ORIGINAL

BELLSOUTH TELECOMMUNICATIONS, INC.

DIRECT TESTIMONY OF DAVID A. COON

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 000649-TP

AUGUST 17, 2000

Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC. ("BELLSOUTH") AND YOUR BUSINESS ADDRESS.

A. My name is David A. Coon. I am employed by BellSouth as Director – Interconnection Services for the nine-state BellSouth region. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

Q. WHAT IS YOUR PROFESSIONAL EXPERIENCE AND EDUCATIONAL BACKGROUND?

A. My career at BellSouth spans over 20 years and includes positions in Network, Regulatory, Finance, Corporate Planning, Small Business Services and Interconnection Operations. Prior to my BellSouth employment, I performed a variety of functions in the Network, Regulatory and Marketing Support organizations of C&P Telephone Company-Washington. I have extensive experience in the development and use of quantitative measurements and results

including the establishment, analysis and monitoring of BellSouth process measures. I received a Bachelors Degree in Civil Engineering from Ohio University and a Masters Degree in Engineering Administration from George Washington University. I received the Certified Management Accountant (CMA) designation in 1996 from the Institute of Management Accountants.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. I will address Issue 105 raised in MCI WorldCom's Petition for Arbitration in Florida.

Issue 105: What performance measurement system should BellSouth be required to provide?

Q. WHAT IS BELLSOUTH'S POSITION ON THIS ISSUE?

A. This issue should be referred to the generic performance measurement docket (Florida Docket No. 000121-TP), which the Florida Public Service Commission has recently convened to consider the very issue MCI seeks to arbitrate. This generic docket is the appropriate vehicle for collaborating on the appropriate set of performance measures, not individual ALEC arbitration proceedings. Therefore, this Commission should refer the issue of performance measurements to the open performance measurement docket. In the interim, and pending

completion of this generic docket, BellSouth is willing to incorporate its Service Quality Measurements ("SQMs") in the parties' interconnection agreement.

Q. WHAT ARE THE APPROPRIATE PERFORMANCE MEASUREMENTS BELLSOUTH SHOULD BE REQUIRED TO PROVIDE TO MCI WORLDCOM?

A. The appropriate measurements to be included in the BellSouth/MCI WorldCom Interconnection Agreement are the SQMs that are attached to my testimony as Exhibit DAC-1. These measures cover 9 separate functional categories: (1) Pre-Ordering OSS; (2), Ordering; (3) Provisioning; (4) Maintenance and Repair; (5) Billing; (6) Operator Services (Toll) and Directory Assistance; (7) E911; (8) Trunk Group Performance; and (9) Collocation. BellSouth's measurements are the result of more than two years of work with several state commissions, direction provided by the FCC and input from various ALECs, including MCI WorldCom. As of April 24, 2000, 87 ALECs currently have signed agreements with BellSouth in Florida, which include the SQMs proposed by BellSouth. The SQMs are more than adequate to allow the Florida Public Service Commission and MCI WorldCom to monitor nondiscriminatory access. It is unreasonable and unnecessary to have BellSouth develop and adhere to a different mandated set of performance measures for MCI WorldCom as MCI WorldCom proposes in its version of Attachment 10, MCI WorldCom Measurements and

Performance Standards, Version 1.1 ("MPS"), particularly when the generic docket to consider performance measurements is currently underway. It makes little sense to require BellSouth to incur the time and expense of developing MCI WorldCom's proposed measurements, when the Commission may ultimately decide in Docket No. 000121-TP not to adopt those measurements on an ongoing basis.

Q. HOW IS THE BELLSOUTH SERVICE QUALITY MEASUREMENT DOCUMENT STRUCTURED?

A. The BellSouth SQM document consists of a Table of Contents, four (4) Appendices; A) Reporting Scope, B) Glossary of Acronyms and Terms, C) Audit Policy and D) Retail Analogs and Benchmarks and a separate section for each measurement which further defines each measurement based on ten (10) distinct categories. Those 10 distinct categories are as follows: Measurement, Definition, Exclusions, Business Rules, Level of Disaggregation, Calculation, Report Structure, Data Retained Relating to ALEC Experience, Data Retained Relating to BST Experience and Retail Analog/Benchmark.

Q. IS THE STRUCTURE OF THE BELLSOUTH SQM APPROPRIATE?

A. Yes. The physical layout of BellSouth's SQM document has never been an issue in any regulatory proceeding. The SQM layout is similar to the layout of documents from LCUG, GTE and SPRINT as stipulated

by the North Carolina Utilities Commission in the performance measurement docket, and the performance measurement plan endorsed by the FCC in approving Bell Atlantic's and Southwestern Bell's 271 applications.

Q. DOES THE MCIWORLDCOM MPS PROVIDES A MORE COMPLETE LIST OF MEASUREMENTS AND BETTER DEFINE THE MEASUREMENTS, EXCLUSIONS, BUSINESS RULES AND APPLICABLE FORMULAS THAN DOES BELLSOUTH'S SQM?

