~~ATLASTN~~
~~ATLAS software contract for telephone number~~

Auto Clarification
A~~The number of~~ LSRs that ~~were~~ <u>was</u> electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

~~BFR: Bona Fied Request~~

BILLING
The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS
Business Office Customer Record Information System (Front-end to the CRIS database.) <u>– System used to maintain customer account information which includes, but is not limited, to bills, payment history, and memo notations made during customer contact.</u>

BRI
Basic Rate ISDN <u>– This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.</u>

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

~~BellSouth~~
~~BellSouth Telecommunications, Inc.~~

C

CABS
Carrier Access Billing System <u>– The BellSouth proprietary corporate database and billing system for access and certain UNE customers and/or services.</u>

CCC
Coordinated Customer Conversions <u>– A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.</u>

CCP OSS (Change Management)
<u>Change Control Process OSS – Change Control Process OSS – The Change Control Process (CCP) methods and procedures, a collaborative documented process, used BellSouth and the CLECs to initiate OSS changes to BellSouth pre-ordering, ordering, and provisioning interfaces. The process includes change requests, CLEC prioritization, release management, defect management, etc.</u>

CCP SQM
Change Control Process <u>(SQM)– The methods and procedures used by BellSouth to implement changes to performance metrics that have been ordered by a state regulatory commission. This process is documented in the PMQAP.</u>

Centrex
A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CISC
Carrier Interconnection Switching Center – Formerly known as the LISC, the BellSouth Center dedicated to handling CLEC access service requests for interconnection trunks.

CKTID
Circuit Identifier – A unique identifier for elements combined in a service configuration.

CLEC
Competitive Local Exchange Carrier – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CLP
Competitive Local Provider=NC CLEC – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CM OSS
Change Management OSS - See CCP OSS for definition.

CM SQM
Change Management SQM - See CCP SQM for definition.

CMDS
Centralized Message Distribution System - Telcordia administered National system used to transfer specially formatted messages among companies.

COFFI
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/SONGS. It indicates all services available to a customer.

COG
Corporate Gateway – System designed for the electronic submission of xDSL Local Service Requests.

CRIS
Customer Record Information System This system is used to retain customer information and render bills for telecommunication service. - The BellSouth proprietary corporate database and billing system for non-access customers and/or services.

CRSACCTS
CRIS software contract for CSR information.

CRSG
Complex Resale Support Group – The group within BellSouth which serves as the interface between the LCSC and the outside plant engineering group. The responsibility of this organization is to provide the parameters for the type of facilities available to provision the service the CLEC has selected.

C-SOTS
CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database to monitor the progess of CLEC service order activity from service order issuance to order completion.

CSR
Customer Service Record – A record of the customer/end-user information including detail about the services and physical address of the end-user.

CTTG
Common Transport Trunk Group - Final tTrunk groups between BellSouth, & Independent end offices, and the BellSouth access tandems.

CWINS Center
Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLEC's with provisioning and maintenance for designed and non-designed local service.

D

~~DA Directory Assistance~~

Design
Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

Disposition & Cause
Types of trouble conditions, (e.g., No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

~~DLETH~~
~~Display Lengthy Trouble History – A history report that gives all activity on a line record for trouble reports in LMOS.~~

~~DLR~~
~~Detail Line Record – A report that gives detailed line record information on records maintained in LMOS.~~

DS0
The worldwide standard speed for one digital voice signal (64,000 bps).

DS1
24 DS0s (1.544Mb/sec.~~, i.e. carrier systems~~)

DOE
Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input ~~business~~ service orders in BellSouth format.

DOM
Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

DSAP
DOE (Direct Order Entry) Support Application - ~~The~~ A BellSouth ~~Operations S~~system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

~~DSAP-DDI~~
~~DSAP software contract for schedule information.~~

DSL
Digital Subscriber Line – Allows customers to provide simltaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

DUI
Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

E

~~E911 Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.~~

EDI
Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX
BellSouth Centrex Service <u>– A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.</u>

F

Fatal Reject
~~The number of~~ LSRs ~~that were~~ electronically rejected from LEO~~, which checks to see if the LSR has all the~~ <u>because the</u> required fields <u>are not</u> correctly populated.

Flow-Through
In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC
Firm Order Confirmation - A notification returned to the CLEC confirming ~~that~~ the LSR has been received and accepted, including the specified commitment date.

