

BEFORE THE PUBLIC SERVICE COMMISSION

In re: Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BELLSOUTH FLORIDA TRACK)

DOCKET NO. 000121A-TP  
ORDER NO. PSC-07-0286-PAA-TP  
ISSUED: April 3, 2007

The following Commissioners participated in the disposition of this matter:

LISA POLAK EDGAR, Chairman  
MATTHEW M. CARTER II  
KATRINA J. McMURRIAN

NOTICE OF PROPOSED AGENCY ACTION  
ORDER APPROVING CHANGES TO ASSESSMENT PLAN

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

**I. Case Background**

By Order No. PSC-01-1819-FOF-TP, issued September 10, 2001, in Docket No. 000121A-TP, we adopted BellSouth's Performance Assessment Plan for purposes of monitoring performance levels of Operations Support Systems provided to CLECs in Florida. The Performance Assessment Plan is comprised of a Service Quality Measurement Plan (SQM) and a Self-Effectuating Enforcement Mechanism (SEEM) Administrative Plan. The SQM is a comprehensive and detailed description of BellSouth's wholesale performance measurements. The SEEM Plan requires BellSouth to pay remedies to CLECs when BellSouth fails to provide CLECs with a level of service that is comparable to the level of service provided to BellSouth's retail customers (retail analogs) or a level of service that meets an established benchmark, in the absence of a retail analog.

As part of Order No. PSC-01-1819-FOF-TP, BellSouth is required to participate in review cycles to discuss any proposed changes to the Performance Assessment Plan. The purpose of the reviews is to gauge the effectiveness of BellSouth's performance measures and to determine whether the current remedy structure is effective in driving BellSouth's performance toward the required standards. Each review cycle consists of collaborative workshops and weekly conference calls to give parties an opportunity to raise specific issues and to propose changes that constitute reasonable solutions. To date, the periodic review process has resulted in

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three Orders that modified BellSouth's original Performance Assessment Plan implemented in September 2001.

The first review cycle was initiated in September 2002. The parties reviewed the Performance Assessment Plan for ways to streamline the original Plan. This included additions, deletions and modifications to the performance measures. The specific changes were delineated in Order Nos. PSC-02-1736-PAA-TP and PSC-03-0529-PAA-TP, issued December 10, 2002 and April 22, 2003, respectively.

The second review cycle was initiated in July 2004. In January 2005, BellSouth and the CLECs began negotiating some of the more contested aspects of the proposed changes to BellSouth's Performance Assessment Plan. In April 2005, the parties reached agreement and stipulated to a revised Plan. The agreement resulted in widespread changes to the Performance Assessment Plan, including the reduction in the total number of performance measures from 90 to 50, and the addition of a significance component to the SEEM remedy calculation. We acknowledged and approved the agreement per Order No. PSC-05-0488-PAA-TP, issued May 5, 2005, with an implementation date of October 1, 2005. The Settlement Agreement also specified continued annual reviews of the Performance Assessment Plan and one six-month review to serve as an interim checkpoint to ensure that the new stipulated plan would be workable and effective.

In March 2006, per Order No. PSC-06-0172-FOF-TP in Docket No. 041269-TP (generic change of law), BellSouth's Performance Assessment Plan was further revised to remove de-listed unbundled network elements (UNEs). BellSouth's current plan, excluding de-listed UNEs, became effective on May 1, 2006.

In June 2006, our staff initiated the six-month review of the Performance Assessment Plan. Our staff solicited comments from the parties to determine if any problems resulted from implementation of the current Plan and to identify any necessary changes. This Order addresses proposed changes to the Performance Assessment Plan that were presented by the parties participating in the review process.

## **II. Analysis**

We are vested with jurisdiction over this matter pursuant to Sections 364.01(3) and (4)(g), Florida Statutes. Pursuant to Section 364.01 (3), Florida Statutes, the Florida legislature has found that regulatory oversight is necessary for the development of fair and effective competition in the telecommunications industry. To that end, Section 364.01 (4) (g), Florida Statutes, provides, in part, that this Commission shall exercise its exclusive jurisdiction in order to ensure that all providers of telecommunications service are treated fairly by preventing anticompetitive behavior. Furthermore, it is noted that the FCC has encouraged the states to implement performance metrics and oversight for purposes of evaluating the status of competition under the Telecommunications Act of 1996.

BellSouth's current Performance Assessment Plan, effective May 1, 2006, is the result of an extensive review conducted by BellSouth, the CLECs, and our staff. The current Plan

(Version 4.01) consists of 50 measurements with each related to a specific portion of BellSouth's Operations Support Systems.