A. Absolutely not. The BellSouth SQM has continued to evolve over the past two years. As part of the Louisiana Workshops in Docket No. U-22252, Subdocket C, BellSouth has collaborated with ALECs, including MCI WorldCom, to modify and expand its SQMs so as to satisfy the ALEC industry. As a result of these collaborations, BellSouth has greatly expanded the content of the measurement proposal. The additions expand the business rules, more clearly define the measurements and formulas for delivering the reported results, deliver further product disaggregation, and add proposed standards or benchmarks for nearly every measurement. In addition, BellSouth voluntarily makes available the raw data utilized for some of the measurements and a comprehensive raw data user manual. This data and the user manual allow the ALECs to build customized reports and further disaggregate reports based on individual ALEC needs. I know

of no other local exchange company that provides similar tools to the ALEC community.

Q. WHY SHOULD THE FLORIDA PUBLIC SERVICE COMMISSION ORDER THE USE OF BELLSOUTH'S SERVICE QUALITY MEASUREMENTS IN THE BELLSOUTH/MCI WORLDCOM INTERCONNECTION AGREEMENT?

A. There are several reasons. First, BellSouth's SQMs are comprehensive and provide a complete picture of BellSouth's performance for MCI WorldCom and the entire ALEC industry in Florida. Second, because of the pending generic docket in Florida on the performance measurements issue, the agreement should include a set of measurements and reporting capability that currently is available and in place so that both MCI WorldCom and the Commission can monitor BellSouth's performance. BellSouth's SQMs are the only measurements that satisfy this requirement. Third, if each ALEC has a separate and distinct set of mandated Performance Measurements for its Interconnection Agreement, comparisons between the service quality provided to the ALECs and to BellSouth retail units would be impossible. As previously stated 87 ALECs in Florida already have signed Agreements with BellSouth that include the BellSouth SQMs.

Finally, there is the practical matter of how to administer all the data required for multiple sets of measurements. BellSouth has invested in

excess of $50M developing the capability required for the current set of Performance Measurements. There are more than 800 ALECs that have signed Agreements with BellSouth in BellSouth's region. To attempt to produce a separate set of mandated performance measurements for each one of them would be not only overly burdensome but a near impossibility. This would be inconsistent with the FCC's desire that performance measurements and reporting requirements should "balance our goal of detecting possible instances of discrimination with our goal of minimizing, to the extent possible, burdens imposed on incumbent LECs". (Notice of Proposed Rule Making, CC Docket 98-56 at Paragraph 36)

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes

BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC Docket No. 000649-TP
MCI ARBITRATION
DAVID A. COON
EXHIBIT DAC-1

BELLSOUTH®

Service Quality Measurement Plan (SQM)

Measurement Descriptions

Version

May, 2000

I. INTRODUCTION

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's customers both wholesale and retail. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required ILECs to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC) and its Retail Customers. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. **The SQM must reflect the Orders by the GPSC and LPSC.**

However, in addition, the SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new systems and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements are also changed to reflect changes in systems, to correct errors to respond to 3rd Party audit requirements, and PSC and/or customer requests..

This document is intended for use by someone with a basic knowledge of telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurement reports.

BellSouth
Service Quality Measurements Plan

TABLE OF CONTENTS

TABLE OF CONTENTS – (continued)

* These reports are subject to change due to regulatory requirements or to correct errors and etc.

BellSouth
Service Quality Measurements Plan

OSS (Operations Support Systems)

Report/Measurement:	
OSS-1. Average Response Time and Response Interval (Pre-Ordering)	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order 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. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BST query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a give address. CLECs and BST query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. CLECs and BST query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BST query this legacy system. • **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BST queries this legacy system.	
Calculation:	
Σ [Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period)	
Report Structure:	
• Not CLEC Specific • Not product/service specific • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope
Retail Analog/Benchmark:	
See Appendix D	

Revision Date: 05/05/00 (lg)

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LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

OSS (Operations Support Systems)

Report/Measurement:	
OSS-2. Interface Availability (Pre-Ordering)	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allows conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
Regional Level	
Calculation:	
(Functional Availability) / (Scheduled Availability) X 100	
Report Structure:	
• Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime	• Report month • Legacy Contract Type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
See Appendix D	

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
HAL	CLEC	x
LENS	CLEC	x
LEO Mainframe	CLEC	x
LEO UNIX	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
ATLAS/COFFI	CLEC/BST	x
BOCRIS	CLEC/BST	x
DSAP	CLEC/BST	x
RSAG	CLEC/BST	x
SOCS	CLEC/BST	x
SONGS	CLEC/BST	x

Revision Date: 05/25/00 (lg)

OSS (Operations Support Systems)

Report/Measurement:	
OSS-3. Interface Availability (Maintenance & Repair)	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM • ECTA	• Availability of BST TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
Retail Analog/Benchmark:	
Parity by design; Retail Analog ECTA Benchmark – 99.5% See Appendix D	

OSS Interface Availability (M&R)

OSS Interface	% Availability
BST TAFI	X
CLEC TAFI	X
CLEC ECTA	X
BST and CLEC	X
CRIS	X
LMOS HOST	X
LNP	X
MARCH	X
OSPCM	X
PREDICTOR	X
SOCS	X

Revision Date: 05/25/00 (see)

OSS (Operations Support Systems)

Report/Measurement:
OSS-4. Response Interval (Maintenance & Repair)
Definition:
The response intervals are determined by subtracting the time a request is received on the BST side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.
Exclusions:
None
Business Rules:
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BST side of the interface and the clock stops when the response has been transmitted through that same point to the requester. **NOTE:** The OSS Response Interval BST Total Report is a combination of BST Residence and Business Total.
Calculation:
OSS Response Interval = (Query Response Date and Time for Category "X") – (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, ≥ 4 to 10, ≥ 10, ≥ 30 seconds.
Report Structure:
• CLEC • BST Residence • BST Business by interface for each legacy system and function as appropriate. • BST total (Business + Residence)
Level of Disaggregation:
Region

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals

Retail Analog/Benchmark:
OSS Response Interval for CLEC's is comparable to OSS Response Interval for BST.

