@ **BELL**SOUTH

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Nancy H. Sims
Director - Regulatory Relations

January 24, 2000

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

981834

Re: Docket No. 991834-TP OSS 3rd Party Testing

Dear Ms. Bayo:

We are still in the process of updating these benchmarks and will bring copies to the scheduled workshop on Friday, January 28, 2000.

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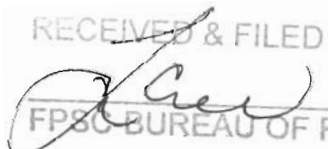
Sincerely,

Nancy H. Sims

cc: Marshall M. Criser, III
      Kip Edenfield
      Michael Goggin

AFA
APP
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CMU   2
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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

01003 JAN 24 8

FPSC-RECORDS/REPORTING

BST SQM Category	MEASURES AND SUB-METRICS	RESALE Retail Analogue	UNEs Surrogate Retail Analogue = Equivalent Retail Service + "X"	Benchmark*
Pre-Ordering	Percent Response Received within "X" seconds	X		
	OSS Interface Availability	X		
Ordering	Percent Flow-Through Service Request • Residence • Business • UNE			90% 80% 80%
	Firm Order Confirmation Timeliness (Mechanized) (Non-Mechanized)	UD	UD	95% within 4 hrs 85% <48 Hrs
	Percent Rejected Service Request • (Mechanized)	UD	UD	
	• Percent Rejected Service Request (Non-Mechanized)			
	• Reject Interval (Mechanized)	UD	UD	95% within 1 hrs
	• Reject Interval (Non-Mechanized)			85% < 24 hrs
	Speed of Answer in Ordering Center	X	X	
Provisioning	Mean Held Order Interval	X		95%< 90 days UNEs
	Average Jeopardy Notice Interval (Mechanized)	X		95%>=24 hr.
	% of Orders Given Jeopardy Notice (Mechanized)	X		<=5%
	Order Completion Interval (Dispatch only) – Resale POTS	X		
	• Order Completion Interval (Dispatch only) – Resale Design	X		
	• Order Completion Interval (No Dispatch only) – UNE Loop & Port Combos		POTS + X	
	• Order Completion Interval (Dispatch only) – UNE Loops		POTS Dispatch 'w' Orders	
	• Order Completion Interval (Dispatch only) – IC Trunks	X		
	Percent Missed Installation Appointments – Resale POTS	X		
	• Percent Missed Installation Appointments – Resale Design	X		
	• Percent Missed Installation Appointments – UNE Loop and Port Combos		POTS Dispatch + X	
	• Percent Missed Installation Appointments – UNE Loops		POTS Dispatch + 4.5%	
	Percent Provisioning Troubles within 30 Days - Resale POTS	X		
	• Percent Provisioning Troubles within 30 Days - Resale Design	X		
	• Percent Provisioning Troubles within 30 Days - UNE Loop and Port Combos		POTS Dispatch + X	
	• Percent Provisioning Troubles within 30 Days - UNE Loops		POTS Dispatch + X	

Applicable only until an Analog is developed.

BST SQM Category	MEASURES AND SUB-METRICS	RESALE Retail Analogue	UNEs Surrogate Retail Analogue = Equivalent Retail Service + "X"	Benchmark*
Maintenance	Customer Trouble Report Rate – Resale POTS	X		
	• Customer Trouble Report Rate – Resale Design	X		
	• Customer Trouble Report Rate - UNE Loop and Port Combos		POTS Dispatch	
	• Customer Trouble Report Rate - UNE Loops		POTS Dispatch + X	
	• Customer Trouble Report Rate – IC Trunks	X		
	Percent Missed Repair Appointments – • Resale POTS		POTS Dispatch + 3%	
	• Percent Missed Repair Appointments - Resale Design	X		
	• Percent Missed Repair Appointments - UNE Loop and Port Combos		POTS Dispatch + X	
	• Percent Missed Repair Appointments - UNE Loops		Business POTS Dispatch + 8.5%	
	• Percent Missed Repair Appointments – IC Trunks	X		
	Maintenance Average Duration – • Resale POTS	X		
	• Maintenance Average Duration – Resale Design	X		
	• Maintenance Average Duration - UNE Loop and Port Combos		POTS Dispatch	
	• Maintenance Average Duration - UNE Loops		POTS Dispatch + X	
	• Maintenance Average Duration – IC Trunks	X		
	Percent Repeat Troubles within 30 Days – • Resale POTS	X		
	• Percent Repeat Troubles within 30 Days – Resale Design	X		
	• Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos		POTS Dispatch + X	
	• Percent Repeat Troubles within 30 Days - UNE Loops		POTS Dispatch + 9.5%	
	• Percent Repeat Troubles within 30 Days – IC Trunks	X		
	Out of Service > 24hrs • UNE	X	POTS Dispatch + X	
	OOS Interface Availability TAFI LMOS, MARCH, SOCS, CRIS, LNP, OSPCM, Predictor (Parity by Design) ECTA	X PBD		99.5% of Schedule
	OSS Response Interval and % • TAFI (Front End) • CRIS, DLETH, DLR, OSPCM, LMOS, LMOSUP, MARCH, Predictor, SOCS, LNP (Parity by Design)	X PBD		
	Average Answer Time – Repair Center	X		

BST SQM Category	MEASURES AND SUB-METRICS	RESALE Retail Analogue	UNEs Surrogate Retail Analogue = Equivalent Retail Service + "X"	Benchmark*
Billing	Invoice Accuracy	X		
	Mean Time To Deliver Invoices	X		
	Usage Data Delivery Accuracy	X		
	Usage Data Delivery Timeliness	X		
	Usage Data Delivery Completeness	X		
	Mean Time to Deliver Usage	X		
Operator Services (Toll)	Average Speed to Answer (Parity By Design)	PBD		
	% Answered in "X" Seconds (parity by Design)	PBD		
Directory Assistance	Average Speed to Answer (Parity By Design)	PBD		
	% Answered in "X" Seconds	PBD		
E911	Timelinesss	PBD		
	Accuracy	PBD		
	Mean Interval	PBD		
Trunk Group Performance (Blockage)	Trunk Group Service Report (Percent Trunk Blockage) Any 2 hour period in 24 hours where CLEC blockage exceeds BST blockage by more than 0.5% = a miss using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BST.	X		
LNP	Average Disconnect Timeliness Interval			UD
	Percent Missed Installation Appointments			UD
	FOC			UD
	% Reject Service Request Average Reject Interval			UD
	TSOC			UD
	% Flow Through			UD
Customer Coordinated Conversions	Coordinated Customer Conversions – UNE Loop			95% ≤ 15min
	Coordinated Customer Conversions – LNP			95% ≤ 15 min
Collocation +	% of Due Dates Missed			90% ≤ Commit Date
	Average Response Time			30 day Physical

Applicable only until an Analog is developed.

BST SQM Category	MEASURES AND SUB-METRICS	RESALE Retail Analogue	UNEs Surrogate Retail Analogue = Equivalent Retail Service + "X"	Benchmark*
				20 day Virtual
+A contract with each CLEC required.	Average Arrangement Time			Physical 90 Bus day ord 130 Bus day exord Virtual 50 Bus day ord 75 Bus day exord

NOTE: UD = Under Development – Benchmarks will be replaced when Analogs are complete. PBD = Parity by Design

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