To ensure nondiscriminatory treatment, BellSouth pays penalties for failure to meet the performance standards (retail analogs and benchmarks) for key performance measures as agreed by the parties and approved by this Commission. Of the 50 performance measurements in the current plan, BellSouth's SEEM Plan includes 35 measures to which remedy payments are applied. Tier 1 penalties are paid directly to each CLEC when BellSouth delivers noncompliant performance. Tier 2 penalties are paid to the state of Florida and are triggered by a performance measure failing at the CLEC aggregate level for three consecutive months. Tier 1 and Tier 2 SEEM payments have decreased by 84% and 36%, respectively, since implementation of the revision to the SEEM remedy calculation in October 2005. On average, Tier 1 monthly payments were \$1.6 million under BellSouth's previous Performance Assessment Plan, versus a monthly average of \$264,640 under the current Plan. Similarly, Tier 2 monthly payments averaged \$162,004 under the previous Plan, versus \$103,007 under the current Plan.

As noted in the Case Background, the parties to this docket agreed on a six-month review of the BellSouth Performance Assessment Plan to determine if any unanticipated problems resulted from implementation of the current Plan. The six-month review was initiated by our staff in June 2006, when comments were solicited from parties. Numerous workshops and conference calls were conducted by our staff from July 2006 through January 2007 to discuss the various issues filed by the parties.

BellSouth's primary concerns related to the appropriateness of certain retail analogs or benchmarks, disaggregation levels allegedly more extensive than necessary, statistical issues relating to materiality and small sample sizes, certain SEEM fee schedule multipliers, transactions that are subject to multiple remedies, relative performance for benchmark measures, and the lack of a zone of reasonableness for retail analog measures that do not use the truncated-z methodology in evaluating compliance with parity measures. Additionally, BellSouth proposed certain changes to clarify language and correct errors.

The CLECs' proposed changes primarily focused on modifying BellSouth's SQM Plan and maintaining the current structure of the SEEM plan with few refinements. The CLECs requested changes focused on improving benchmarks, subjecting additional performance measures to Tier 1 SEEM remedies, creating new performance measures for commingled products, modifying the SEEM Force Majeure Provision to pay remedies for SEEM performance measures with retail analogs, adding Special Access measures to the SEEM Plan, and making changes necessary due to the AT&T and BellSouth merger.

Our modifications to the current Performance Assessment Plan are presented in Attachment 1. The majority of the changes are clarifications and correction of errors. The more contentious issues include refining performance standards and revising the Force Majeure provision.

With regards to the Force Majeure provision, in June 2006, our staff recommended that BellSouth be required to pay penalties on parity measures during a Force Majeure Event. We

denied the staff recommendation. However, the subject of Force Majeure was raised again during the six-month review, and our staff held numerous calls to discuss the issue. The parties were unable to reach a fair compromise. The two major issues being addressed were limiting the timeframe for a claim of Force Majeure and making remedy payments on parity measures. Attachment 1, page 18, addresses the timeframe issue, but not the issue of payment on parity measures. We encourage the parties to continue negotiations on this issue.

Within Attachment 1 we are ordering the formation of task forces and staff workshops to address some CLECs' concerns that were beyond the scope of the six-month review. The parties should continue to exchange information regarding the level of flow-through for electronic ordering, the number of rejected service requests, and the timeframe associated with implementation of CLEC software change requests. The parties agree that a collaborative effort is necessary in these areas and note that some meetings have already been held.

### **III. Conclusion**

We hereby find that BellSouth shall implement the approved changes to the Performance Assessment Plan as reflected in Attachment 1 within 90 days of this Order if the changes are not protested.


This Order shall become final upon issuance of a Consummating Order if no person whose substantial interests are affected timely files a protest within 21 days of the issuance of the Order. This Docket shall remain open thereafter to continue the review process as adopted in the BellSouth Performance Assessment Plan. Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the changes to BellSouth's Performance Assessment Plan for Florida as set forth in Attachment 1 are hereby approved. It is further

ORDERED that this Docket shall remain open thereafter to continue annual reviews.

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

By ORDER of the Florida Public Service Commission this 3rd day of April, 2007.

  
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ANN COLE  
Commission Clerk

( S E A L )

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on April 24, 2007.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

Approved Florida Modifications

**BellSouth Performance Assessment Plan**

Measure	Measure Title	Category	Approved Modification
SQM			
Intro <sup>1</sup>		Introduction	<p><b>Modify as follows:</b></p> <p>This plan results from the many divergent forces evolving from the 96 Act. <u>This specific SQM is based on Order No. PSC-06-0172-FOF-TP TBD regarding non-vacated change of law issues ordered- issued by the Florida Public Service Commission (FPSC) on March 2, 2006 TBD and the FPSC's April 4, 2006 vote on its staff recommendation in Docket No. 041269-TP 000121A-TP.</u></p>
OSS-1 [ARI] <sup>1</sup>	<u>OSS Response Interval (Pre-Ordering/Ordering/Maintenance and Repair)</u>	Definition	<p><b>Modify as follows:</b></p> <p><u>The response interval is the average/percentage of time to retrieve pre-order/order/maintenance and repair information from a given legacy system.</u></p>
OSS-1 [ARI] <sup>1</sup>	<u>OSS Response Interval (Pre-Ordering/Ordering/Maintenance and Repair)</u>	Exclusions	<p><b>Add language:</b></p> <p><u>BellSouth may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume as indicated by either a 100% increase over the individual CLEC's forecasted volumes or over the average of the normalized volumes for the most recent prior six months. BellSouth will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.</u></p>
OSS-1 [ARI]	<u>OSS Response Interval (Pre-Ordering/Ordering/Maintenance and Repair)</u>	Business Rules	<p><b>Modify as follows:</b></p> <p><u>The average response interval for retrieving Pre-Ordering/Ordering/Maintenance &amp; Repair information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.</u></p> <p><u>The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement:</u></p>