System	BST & CLEC	Count < = 4	Count > 4, < = 10	Count < = 10	Count > 10	Count > 30
CRIS	X	X	X	X	X	X
DLETH	X	X	X	X	X	X
DLR	X	X	X	X	X	X
LMOS	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X
LNP	X	X	X	X	X	X
MARCH	X	X	X	X	X	X
OSPCM	X	X	X	X	X	X
Predictor	X	X	X	X	X	X
SOCS	X	X	X	X	X	X
NIW	X	X	X	X	X	X

Revision Date: 05/16/00 (see)

BellSouth
Service Quality Measurements Plan

ORDERING

Report/Measurement:

O-1. Percent Flow-Through Service Requests (Summary)

Definition:

The percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR, LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BST caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

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ORDERING (O-1. Percent Flow-Through Service Requests (Summary) – Continued)

Calculation:

Percent Flow Through – (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) - Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- CLEC Aggregate
  - Region

Level of Disaggregation:

- Geography
  - Region
- Product
  - Residence
  - Business
  - UNE
  - LNP

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total number of LSRs received, by interface, by CLEC ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC ➢ Fatal rejects ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code • Total fallout for manual processing	• Report month • Total number of errors by type ➢ BST system error

Retail Analog/Benchmark:

Residence 90%
Business 80%
UNE 80%

Revision Date: 05/15/00 (tm)

ORDERING

Report/Measurement:

O-2. Percent Flow-Through Service Requests (Detail)

Definition:

A detailed list by CLEC of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, and Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR, LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BST caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

ORDERING (O-2. Percent Flow-Through Service Requests (Detail) – Continued)

Calculation:

Percent Flow Through – (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) - Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  - CLEC (by alias designation)
  - Number of fatal rejects
  - Mechanized interface used
  - Total mechanized LSRs
  - Total manual fallout
  - Number of auto clarifications returned to CLEC
  - Number of validated LSRs
  - Number of BST caused fallout
  - Number of CLEC caused fallout
  - Number of Service Orders Issued
  - Base calculation
  - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
- Geographic
  - Region
- Product
  - Residence
  - Business
  - UNE
  - LNP

Data Retained Relating to CLEC Experience:

- Report month
- Total number of LSRs received, by interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total number of errors by type, by CLEC
  - Fatal rejects
  - Auto clarification
  - CLEC errors
- Total number of errors by error code
- Total fallout for manual processing

Data Retained Relating to BST Performance:

- Report month
- Total number of errors by type
  - BST system error

Retail Analog/Benchmark:

Residence 90%
Business 80%
UNE 80%

Revision Date: 05/15/00 (tm)

ORDERING

Report/Measurement:
O-3. Flow-Through Error Analysis
Definition:
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through and reach a status for a FOC to be issued.
Exclusions:
Each Error Analysis is error code specific, therefore exclusions are not applicable.
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).
Calculation:
Σ Of errors by type
Report Structure:
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count.
Level of Disaggregation:
Region

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error

Retail Analog/Benchmark:
Not Applicable

Revision Date: 02/22/00 (tm)

ORDERING

Report/Measurement:	
O-4. CLEC LSR Information	
Definition:	
A list, with the flow through activity, of LSRs, by cc, pon and ver, issued by each CLEC during the report period.	
Exclusions:	
Fatal Rejects	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
NA	
Report Structure:	
• Provides a list, with the flow through activity, of LSRs by cc, pon, and ver, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR. ➢ CC ➢ PON ➢ Ver ➢ Timestamp ➢ Type ➢ Err # ➢ Note or error description	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Record of LSRs received by cc, pon, and ver • Record of timestamp, type, err # and note or error description for each LSR by cc, pon, and ver.	NA
Retail Analog/Benchmark:	
Not Applicable	

Revision Date: 5/2/00(tm)