FX
Foreign Exchange <u>– A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.</u>

G H

~~HAL - "Hands-off" Assignment Logic-Frontend access and error resolution logic used in interfacing BellSouth Operations System such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG, and SOCS.~~

~~HALCRIS - HAL software contract for CSR information.~~

HDSL
High <u>Bit</u> Digital Subscriber ~~Loop/~~ Line <u>– A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.</u>

I J K

ILEC
Incumbent Local Exchange ~~Company~~ <u>Carrier – Regional Bell Operating Company (RBOC)</u>

INP
Interim Number Portability <u>– When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC</u>

ISDN
Integrated Services Digital Network <u>– An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsimile.</u>

~~IPC~~
~~Interconnection Purchasing Center~~

L

LAN
Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

LAUTO
The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

LCSC
Local Carrier Service Center – The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and preordering transactions, along with associated expedite requests and escalations.

Legacy System
Term used to refer to BellSouth Operations Support Systems (see OSS).

LENS
Local Exchange Negotiation Navigation System - The BellSouth LAN/Web-Server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO
Local Exchange Ordering - A BellSouth system which accepts the output of CLEC interfaces and EDI, applies edit and formatting checks, and reformats the local service requests in BellSouth service order format. provides first-level validation to ensure all appropriate fields are populated.

LERG
Local Exchange Routing Guide – The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

LESOG
Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the service order into the service order control system using terminal emulation technology.

LFACS
Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

LIDB
Line Information Database – Contains information about the user's calling card and other billing data.

LMOS
Loop Maintenance Operations System - A BellSouth operations system that provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports. stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST
LMOS host computer Loop Maintenance Operations System Host Computer

LMOSupd
LMOS update allows trouble tickets on line records to be entered into LMOS.

LMU
Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI
Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

LNP

Local Number Portability - In the context of this document, the capability for a subscriber to retain ~~his~~ their current telephone number as ~~he~~ they transfers to a different local service provider.

LNP Gateway

Local Number Portability (gateway)- A system that provides both internal and external communications with various interfaces and processes including:

  (1). Linking BellSouth to the Number Portability Administration Center (NPAC).

  (2). Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.

  (3). Providing interface between NPAC and AIN SMS for LNP routing processes.

Loops

Transmission paths from the central office to the customer premises.

LRN

Location Routing Number – A 10-digit number which routes calls to the appropiate end-user's ported telephone number.

LSR

Local Service Request – A request from a CLEC for local resale service or unbundled network elements ~~from a CLEC~~.

M

Maintenance & Repair

The process and function by which trouble reports are ~~passed~~ sent to BellSouth and ~~by which~~ the related service problems are resolved.

MARCH

BellSouth Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches. ~~A memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.~~

N

NBR

New Business Request - Process required by BellSouth for CLECs to initiate a service, which is not included within its interconnection agreement.

NC

"No Circuits"– All circuits busy announcement.

NIW

~~Network Information Warehouse — A system that stores central office blockage data for use in processing trouble reports.~~

NMLI

Native Mode LAN Interconnection – An intraLATA, shared fibered-based, LAN inter-networking service

NPA

Numbering Plan Area – Area Code portion of a telephone number.

NXX

The "exchange"-portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

O

OASIS
~~Obtain Availability Services Information System – A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.~~

OASISBSN
~~OASIS software contract for feature/service~~

OASISNET
~~OASIS software contract for feature/service~~

OASISOCP
~~OASIS software contract for feature/service~~

Ordering
The process and functions ~~by which~~ where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth.

Ordering Interface Gateways
Gateways for CLECs to submit LSRs electronically

Order Types
The following order types are used in this document:

(1). T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A "T" Order Type is always pared with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different states.

(2). N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another such as when changing from PBX to Centrex.

(3). C - Order Type used for the following conditions: changes or partial connections or disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.

(4). R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no "field work" is involved.

OSPCM
Outside Plant Contract Management System – ~~A system that p~~Provides scheduling and completion information on outside plant construction activities.

OSS
Operations Support System – ~~A~~ Multiple support systems ~~and~~ or databases which ~~are~~ is used to mechanize the flow ~~of~~ and performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

Out Of Service
Customer has no dial tone and cannot call out

P

PMAP
Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

PMQAP
Performance Measurement Quality Assurance Plan – BellSouth Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) to produce accurate and reliable service quality measurement reports.

PON
Purchase Order Number – Identifier assigned by the customer originating the service request

POTS
Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

PREDICTOR
A BellSouth system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports

Preordering
The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI
Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels.