Measure	Measure Title	Category	Approved Modification
			<p><u>RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, and CRIS. The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP Gateway, MARCH, OSPCM, Predictor, SOCS, and NIW.</u></p> <p>The percent response interval for retrieving Maintenance and Repair information from a given legacy system is determined by dividing the number of responses returned within 10 seconds by the total number of queries submitted in the reporting period and multiplying by 100</p>
<p><b>OSS-1 [ARI] <sup>1</sup></b></p>	<p><u>OSS Response Interval (Pre-Ordering/Ordering/Maintenance and Repair)</u></p>	<p>Calculation</p>	<p><b>Modify as follows:</b></p> <p><u>Calculation</u></p> <p><b><u>Pre-Ordering/Ordering/Maintenance &amp; Repair OSS Response Interval = (a - b)</u></b></p> <ul style="list-style-type: none"> <li>• <u>a = Date and time of legacy response</u></li> <li>• <u>b = Date and time of legacy request</u></li> </ul> <p><b><u>Pre-Ordering/Ordering/Maintenance &amp; Repair Average Response Interval = (c / d)</u></b></p> <ul style="list-style-type: none"> <li>• <u>c = Sum of response intervals</u></li> <li>• <u>d = Number of legacy requests during the reporting period</u></li> </ul> <p><u>Maintenance &amp; Repair OSS Response Interval = (a - b)</u></p> <ul style="list-style-type: none"> <li>• <u>a = Query Response date and time</u></li> <li>• <u>b = Query Request date and time</u></li> </ul> <p><b><u>Maintenance &amp; Repair Percent Response Interval (per category) = (c / d) X 100</u></b></p> <ul style="list-style-type: none"> <li>• <u>c = Number of responses returned within 10 seconds</u></li> <li>• <u>d = Number of queries submitted in the reporting period</u></li> </ul>
<p><b>OSS-1 [ARI] <sup>1</sup></b></p>	<p><u>OSS Response Interval (Pre-Ordering/Ordering/Maintenance and Repair)</u></p>	<p>Report Structure</p>	<p><b>Modify as follows:</b></p> <ul style="list-style-type: none"> <li>• <u>Pre-Ordering/Ordering/Maintenance &amp; Repair OSS Average Response Interval</u></li> <li>• <u>Maintenance &amp; Repair OSS Percent Response Interval</u></li> <li>• <u>Legacy System/Interface Specific</u></li> <li>• <u>Geographic Scope</u></li> <li>• <u>Region</u></li> </ul>
<p><b>OSS-1 [ARI]</b></p>	<p><u>OSS Response Interval (Pre-</u></p>	<p>SQM Disaggregation Analog/Benchmark</p>	<p><b>Modify as follows:</b></p> <ul style="list-style-type: none"> <li>• <u>Maintenance &amp; Repair OSS Response Percent within 10 Seconds Average Interval</u></li> </ul>

Measure	Measure Title	Category	Approved Modification
	<u>Ordering/Ordering/Maintenance and Repair</u>		- Regional Level, Per OSS Interface Parity with Retail +1 second.
OSS-2 [IA] <sup>1</sup>	<u>Interface Availability (Pre-Ordering/Ordering/Maintenance and Repair)</u>	Calculation	<p><b>Modify as follows:</b></p> <p><b>OSS Interface Availability (Pre-Ordering/Ordering/Maintenance &amp; Repair) = (a / b) X 100</b></p> <ul style="list-style-type: none"> <li>• a = Functional Availability <u>in Minutes</u></li> <li>• b = Scheduled Availability <u>in Minutes</u></li> </ul>
PO-2 [LMT] <sup>1</sup>	<u>Loop Makeup-Response Time - Electronic</u>	Exclusion	<p><b>Modify as follows:</b></p> <p><u>BellSouth may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume as indicated by either a 100% increase over the individual CLEC's forecasted volumes or the average of the normalized volumes for the most recent prior six months. BellSouth will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.</u></p>
PO-3 [BMA]	<u>UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)</u>	SQM Disaggregation Analog/Benchmark	<b>Delete this measure.</b>
O-3 [FT] <sup>1</sup>	<u>Percent Flow-Through Service Requests</u>	Notes	<p><b>Modify as follows:</b></p> <ul style="list-style-type: none"> <li>• <u>The Flow-Through Error Analysis will be posted with the Flow Through report is available on the PMAP website. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.</u></li> <li>• <u>CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the "Resources" section on left side of PMAP website). Enter the name of the report in the Comments section. The CLEC LSR information is available for any CLEC on the PMAP website</u></li> </ul> <p><b>Further discussion is needed on status of electronic ordering a separate workshop/review shall be held for this issue.</b></p>
O-8 [RI]	<u>Reject Interval</u>	Report Structure	<b>Modify as follows:</b>