BellSouth
Service Quality Measurements Plan

LSR Flow-Through Matrix

PRODUCT	F/T	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING [1]	EDI	TAG [2]	LENS 99 [4]	LENS [3]	COMMENTS
2 wire analog DID trunk port	No [5]	UNE	Yes	NA	N	N	N	N	
2 wire analog port	Yes	UNE	No	No	Y	Y	N	N	
2 wire ISDN digital line side port	No	UNE	Yes	NA	N	N	N	N	
2 wire ISDN digital loop	No	UNE	Yes	Yes	Y	Y	N	N	
3 Way Calling	Yes	No	No	No	Y	Y	Y	Y	
4 wire analog voice grade loop	Yes	UNE	Yes	No	Y	Y	N	N	
4 wire DS0 & PRI digital loop	No	UNE	Yes	NA	N	N	N	N	
4 wire DS1 & PRI digital loop	No	UNE	Yes	NA	N	N	N	N	
4 wire ISDN DSI digital trunk ports	No	UNE	Yes	Yes	N	N	N	N	
Accupulse	No	Yes	Yes	NA	N	N	N	N	
ADSL	No	UNE	Yes	NA	N	N	N	N	
Area Plus	Yes	No	No	No	Y	Y	Y	Y	
Basic Rate ISDN	No	Yes	Yes	Yes	Y	Y	N	N	
Call Block	Yes	No	No	No	Y	Y	Y	Y	
Call Forwarding-Variable	Yes	No	No	No	Y	Y	Y	Y	
Call Return	Yes	No	No	No	Y	Y	Y	Y	
Call Selector	Yes	No	No	No	Y	Y	Y	Y	
Call Tracing	Yes	No	No	No	Y	Y	Y	Y	
Call Waiting	Yes	No	No	No	Y	Y	Y	Y	
Call Waiting Deluxe	Yes	No	No	No	Y	Y	Y	Y	
Caller ID	Yes	No	No	No	Y	Y	Y	Y	
CENTREX	No	Yes	Yes	NA	N	N	N	N	
DID WITH PBX ACT W	No	Yes	Yes	Yes	Y	N	Y	N	
DID ACT W	No	Yes	Yes	Yes	Y	N	Y	N	
Digital Data Transport	No	UNE	Yes	NA	N	N	N	N	
Directory Listing Indentions	No	No	No	Yes	Y	Y	Y	Y	
Directory Listings Captions	No	No	Yes	Yes	Y	Y	Y	N	
Directory Listings (simple)	Yes	No	No	No	Y	Y	Y	Y	
DS3	No	UNE	Yes	NA	N	N	N	N	
DS1 Loop	Yes	UNE	Yes	No	Y	Y	N	N	

DSO Loop	Yes	UNE	Yes	No	Y	Y	N	N	
Enhanced Caller ID	Yes	No	No	No	Y	Y	Y	Y	
ESSX	No	Yes	Yes	NA	N	N	N	N	
Flat Rate/Business	Yes	No	No	No	Y	Y	Y	Y	
Flat Rate/Residence	Yes	No	No	No	Y	Y	Y	Y	
FLEXSERV	No	Yes	Yes	NA	N	N	N	N	
Frame Relay	No	Yes	Yes	NA	N	N	N	N	
FX	No	Yes	Yes	NA	N	N	N	N	
Ga. Community Calling	Yes	No	No	No	Y	Y	Y	Y	
HDSL	No	UNE	Yes	NA	N	N	N	N	
Hunting MLH	No	C/S [6]	C/S	Yes	Y	Y	N	N	
Hunting Series Completion	No	C/S	C/S	No	Y	Y	Y	Y	
INP RECTYPE B	Yes	UNE	No	No	Y	Y	N	N	
INP RECTYPE C	Yes	UNE	No	No	Y	Y	N	N	
LightGate	No	Yes	Yes	NA	N	N	N	N	
Local Number Portability	Yes	UNE	Yes	No	Y	Y	N	N	
LNP with Complex Listing	No	UNE	Yes	Yes	Y	Y	N	N	
LNP with Partial Migration	No	UNE	Yes	Yes	Y	Y	N	N	
LNP with Complex Services	No	UNE	Yes	Yes	Y	Y	N	N	
INP to LNP Conversions	No	UNE	Yes	Yes	Y	Y	N	N	
Measured Rate/Bus.	Yes	No	No	No	Y	Y	Y	Y	
Measured Rate/Res.	Yes	No	No	No	Y	Y	Y	Y	
Megalink	No	Yes	Yes	NA	N	N	N	N	
Megalink-T1	No	Yes	Yes	NA	N	N	N	N	
Memory Call	Yes	No	No	No	Y	Y	Y	Y	
Memory Call Ans. Svc.	Yes	No	No	No	Y	Y	Y	Y	
Multiserv	No	Yes	Yes	NA	N	N	N	N	
Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	NA	N	N	N	N	
Off-Prem Stations	No	Yes	Yes	NA	N	N	N	N	
Optional Calling Plan	Yes	No	No	No	Y	Y	Y	Y	
Package/Complete Choice and area plus	Yes	No	No	No	Y	Y	Y	Y	
Pathlink Primary Rate ISDN	No	Yes	Yes	NA	N	N	N	N	
Pay Phone Provider	No	No	No	NA	N	N	N	N	
PBX Standalone ACT A,C, D	No	Yes	Yes	Yes	Y	Y	Y	N	
PBX Trunks	No	Yes	Yes	Yes	Y	Y	Y	N	
Port/Loop Combo	Yes	UNE	No	No	Y	Y	Y	N	
Port/Loop PBX	No	No	No	Yes	Y	Y	N	N	
Preferred Call Forward	Yes	No	No	No	Y	Y	Y	Y	

RCF Basic	Yes	No	No	No	Y	Y	Y	Y	
Remote Access to CF	Yes	No	No	No	Y	Y	Y	Y	
Repeat Dialing	Yes	No	No	No	Y	Y	Y	Y	
Ringmaster	Yes	No	No	No	Y	Y	Y	N	
Smartpath	No	Yes	Yes	NA	N	N	N	N	
SmartRING	No	Yes	Yes	NA	N	N	N	N	
Speed Calling	Yes	No	No	No	Y	Y	Y	Y	
Synchronet	No	Yes	Yes	Yes	Y	Y	N	N	
Tie Lines	No	Yes	Yes	NA	N	N	N	N	
Touchtone	Yes	No	No	No	Y	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	No	Y	Y	Y	N	
WATS	No	Yes	Yes	NA	N	N	N	N	
XDSL Extended LOOP	No	UNE	Yes	NA	N	N	N	N	

Note [1]: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note [2]: The TAG column includes those LSR submitted via RoboTAG.