Provisioning
The process and functions by which where necessary work is performed to activate a service requested via an LSR or /ASR and to initiate the proper billing and accounting functions

PSIMS
Product/Service Inventory Management System – A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

PSIMSORB
PSIMS software contract for feature/service.

Q R

RNS
Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

ROS
Regional Ordering System

RRC
Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

RSAG
Regional Street Address Guide - The BellSouth database, which contains street addresses that have been validated to be accurate for accuracy with state and local governments records.

RSAGADDR
Regional Street Address Guide Address - RSAG software contract for address search

RSAGTN
Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search.

S

SAC
Service Advocacy Center - Resolves issues in the provisioning process

SDUM
Supporting Data User Manual

SEEM
Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs.

SGG
ServiceGate Gateway – A common gateway to receive and send interconnection requests.

SOCS
Service Order Control System – A BellSouth system which routes service order images among BellSouth drop points and BellSouth OSS during the service provisioning systems process.

SOG
Service Order Generator - Designed to generate a service order for xDSL

SOIR
Service Order Interface Record – any change effecting activity to a customer account by service order that impacts 911/E911

SONGS
Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens, and prompts, to aid negotiation and entry of all order types.

Syntactically Incorrect Query
A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering "1234 Main St." will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main St." will be considered syntactically incorrect because invalid characters (i.e., example: alpha characters were entered in numeric slots) were used in the address field.

T

TAFI
Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG
Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

Test Transactions/Records
Transactions created by BellSouth or in tests originated by CLECs where the CLEC has coordinated the test with BellSouth to enable identification of the transactions as part of a test used to test system functionality.

TN
Telephone Number

Total Manual Fallout
The number of LSRs which are entered electronically submitted to BellSouth, which fallout, but requiringe manual entering input into a service order generator.

U V

UCL
Unbundled Copper Link Loop - A dedicated metallic transmission facility from BellSouth's Main Distribution Frame (MDF) to a customer's premises.

UNE
Unbundled Network Element – Those parts of BellSouth's network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body.

USOC
Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment.

W

WATS
Wide Area Telephone Service

WFA
Work Force Administration – Electronic document tracking system for trouble reports.

WMC
Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians).

WTN
Working Telephone Number

X Y Z

XML
eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems.

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
Workshop Action Items
October 27, 2004
Item No. 1
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REQUEST: BellSouth is to clearly define the exclusion "troubles outside of BellSouth's control" which is listed in M&R-1 through M&R-4.

REVISED RESPONSE:

BellSouth references the following codes when excluding "Troubles outside of BellSouth's Control":

Design services refer to the WFA Disposition and Analysis Code FAC/CC. Non-Design services refer to the LMOS Disposition and Cause Codes.

Design:
Code FAC/CC is defined as Customer / Contractor Caused Cut Cable. A Cut or Damaged Cable, caused by other than Bell Employees Troubles in BellSouth facilities caused by customer (codes C1-C7)
Troubles caused by vandalism (codes V1-V5)

Non Design:
Trouble Codes 0412 and 0413 (Outside Plant) are defined as Cable Damage - Non Telco Employee.
Non- Employee Cause codes 200 (non-employee), 210 (customer action), 220 (other utility), 222 (foreign worker), 230 (motor vehicle), 280 petroleum/chemical
Activity cause codes 503 (customer action not billed), 504 (theft), 505 (vandalism).

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to October 7, 2004
Workshop Action Items
October 27, 2004
Item No. 2
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REQUEST: BellSouth and CLECs to review proposed changes to the Glossary,
           clarify changes, resolve discrepancies and provide a revised
           Glossary for inclusion in the SQM portion of the PAP.

RESPONSE: Attached is a proposed revised glossary as agreed upon by
          BellSouth and Colette Davis acting on behalf of CLEC Coalition.

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
FPSC Dkt No. 000121A-TP
Responses to 10/12-13 Workshop Action Items
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REQUEST: BellSouth will confirm whether or not the UDC Loop is included in the M&R-UNE data that was used to determine the per transaction fee.

RESPONSE: The UDC Loop was not included in determining the M&R-UNE per transaction fee schedule. The reason is low volume for UDC compared to the other UNE Loops. For example, in the three month period June – August 2004, UDC loops constituted 9% of the total UNE Loop category which is comprised of 2W Analog Voice Loops, ISDN, DSL, DS1, and Unbundled Copper Loop.