Measure	Measure Title	Category	Approved Modification
			<p><u>One report with the following four Disaggregation Levels and their associated interval buckets:</u></p> <p>Fully Mechanized:                      0 - &lt;= 1 hour</p> <p>Partially Mechanized:                      0 - &lt;= 10 <u>business hours</u></p> <p>Non-Mechanized:                      0 - &lt;= <b>24 18</b> <u>business hours</u></p> <p><u>Local Interconnection Trunks:</u>                      0 - &lt;= 4 <u>business days</u></p> <p>CLEC Specific                      CLEC Aggregate                      Geographic Scope                      State</p>
O-8 [RI]	<u>Reject Interval</u>	SQM Disaggregation Analog/Benchmark	<p><b>Modify as follows:</b></p> <p>Fully Mechanized..... 97% &lt;= 1 Hour                      Partially Mech.....95% &lt;=10 <u>business Hours</u>                      Non-Mech..... 95% &lt;= <b>24 18</b> <u>business Hours</u>                      Local Int..Trunks 90%....&lt;= 4 <u>business Days</u></p>
O-9 [FOCT] <sup>1</sup>	<u>Firm Order Confirmation Timeliness</u>	Business Rules	<p><b>Modify as follows:</b></p> <p><u>Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation system (SONGS) to SOCS</u></p>
O-9 [FOCT]	<u>Firm Order Confirmation Timeliness</u>	Report Structure	<p><u>One report with the following four Disaggregation Levels and their associated interval buckets:</u></p> <p>Fully Mechanized:                      0 - &lt;= 3 <b>business hours</b></p> <p>Partially Mechanized:                      0 - &lt;= 10 <u>business hours</u></p> <p>Non-Mechanized:</p>

Measure	Measure Title	Category	Approved Modification
			0 - <= 24 <b>business</b> hours <u>Local Interconnection Trunks:</u> 0 - <= 5 business days CLEC Specific CLEC Aggregate Geographic Scope State
<b>O-11</b> <b>[FOCC]</b>	<u>Firm Order Confirmation and Reject Response Completeness</u>	SQM Disaggregation Analog/Benchmark	<b>Modify as follows:</b> Fully Mechanized..... 98% Returned Partially Mechanized.....95% Returned Non-Mechanized ..... 95% Returned Local Inter. Trunks.....95% Returned
<b>O-12</b> <b>[OATT] <sup>1</sup></b>	<u>Average Answer Time – Ordering Centers</u>	Business Rules	<b>Modify as follows:</b> Twenty-percent of these calls stem from ordering related activity and are reported in this measurement.
<b>P-2A</b> <b>[PJ48] <sup>1</sup></b>	<u>Percentage of Orders Given Jeopardy Notices &gt;=48 Hours</u>	Calculation	<b>Modify as follows:</b> Percentage of Orders Given Jeopardy Notice >= 48 Hours = (a / b) X 100 a = Number of orders given jeopardy notice >= 48 <u>consecutive</u> hours in the reporting period b = Number of orders given jeopardy notices in the reporting period
<b>P-2B[PJ] <sup>1</sup></b>	<u>Percentage of Orders Given Jeopardy Notices</u>	Calculation	<b>Modify as follows:</b> Percent of Orders Given Jeopardy Notice = (a / b) X 100 a = Number of orders given jeopardy notices in the reporting period b = Number of orders with a <u>due date confirmed (due)</u> in the reporting period
<b>P-4 [OCI]</b>	<u>Order Completion Interval</u>	SQM Disaggregation Analog/Benchmark	<b>Modify as follows:</b> <ul style="list-style-type: none"> <li>• UNE Digital Loop &gt;= DS1.....Retail Digital Loop &gt;= DS1 (<u>Dispatch</u>)</li> <li>• <u>UNE EEL</u>..... Retail DS1/DS3 (<u>Dispatch</u>)</li> <li>• UNE xDSL (HDSL, ADSL and UCL)</li> <li>• UNE xDSL (HDSL, ADSL and UCL)                      without conditioning &lt;= 5 <u>Business Days</u></li> </ul>