Note [3]: The LENS column denotes the ordering status of services prior to OSS 99.

Note [4]: The LENS 99 column denotes the ordering status of services post OSS 99.

Note [5]: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user— new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

Note [6]: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple

ORDERING

Report/Measurement:

O-5. Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by the CLEC prior to being rejected/clarified.

Business Rules:

Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, LENS, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR. In LEO, Fatal Rejects are included in the "Other" category for Regional reports only.

- An Auto Clarification occurs when a valid LSR is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Percent Rejected Service Requests = (Total Number of Rejected Service Requests in the reporting period) / (Total Number of Service Requests Received in the reporting period) X 100.

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - Resale Residence
  - Resale Business
  - Resale – Design (Special)
  - Other
  - UNE
  - UNE Loop with NP
  - Interconnection Trunks
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order
- Product Specific % Rejected
- Total % Rejected

ORDERING (O-5. Percent Rejected Service Requests – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Total Number of ASRs (Trunks)	
Retail Analog/Benchmark:	
See Appendix D	

Revision Date: 05/15/00 (lg)

ORDERING

Report/Measurement:

O-6. Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions:

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays.
- The following hours for Non-mechanized LSRs*:
  - Residence Resale Group - from 10:00 PM EST Saturday until 7:00 AM EST Monday.
  - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday.
  - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday.

* The hours excluded will be altered to reflect changes in the Center operating hours.

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp or reject in LEO). Auto Clarifications are considered in the Fully Mechanized category.

- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO.

- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

- **Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Reject Interval = Σ[(Date and Time of Service Request Rejection) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

ORDERING – (O-6. Reject Interval – Continued)

Level of Disaggregation:

- Product Reporting Levels
  - ➢ Resale – Residence
  - ➢ Resale – Business
  - ➢ Resale – Design (Special)
  - ➢ Other
  - ➢ UNE
  - ➢ UNE Loop with NP
  - ➢ Interconnection Trunks
    - < 10 Circuits/Lines
    - > 10 Circuits/Lines
- Geographic Scope
  - ➢ State, Region and further geographic disaggregation as required by State Commission Order
- Mechanized:
  - 0-4 minutes
  - > 4-8 minutes
  - > 8-12 minutes
  - >12-60 minutes
  - 0-1 hour
  - > 1-8 hours
  - > 8-24 hours
  - > 24 hours
- Non-mechanized:
  - 0-1 hour
  - > 1-4 hours
  - > 4-8 hours
  - > 8-12 hours
  - > 12-16 hours
  - > 16-20 hours
  - > 20-24 hours
  - > 24 hours.
- Trunks:
  - < 5 days
  - > 5-8 days
  - > 8-12 days
  - >12-14 days
  - >14-17 days
  - >17-20 days
  - > 20 days
- Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days.

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Reject Interval • Total Number of LSRs • Total number of Rejects • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING

Report/Measurement:

O-7. Firm Order Confirmation Timeliness

Definition:

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions:

- Rejected LSRs
- Designated Holidays.
- The following hours for Non-mechanized LSRs*:
  - Residence Resale Group - from 10:00 PM EST Saturday until 7:00 AM EST Monday.
  - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday.
  - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday.

* The hours excluded will be altered to reflect changes in the Center operating hours.

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - Resale – Residence
  - Resale – Business
  - Resale – Design (Special)
  - Other
  - UNE
  - UNE Loop with NP
  - Interconnection Trunks
    - < 10 Circuits/Lines
    - > 10 Circuits/Lines

ORDERING – (O-7. Firm Order Confirmation Timeliness – Continued)

Level of Disaggregation: (Continued)

- Geographic Scope
  - State, Region and further geographic disaggregation (MSA) as required by State Commission Order
- Mechanized:
  - 0-15 minutes
  - 15-30 minutes
  - 30-45 minutes
  - 45-60 minutes
  - 60-90 minutes
  - 90-120 minutes
  - 120-240 minutes
  - 4-8 hours
  - 8-12 hours
  - 12-16 hours
  - 16-20 hours
  - 20-24 hours
  - 24-48 hours
  - 48 hours
- Non-mechanized:
  - 0-4 hours
  - 4-8 hours
  - 8-12 hours
  - 12-16 hours
  - 16-20 hours
  - 20-24 hours
  - 24-48 hours
  - 48 hours
- Trunks:
  - 0- 5 days
  - 6- 8 days
  - 9-11 days
  - 12-14 days
  - 15-17 days
  - 18-20 days
  - 20 days
- Average Interval in Days

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Interval for FOC • Total number of LSRs • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING

Report/Measurement:
O-8. Speed of Answer in Ordering Center
Definition:
Measures the average time a customer is in queue.
Exclusions:
None
Business Rules:
The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BST's Local Carrier Service Center (LCSC) answers the CLEC call.
Calculation:
(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.
Report Structure:
Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development
Level of Disaggregation:
Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems

Retail Analog/Benchmark:
For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices. See Appendix D

Revision Date: 05/26/00 (lg)

ORDERING – (LNP)

Report/Measurement:

O-9. LNP-Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are excluded.