Another reason is that the fee amounts for UNE Loops and UDC are similar. The fee schedule for UNE Loops is based on recurring charges. The regional average recurring charge for UNE Loops, excluding UDC, is $33.29. (This is rounded up to $35 in BellSouth's proposed Fee Schedule for Month one, standard performance.) The regional average recurring charge for UDC is $33.40. Therefore there is very little difference.

BellSouth Telecommunications, Inc.
FPSC Dkt No. 000121A-TP
Responses to 10/12-13 Workshop Action Items
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REQUEST: BellSouth to provide data and spreadsheets used to determine the fee schedule recommended by BellSouth.

RESPONSE: The derivation of the fee schedule recommended by BellSouth is discussed in Attachment 1 to Exhibit C of BellSouth's filing of August 18, 2004. The following summarizes the numbered items of Attachment 1 and, where appropriate, refers to additional data contained in the attached Excel file, Fee Schedule Proposal details.xls.

Item 1 of Exhibit C, Attachment 1, discusses the Fee Schedule for Pre-Ordering/ OSS. It is 50% of Ordering.

Item 2 describes the rationale for Ordering / Flow-through. No additional detail is necessary.

Items 3 through 8 discuss the rationale for the fee schedules for maintenance and repair and provisioning for resale, UNE and UNE-P. The additional detail is contained in the file Fee Schedule Proposal Details.xls which is attached.

There are multiple tabs in the attached Excel file. The first tab summarizes the recurring and non-recurring charges for each product grouping in the proposed fee schedule. Using the left portion of the sheet entitled Non-Recurring Charges, the rates for the individual products are entered for each state. These are averaged to get a region total. The individual products are then weighted to get the fee schedule for each SEEM category resale, UNE and UNE-P. A similar process is utilized for the recurring charges.

The tabs, Resale Res Recurring, Resale Bus Recurring, UNEP Non-Recurring and UNE Recurring provide additional source data for the summary tab. Not all of the data on these backup sheets are used on the summary.

Item 9 describes the rationale for LNP. No additional detail is necessary.

Items 10 and 11 describe the derivation for the fee schedule for billing metrics. The underlying data is in the attached Excel sheet in the tabs BIA proposal backup and BIT Invoice Fees.

Items 12 and 13 discuss the derivation of the fee schedule for IC Trunks and Collocation. The underlying data is in the attached Excel sheet in the tabs Trunks and Collocation Rates.

Item 14 describes the rationale for Service Order Accuracy. No additional detail is necessary.

The rate information used in the derivation of the fee schedule is from the following sources of Commission Approved rates which were in effect at the time the fee schedules were developed:
Alabama: SGAT Attachment A June 22, 2002
Florida: SGAT Attachment A September 11, 2002
Georgia: SGAT Attachment A March 22, 2002
Kentucky: SGAT Attachment A Effective March 28, 2002
Louisiana: SGAT Attachment A, Docket U-24174, subdocket A., 9/21/01

Mississippi: SGAT Attachment A, Revised May 28, 2002
N. Carolina SGAT Attachment A July 22, 2002
S. Carolina SGAT SGAT Attachment A May 30, 2002
Tennessee SGAT August 30, 2002

BellSouth Telecommunications, Inc.
FPSC Dkt No. 000121A-TP
Responses to 10/12-13 Workshop Action Items
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REQUEST: BellSouth and CLECs to provide a list of issues / ideas that merit further discussion at future SEEM workshops.

RESPONSE: The following issues should be discussed in future SEEM workshops:

1. We may need to discuss or clarify SEEM action items.

2. During the workshop discussions, there were several issues that the parties reached agreement on, or there were several items in Staff's matrix where one party had a question or a concern that was withdrawn upon subsequent discussion. BellSouth believes it would be prudent to go over these issues to note those that are resolved.

3. We will need to discuss the measurements that are in SEEM. Perhaps the SQM workshops are the best forum for these discussions.

4. BellSouth would like to discuss several simulations of performance and the associated penalties, under the current SEEM plan.

5. A discussion of the procedural schedule and next steps for the remainder of the docket would be helpful.

6. In the first SEEM workshop, there was extensive discussion about the role of the SEEM (and SQM) plans under Sections 251 and 271. There was also discussion about how to handle changes in the law that occur during the period of time the Plans are in effect. One example is line sharing. BellSouth proposes that these issues, which are primarily legal, be addressed in legal briefs rather than in the SEEM workshop. However agreement of the parties is solicited.