Measure	Measure Title	Category	Approved Modification
			with conditioning <= 12 11 Business Days <ul style="list-style-type: none"> <li>UNE Line Splitting without Conditioning.....ADSL Provided to Retail with Conditioning                              &lt;= 12 11 Business Days</li> </ul>
P-7[CCI] <sup>1</sup>	<u>Coordinated Customer Conversions – Hot Cut Duration</u>	Business Rules	<b>Add language:</b>  When the cut interval for a conversion is greater than zero, yet less than one minute, that conversion will reflect a one minute cut interval.
P-12A	<u>Percent Orders Clarified Multiple Times (NEW)</u>		<b>Further discussion is needed on multiple clarifications and recommends a separate workshop/review shall be held for this issue.</b>
P-12B	<u>Percent Service Requests Clarified Multiple Times (NEW)</u>		<b>Further discussion is needed on multiple clarifications and recommends a separate workshop/review shall be held for this issue.</b>
M&R-1 [MRA] <sup>1</sup>	<u>Percent Missed Repair Appointments</u>	Definition	<b>Modify as follows:</b>  This report measures the percentage of customer trouble reports <u>closed in current reporting and not cleared</u> by the committed date and time.
M&R-2 [CTRR] <sup>1</sup>	<u>Customer Trouble Report Rate</u>	Business Rules	<b>Modify as follows:</b>  Customer Trouble Report Rate contains all closed customer <u>and or CLEC</u> direct reports, including repeat reports, divided by the total “number of service” lines.
M&R-3 [MAD] <sup>1</sup>	<u>Maintenance Average Duration</u>	Definition	<b>Modify as follows:</b>  This report measures the average duration of customer troubles <u>closed during the reporting period.</u>
M&R-4 [PRT] <sup>1</sup>	<u>Percent Repeat Customer Troubles within 30 Days</u>	Title	<b>Modify as follows:</b>  M&R-4 [PRT]: Percent Repeat <u>Customer</u> Troubles within 30 <u>Calendar</u> Days
M&R-4 [PRT] <sup>1</sup>	<u>Percent Repeat Customer Troubles within 30 Days</u>	Definition	<b>Modify as follows:</b>  This report measures the percentage of customer trouble reports received within <u>calendar</u> 30 days of a previous trouble report.

Measure	Measure Title	Category	Approved Modification
M&R-4 [PRT] <sup>1</sup>	<u>Percent Repeat Customer Troubles within 30 Days</u>	Business Rules	<b>Modify as follows:</b>  Customer trouble reports considered for this measure are those on the same line/circuit, received within <u>calendar 30 days</u> of an original customer trouble report
M&R-4 [PRT] <sup>1</sup>	<u>Percent Repeat Customer Troubles within 30 Days</u>	Calculation	<b>Modify as follows:</b>  a = Count of repeat customer trouble reports, within a continuous 30 <u>calendar day</u> period
M&R-5 [OOS] <sup>1</sup>	<u>Out of Service (OOS) &gt;24 Hours</u>	Title	<b>Modify as follows:</b>  M&R-5 [OOS]: <u>Out of Service (OOS) &gt; 24 Clock Hours</u>
M&R-5 [OOS] <sup>1</sup>	<u>Out of Service (OOS) &gt;24 Hours</u>	Definition	<b>Modify as follows:</b>  This report measures the amount of Out of Service Customer Troubles (no dial tone, cannot be called, or cannot call out) and is represented as a percentage of Total OOS Customer Troubles cleared in excess of 24 <u>clock hours</u> .
M&R-5 [OOS] <sup>1</sup>	<u>Out of Service (OOS) &gt;24 Hours</u>	Business Rules	<b>Modify as follows:</b>  Customer trouble reports that are out of service and cleared in excess of 24 <u>clock hours</u> .
M&R-5 [OOS] <sup>1</sup>	<u>Out of Service (OOS) &gt;24 Hours</u>	Calculation	<b>Modify as follows:</b>  Out of Service (OOS) > 24 <u>clock Hours</u> = (a / b) X 100 a = Total Cleared Customer Troubles OOS > 24 <u>clock hours</u>
B-1[BIA] <sup>1</sup>	<u>Invoice Accuracy</u>	Calculation	<b>Modify as follows:</b>  b = Absolute value of total billing error related adjustments <u>entered during data month</u>
B-5 [BUDT] <sup>1</sup>	<u>Usage Data Delivery Timeliness</u>	Calculation	<b>Modify as follows:</b>  b = Total number of usage records sent <u>during the reporting period.</u>
B-10 [BEC]	<u>Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days</u>	Title	<b>Modify as follows:</b>  <u>Percent Billing Adjustment Requests (BAR) Responded to within 45 40 Business Days</u>
B-10 [BEC]	<u>Percent Billing Adjustment Requests (BAR) Responded to</u>	Calculation	<b>Modify as follows:</b>  A=Total number of BAR requests received in the data month that were responded to in <u>40</u> business days.