Exclusions:

- Service Requests canceled by the CLEC
- Fatal Rejects
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
- Non Mechanized LSR's

Business Rules:

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR (via EDI or TAG) but required fields are not populated correctly and the request is returned to the CLEC.

  Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

- An Auto Clarification is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

Partially Mechanized: A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Calculation:

[(Number of Service Requests Rejected in the Reporting Period) / (Number of Service Requests Received in the Reporting Period)] x 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - LNP
  - UNE Loop with LNP
- Geographic Scope
  - State, Region

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING – (LNP)

Report/Measurement:

O-10. LNP-Reject Interval Distribution & Average Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are excluded.

Exclusions:

- Service Requests canceled by the CLEC
- Fatal Rejects
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
- Non Mechanized LSR's

Business Rules:

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BST receives LSR until that LSR is rejected back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC.

  Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

- An Auto Clarification is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

Partially Mechanized: A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Calculation:

Average Reject Interval:

Σ[(Date & Time of Service Request Rejection) – (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Rejected in Reporting Period)

Reject Interval Distribution:

[Σ(Service Requests Rejected in "X" minutes/hours) / (Total Number of Service Requests Rejected in Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate

ORDERING – (O-10. LNP-Reject Interval Distribution & Average Reject Interval – Continued)

Level of Disaggregation:
• Reported in intervals: 0-4 minutes > 4-8 minutes > 8-12 minutes >12-60 minutes 0-1hours > 1-8 hours > 8-24 hours > 24 hours • Product Reporting Levels ➢ LNP ➢ UNE Loop with LNP • Geographic Scope ➢ State, Region • Average Interval in Days
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (lg)

005097

ORDERING – (LNP)

Report/Measurement:

O-11. LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval

Definition:

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR to distribution of a firm order confirmation.

Exclusions:

- Rejected LSRs (Clarifications or Fatal Rejects)
- Order Activities of BST or the CLEC associated with interval or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.

Business Rules:

The Firm Order Confirmation interval is determined for each FOC'd LSR processed during the reporting period. The Firm Order Confirmation interval is the elapsed time from when BST receives an LSR until that LSR is confirmed back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimensions. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed to produce the Firm Order Confirmation timeliness interval distribution.

- **Mechanized:** The elapsed time from receipt of a valid LSR until the LSR is processed and appropriate service orders are generated in SOCS without manual intervention.
- **Partially Mechanized:** The elapsed time from receipt of an electronically submitted LSR which falls for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation system (SONGS).
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized FOCs.

Calculation:

Average Reject Interval:

Σ[(Date & Time of Firm Order Confirmation) – (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Confirmed in Reporting Period)

FOC Interval Distribution:

Σ[(Service Requests Confirmed in "X" minutes/hours in the Reporting Period) / (Total Service Requests Confirmed in the Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate

ORDERING – (O-11. LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval – Continued)

Level of Disaggregation:

- Reported in intervals
  - 0-15 minutes
  - > 15-30 minutes
  - > 30-45 minutes
  - > 45-60 minutes
  - > 60-90 minutes
  - > 90-120 minutes
  - >120-240 minutes
  - > 4-8 hours
  - > 8-12 hours
  - > 12-16 hours
  - > 16-20 hours
  - > 20-24 hours
  - > 24-48 hours
  - > 48 hours
- Product Reporting Levels
  - ➢ LNP
  - ➢ UNE Loop with LNP
- Geographic Scope
- State, Region

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

BellSouth
Service Quality Measurements Plan

Provisioning Disaggregation

Product Reporting Levels

- Resale and Retail
  - Pots – Residence
  - Pots – Business
  - Design
  - PBX (Louisiana SQM)
  - CENTREX (Louisiana SQM)
  - ISDN (Louisiana SQM) (**Note:** ISDN included in POTS for Georgia Only)

- Unbundled Network Elements
  - UNE Design
  - UNE Non-Design
  - UNE 2 Wire Loop (Louisiana SQM)
  - UNE Loop Other (Louisiana SQM)
  - Unbundled Ports (Louisiana SQM)
  - Combos, Switching, Local Transport, DSL (under development)

- Trunks
  - Local Interconnection Trunks

- Georgraphic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g., Metropolitan Service Area – MSA)

The following measure is the exception for all states:
Coordinated Customer Conversion
Hot Cut Timeliness (under development)

Which is disaggregated as follows:
UNE LOOPS with INP
UNE LOOPS without INP

PROVISIONING

Report/Measurement:
P-1. Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders. Calculation of the interval is the number of orders held and pending but not completed that have passed the currently committed due date. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval)
Exclusions:
Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays. CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days. Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in > 15 days).
Calculation:
Mean Held Order Interval: Σ(Reporting Period Close Date – Committed Order Due Date) / (Number of Past Due Orders Held and Pending and Past The Committed Due Date). Held Order Distribution Interval: (# of Orders Held for ≥90 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100 (# of Orders Held for ≥15 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
Circuit breakout < 10, > = 10