Measure	Measure Title	Category	Approved Modification										
	<u>within 45 Business Days</u>												
<b>B-10 [BEC]</b>	<u>Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days</u>	Title Business Rules / Disaggregation	<b>Modify as follows:</b>  Percent Billing Adjustment Requests responded to .....90% <u>95%</u> <= 45 <u>40</u> business days										
<b>TGP-1 [TGP]<sup>1</sup></b>	<u>Trunk Group Performance</u>	Exclusions	<b>Modify as follows:</b>  Trunk groups for which valid data is not available for an entire <u>study reporting period</u>										
<b>CM-7 [CRA]<sup>1</sup></b>	<u>Percentage of Change Requests Accepted or Rejected within 10 Days</u>	Title	<b>Modify as follows:</b>  CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 <u>Business Days</u>										
<b>CM-8 [CRR]<sup>1</sup></b>	<u>Percent Change Requests Rejected</u>	Disaggregation	<b>Modify as follows:</b>  <table border="0"> <tr> <td>SQM Level of Disaggregation</td> <td>SQM Analog/Benchmark</td> </tr> <tr> <td>Reason – Cost</td> <td>Diagnostic</td> </tr> <tr> <td>Reason – Technical Feasibility</td> <td>Diagnostic</td> </tr> <tr> <td>Reason – Industry Direction ..</td> <td>Diagnostic</td> </tr> <tr> <td>Reason – Out of Scope (OOS)</td> <td>Diagnostic</td> </tr> </table>	SQM Level of Disaggregation	SQM Analog/Benchmark	Reason – Cost	Diagnostic	Reason – Technical Feasibility	Diagnostic	Reason – Industry Direction ..	Diagnostic	Reason – Out of Scope (OOS)	Diagnostic
SQM Level of Disaggregation	SQM Analog/Benchmark												
Reason – Cost	Diagnostic												
Reason – Technical Feasibility	Diagnostic												
Reason – Industry Direction ..	Diagnostic												
Reason – Out of Scope (OOS)	Diagnostic												
<b>CM-11 [SCRI]</b>	<u>Percent of Software Change Requests Implemented within 60 Weeks of Prioritization</u>		<b>A collaborative effort is necessary to develop a release plan model that can shorten the overall time from prioritization to implementation. The CCP forum is appropriate and a task force shall be formed with a targeted completion date. The purpose of the task force shall be to establish timeframes and processes which vary by magnitude or complexity of the change request.</b>										
<b>Appendix A<sup>1</sup></b>	<u>Glossary of Acronyms and Terms</u>		<b>Add language:</b>  <u>IBS</u> <u>Integrated Billing Solution- Processes and rates UNE data as it flows from CRIS to CABS for billing</u>										
<b>Appendix G<sup>1</sup></b>	<u>SQM Equity Determination</u>		<b>Modify as follows:</b>  Exception <u>1</u> : A Z-Score value cannot be determined if a Standard Error value is 0. In that case, Equity is determined using the “Direct Comparison” criteria shown in the table below.										

Measure	Measure Title	Category	Approved Modification
			<u>Exception 2: Measures OSS-1 [ARI], O-12 [OAAT], B-1 [BIA], B-2 [BIT], and M &amp; R-6 [MAAT] also use the "Direct Comparison" criteria.</u>

Provision	Provision Title	Category	Approved Modification
SEEM			
General <sup>1</sup>		General	<p><b>Modify as follows:</b></p> <p>Staff agrees with BellSouth's position of changing the word "penalties" to "remedies" for all occurrences where penalties refer to SEEM liabilities. For all occurrences where "penalties" refer to failures to pay, file, or post in a timely manner, the word "fines" should be used instead of "penalties".</p>
1.1 <sup>1</sup>		Scope	<p><b>Modify as follows:</b></p> <p>This Administrative Plan (Plan) includes Service Quality Measurements with corresponding Self Effectuating Enforcement Mechanisms to be implemented by BellSouth pursuant to Order No. <del>PSC-05-0488-PAA-TP</del> <u>TBD</u> issued on <del>May 5, 2005</del> <u>TBD</u> by the Florida Public Service Commission (the "Commission") in Docket No. 000121A-TP</p>
1.2 <sup>1</sup>		Scope	<p><b>Modify as follows:</b></p> <p>Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the BellSouth Performance Measurements and Analysis Platform Reports website at: <a href="https://pmap.bellsouth.com">https://pmap.bellsouth.com</a>.</p>
2.2 <sup>1</sup>		Reporting	<p><b>Modify as follows:</b></p> <p>BellSouth will make performance reports available to each CLEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each CLEC via the Performance Measurements and Analysis Platform website. BellSouth will also provide electronic access to the raw data underlying the SQMs.</p>
2.4 <sup>1</sup>		Reporting	<p><b>Modify as follows:</b></p> <p>Final validated SEEM reports will be posted on the Performance Measurements and Analysis Platform website on the 15th of the month, following the posting of final validated SQM reports for that data month or the first business day thereafter.</p>
2.5 <sup>1</sup>		Reporting	<p><b>Modify as follows:</b></p> <p>BellSouth shall pay <del>penalties</del> <u>fines</u> to the Commission in the aggregate in the amount of \$2000 per day. Such payment shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the end of the reporting month in which the late publication of the report occurs.</p>