PROVISIONING – (P-1. Mean Held Order Interval & Distribution Intervals – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale/BST Residence Retail CLEC Business Resale/BST Business Retail CLEC Non-UNE Design/BST Design Interconnection Trunks-CLEC/Interconnection Trunks – BST UNEs-(See Appendix D)	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:
P-2. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices
Definition:
When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC/BST systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.
Exclusions:
• Orders held for CLEC end user reasons • Orders submitted to BST through non-mechanized methods
Business Rules:
When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.
Calculation:
Average Jeopardy Interval: Σ[(Date and Time of Scheduled Due Date on Service Order) – (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period). **Percent of Orders Given Jeopardy Notice:** Σ[(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type

Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/25/00 (taf)

PROVISIONING

Report/Measurement:

P-3. Percent Missed Installation Appointments

Definition:

"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)
- Disconnect (D) & From (F) orders
- End User Misses on Interconnection Trunks

Business Rules:

Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the confirmed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

Calculation:

Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by committed Due Date in Reporting Period) / (Number of Orders Confirmed in Reporting) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Report Explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user. The End User MA represents the percentage of orders missed by the CLEC or their end user.

Level of Disaggregation:

- Reported in categories of <10 lines/circuits; > = 10 lines/circuits
- Dispatch/No Dispatch

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Non-UNE Design/BST Design
Interconnection Trunks-CLEC/Interconnection Trunks – BST
UNEs-(See Appendix D)

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:

P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition:

The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on services orders.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)
- Disconnect (D&F) listing orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. This includes all delays for BST's CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed.

The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99 20-25 = 20-24.99, 25-30 = 25-29.99, > = 30 = 30 and greater.

Calculation:

Average Completion Interval:

Σ[(Completion Date & Time) – (Order Issue Date & Time)]/ Σ (Count of Orders Completed in Reporting Period)

Order Completion Interval Distribution:

Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- ISDN Orders included in Non Design – GA Only
- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,2,3,4,5,5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30
- All Levels are reported <10 line/circuits; > = 10 line/circuits

PROVISIONING –
(P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-(See Appendix D)	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:

P-5. Average Completion Notice Interval

Definition:

The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions:

- Non-mechanized Orders
- Cancelled Service Orders
- Order Activities of BST associated with internal or administrative use of local services.
- D&F orders

Business Rules:

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically. The start time is the completion stamp either by the field technician or the 5PM due date stamp; the end time is the time stamp the notice was submitted to the CLEC/BST system.

Calculation:

Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Reporting intervals in Hours; 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval
- Reported in categories of <10 line/circuits; > = 10 line/circuits

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope	• Report month • BST Order Number (so_nbr) • Work Completion Date (cmpltn-dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	**NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Non-UNE Design/BST Design
Interconnection Trunks-CLEC/Interconnection Trunks – BST
UNEs-(See Appendix D)

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:	
P-6. Coordinated Customer Conversions	
Definition:	
This report measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without LNP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
• Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.	
Business Rules:	
Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.	
Calculation:	
Σ [(Completion Date and Time for Cross Connection of an Coordinated Unbundled Loop)- (Disconnection Date and Time of an Coordinated Unbundled Loop)] / Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period.	
Report Structure:	
• CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
Reported in intervals <=5 minutes; >5,< =15 minutes; >15 minutes, plus Overall Average interval	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (INP orders) • Total Conversions (Items) **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists
Retail Analog/Benchmark:	
Benchmark – See Appendix D	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:

P-6A. Coordinated Customer Conversions – Hot Cut Timeliness % within Interval and Average Interval

Definition:

This category measures whether BST begins the cutover of an unbundled loop on a time specific order at the CLEC requested time. It is measures the percentage of orders worked within 15 minutes of the requested start time of the order and the average interval.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays caused by the CLEC
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.
- All unbundled loops on multiple loop orders after the first loop.

Business Rules:

This report measures whether BST begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cutover start time, the measurement will calculate the % within interval and the average interval. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the interval.

Calculation:

% within Interval – [Total Number of Coordinated Unbundled Loop Orders for the interval] / Total Number of Coordinated Unbundled Loop Orders for the reporting period X 100.

Average Interval - [Σ (Scheduled Date and Time for Cross Connection of a Coordinated Unbundled Loop Order) – (Actual Start Date and Time of a Coordinated Unbundled Loop Order)] / Total Number of Coordinated Unbundled Loop Orders for the reporting period.

Report Structure:

- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

Reported in intervals, plus Overall Average Interval

- Product Reporting Level
  - SL1 Time Specific
  - SL2 Time Specific
  - Coordinated Cuts

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Scheduled Start Time • Cutover Actual Start Time • Total Conversions Orders **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists

Retail Analog/Benchmark:

Benchmark – 95% Within + or – 15 minutes of Scheduled Start Time

Revision Date: 05/16/00 (taf)

PROVISIONING

Report/Measurement :

P-8. Total Service Order Cycle Time (TSOCT)

Definition:

This report measures the total service order cycle time from receipt of a valid service order request to the completion of the service order.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)
- D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.

Business Rules:

The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval.

This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed.