Provision	Provision Title	Category	Approved Modification
2.6 <sup>1</sup>		Reporting	<p><b>Modify as follows:</b></p> <p>BellSouth shall pay penalties <u>fin</u>es to the Commission, in the aggregate, for all reposted SQM and SEEM reports in the amount of \$400 per day. <u>If such reposting is associated with any Data Notification, a maximum of ninety (90) days may be deducted from the penalty. The circumstances which may necessitate a reposting of SQM reports are detailed in Appendix F, Reposting of Performance Data and Recalculation of SEEM Payments.</u> Such payments shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.</p>
4.3.2 <sup>1</sup>	Methodology	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>The method of calculation is set forth in <u>Appendices C, and D, and E</u> of this Plan.</p>
4.4.1 <sup>1</sup>	Payment of Tier 1 & Tier 2 Amounts	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to a CLEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount on the day upon which the final validated SEEM reports are posted on the <u>Performance Measurements and Analysis Platform</u> website as set forth in Section 2.4 above.</p>
4.4.2 <sup>1</sup>	Payment of Tier 1 & Tier 2 Amounts	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>For each day after the due date that BellSouth pays a CLEC less than the required <u>Tier 1 remedy amount</u>, BellSouth will pay the CLEC 6% simple interest per annum <u>on the difference between the required amount and the amount previously paid.</u> The underpayment and interest will be paid to the CLEC in the next month's payment cycle.</p>
4.4.3	Payment of Tier 1 & Tier 2 Amounts	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>For each day after the due date that BellSouth fails to pay the required Tier-2 Enforcement Mechanisms, BellSouth will pay to the Commission an additional \$1,000 per day. <u>If BellSouth pays less than the required amount, BellSouth will pay the Commission 12% simple interest per annum on the difference between the required amount and the amount previously paid. The underpayment and interest will be paid to the Commission in the next month's payment cycle.</u></p>
4.4.5	Payment of Tier 1 & Tier 2 Amounts	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>For Tier-2 Enforcement Mechanisms, if the Commission requests clarification of an amount paid, a written claim shall be submitted to BellSouth within sixty (60) days after the payment date. BellSouth shall investigate all claims and provide the Commission written findings within thirty (30) days after receipt of the claim. If BellSouth determines the Commission is owed additional amounts, BellSouth shall pay such additional amounts within thirty (30) days after its findings along with 6% <u>12%</u> simple interest per annum.</p>



Provision	Provision Title	Category	Approved Modification
4.4.7.2 <sup>1</sup>	Payment of Tier 1 & Tier 2 Amounts	Enforcement Mechanisms	<p><b>Add language:</b></p> <p><u>If a SEEM overpayment is made to a CLEC, and BellSouth's SEEM liability calculated and payable to that CLEC in the next month's payment cycle is insufficient to offset the amount of overpayment, then within 30 days of BellSouth's request, the CLEC shall repay the amount necessary to satisfy the remaining SEEM overpayment balance. If the CLEC is unable to repay the overpayment at that time, the CLEC may contact BellSouth for payment arrangements.</u></p>
4.6.1 <sup>1</sup>	Change of Law	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. <u>If a change of law occurs which may change BellSouth's obligations, parties may petition the Commission within 30 days to seek changes to the SQM and SEEM plans in accordance with such change of law.</u> Should there be any difference between the performance measure and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.</p>
4.11 <sup>1</sup>	Regional & State Coefficients	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>Some metrics are calculated for the entire BellSouth region, rather than by state. Where these metrics are a Tier 1 SEEM submetric, a regional coefficient is calculated to determine the amount of the <u>penalty remedy</u> for the CLEC in each state. For example, the Acknowledgement Completeness Measurement can be measured for an individual CLEC, but only at the regional level. In several states it is also a Tier 1 SEEM submetric. Thus, if there is a failure in this measurement for a CLEC, it is necessary to determine the amount of <u>penalty remedy</u> for the CLEC in each state. A Regional Coefficient is used to do this. (Appendix E, Section E.6 describes the method of calculating the Regional Coefficients.) The amount of Tier 1 <u>penalty remedy</u> for the CLEC in a state is determined by multiplying the regional affected volume by the Coefficient for the state and by the state fee.</p>
Table 1 <sup>1</sup> (Tier 1 Sub-metrics)	Appendix A	Fee Schedule	<p><b>Modify as follows:</b></p> <p>For the following measures/products:                      1. IC Trunks                      - Change Product name from "IC Trunks" to "IC Trunks (Trunk Group Performance)"</p>
Table 2 <sup>1</sup> (Tier 2 Sub-metrics)	Appendix A	Fee Schedule	<p><b>Modify as follows:</b></p> <p>Wording change to clarify name of IC Trunks to IC Trunks (Trunk Group performance)</p>
E.6.2 <sup>1</sup> Regional &	Appendix E	BST SEEM Remedy	<p><b>Modify as follows:</b></p>

Provision	Provision Title	Category	Approved Modification
State Coefficient		Calculation Procedures	Percent Flow Through CLEC Aggregate – UNE Other (PFT-UOTH) Percent Flow Through CLEC Aggregate – UNE-L ( includes UNE-L with LNP)
E.6.4 <sup>1</sup> Regional & State Coefficient	Appendix E	BST SEEM Remedy Calculation Procedures	<p><b>Modify as follows:</b></p> <p><b>IA, OAAT</b></p> <ul style="list-style-type: none"> <li>Interface Availability (IA)</li> </ul> <p><u>Average Answer Time - Ordering Centers (OAAT)</u></p>
Appendix F <sup>1</sup>	Appendix F	BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments	<p><b>Modify as follows:</b></p> <p><u>Assume that service orders with an activity code of F were erroneously being included in a particular product disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the z-score would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked.</u></p>
4.5.2 Force Majeure	Limitations of Liability	Enforcement Mechanisms	<p><b>Modify as follows:</b></p> <p>BellSouth shall not be obligated to pay Tier-1 or Tier-2 Enforcement Mechanisms (<u>SEEM payments</u>) for non-compliance with a performance measurement if such non-compliance was the result of any <u>Force Majeure Event</u> that performance under this SQM/SEEM Plan is either directly or indirectly prevented, restricted, or interfered with <u>performance as measured by the SQM/SEEM Plan</u>. Such <u>Force Majeure Events</u> include non-compliance caused by reason of fire, flood, earthquake or like acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns, picketing, or boycotts, or any other circumstances beyond the reasonable control and without the fault or negligence of BellSouth. BellSouth, upon giving prompt notice to the Commission and CLECs <u>as provided below</u>, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference; provided, however, that BellSouth shall use diligent efforts to avoid or remove such causes of non-performance.</p> <p>4.5.2.1 To invoke the application of Section 4.5.2 (Force Majeure Event), BellSouth will provide written notice to the Commission <u>and post notification of such filing on BellSouth's website</u> wherein BellSouth will identify the Force Majeure Event, the affected measures, and the impacted areas <u>wire centers</u>, including affected NPAs and NXXs.</p> <p>4.5.2.2 No later than ten (10) business days after BellSouth provides written notice in accordance with</p>

Provision	Provision Title	Category	Approved Modification
			<p>Section 4.5.2.1 affected parties CLECs must file written comments with the Commission to the extent <del>they</del> <u>such</u> CLECs have objections or concerns regarding the application of Section 4.5.2. <u>CLECs will be required to show that the relief period is not reasonable under the circumstances.</u></p> <p>4.5.2.3 BellSouth's written notice of the applicability of Section 4.5.2 <del>would</del> <u>shall</u> be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after BellSouth provides notice in accordance with Section 4.5.2.1. The Commission may require BellSouth to provide a true-up of SEEM fees to affected <del>carriers</del> <u>CLECs</u> if a Force Majeure Event declaration <u>(or some portion thereof)</u> is found to be invalid by the Commission after it has taken effect</p> <p>4.5.2.4 During the pendency of a Force Majeure Event, BellSouth shall <del>provide</del> <u>file with</u> the Commission <del>with</del> periodic updates of its restoration/recovery progress and efforts as agreed upon between the Commission Staff and BellSouth. <u>The Commissions Staff will consider reasonable requests from affected carriers on such updates' contents and frequency, including the need for weekly progress update reports. Additionally, BellSouth will post to the Emergency Preparedness and Restoration website periodic updates of its restoration/recovery progress and efforts. BellSouth will post at a minimum for the area where Force Majeure has been declared: the identity of each wire center and associated NPA/NXXs; the color status of wire centers based on the Emergency Preparedness and Restoration guidelines; the total number of BellSouth pending service orders; the total number of CLEC pending service orders; the total number of BellSouth pending trouble reports; and the total number of CLEC pending trouble reports.</u></p> <p><u>4.5.2.5 The Force Majeure claim will be presumptively valid for a period of sixty (60) calendar days. After sixty (60) calendar days have elapsed, BellSouth shall resume compliance with the Enforcement Mechanisms or file for an extension of the relief period. To the extent CLECs have objections or concerns regarding the extension, CLECs must file written comments with the Commission within ten (10) business days from the request of the extension. CLECs will be required to show that the extended period was not reasonable under the circumstances. BellSouth's request for extension shall be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after BellSouth provides notice in accordance with Section 4.5.2.1. The Commission may require BellSouth to provide a true-up of SEEM payments to affected CLECs if a Force Majeure Event (or some portion thereof) is found to be invalid by the Commission after it has taken effect.</u></p> <p>4.5.3 In addition to these specific limitations of liability, BellSouth may petition the Commission to consider <u>relief</u> based upon other circumstances.</p>