Calculation :

Total Service Order Cycle Time

Σ(Completion Date and Time of Service Order) (SOCS HIST-CD DATE) - (Date and Time of Service Request Receipt) / (Count of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Reported in categories of < 10 line/circuits; > = 10 line/circuits
- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30 Days

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

Retail Analog/Benchmark

See Appendix D

Revision Date: 02/28/00 (taf)

PROVISIONING

Report/Measurement:	
P-9. Service Order Accuracy GEORGIA ONLY	
Definition:	
The "service order accuracy" measurement measures the accuracy and completeness of BST service orders by comparing what was ordered and what was completed.	
Exclusions:	
• Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders	
Business Rules:	
A manual sampling of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BST. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order.	
Calculation:	
Percent Service Order Accuracy = Σ (Orders Completed without Error) / Σ (Orders Completed in Reporting Period) x 100	
Report Structure:	
CLEC Aggregate	
Level of Disaggregation:	
• Reported in categories of <10 line/circuits; > = 10 line/circuits • Dispatch / No Dispatch	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• Being investigated at this time
Retail Analog/Benchmark:	
(Under Investigation)	

Revision Date: 05/25/00 (taf)

PROVISIONING

Report/Measurement:
P-10. LNP-Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. The "due date" is any time on the confirmed due date, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments: [(Number of Orders Not Completed by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate **Report explanation:** Total Missed Appointments is the total % of orders missed either by BST or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BST caused misses.
Level of Disaggregation:
• Product Reporting Levels ➢ LNP ➢ UNE Loop Associated w/LNP • Geographic Scope ➢ State, Region
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (taf)

PROVISIONING – (LNP)

Report/Measurement :
P-11. LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution
Definition:
Disconnect Timeliness is defined as the interval between the time the LNP Gateway receives the 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time that the Disconnect service order for an LSR is completed in SOCS. This interval effectively measures BST responsiveness by isolating it from impacts that are caused by CLEC related activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
The Disconnect Timeliness interval is determined for each Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the 'Number Ported' message for an LSR's disconnect order from NPAC (signifying the CLEC 'Activate') until the Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.
Calculation :
Average Disconnect Timeliness Interval: Σ[(Disconnect Service Order Completion Date & Time) - ('Number Ported' Message Received Date & Time)] / Σ (Total Number of Disconnect Service Orders Completed in Reporting Period) **Disconnect Timeliness Interval Distribution:** [Σ (Disconnect Service Orders Completed in "X" days) / (Total Disconnect Service Orders Completed in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Reported in day intervals = 0,1,2,3,4, 5, >5 days • Product Reporting Levels ➢ LNP • Geographic Scope ➢ State, Region
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (taf)

BILLING

Report/Measurement:	
B-1. Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers of BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
Invoice Accuracy = (Total Billed Revenues during current month) – (Absolute Value of Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Invoice Type • Total Billed Revenue Adjustments	• Report month • Retail Type ➢ CRIS ➢ CABS • Total Billed Revenue • Billing Related Adjustments
Retail Analog/Benchmark:	
CLEC Invoice Accuracy is comparable to BST Invoice Accuracy See Appendix D	

Revision Date: 05/03/00 (dg)

BILLING

Report/Measurement:

B-2. Mean Time to Deliver Invoices

Definition:

Bill Distribution is calculated as follows: CRIS BILLS-The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.

CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.

Exclusions:

Any invoices rejected due to formatting or content errors.

Business Rules:

This report measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

Calculation:

Mean Time To Deliver Invoices = Σ [(Invoice Transmission Date) – (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product / Invoice Type
  - Resale
  - UNE
  - Interconnection
- Geographic Scope
  - Region

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**

• Report month
• Invoice Type
• Invoice Transmission Count
• Date of Scheduled Bill Close
	• Report month
	• Retail Type
	  ➢ CRIS
	  ➢ CABS
	• Invoice Transmission Count
	• Date of Scheduled Bill Close

Retail Analog/Benchmark:

CRIS-based invoices will be released for delivery within six (6) business days.
CABS-based invoices will be released for delivery within eight (8) calendar days.
CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BST Average delivery for both systems.
See Appendix D

Revision Date: 05/03/00 (dg)

BILLING

Report/Measurement:	
B-3. Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculation:	
Usage Data Delivery Accuracy = Σ[(Total number of usage data packs sent during current month) – (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs send during current month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report month • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Accuracy is comparable to BST Usage Data Delivery Accuracy See Appendix D	

Revision Date: 02/28/00 (dg)

BILLING

Report/Measurement:	
B-4. Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = Σ[(Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date) / Σ (Total number of Recorded usage records delivered during the current month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report month • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Completeness is comparable to BST Usage Data Delivery Completeness See Appendix D	

Revision Date: 02/28/00 (dg)

BILLING

Report/Measurement:	
B-5. Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness Current month = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
CLEC Usage Data Delivery Timeliness is comparable to BST Usage Data Delivery Timeliness See Appendix D	

Revision date: 02/28/00 (dg)

BILLING

Report/Measurement	
B-6. Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage = Σ (Volume of Records Delivered X estimated number of days to deliver) / Total Record Volume Delivered.	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BST See Appendix D	

Revision Date: 05/03/00 (dg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
OS-1. Speed to Answer Performance/Average Speed to Answer - Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
Total queue time ÷ total calls answered
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
• None
Data Retained (on Aggregate Basis):
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/12/00 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
OS-2. Speed to Answer Performance/Percent Answered with "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set for the Average Speed to Answer by a State Commission.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis):
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/15/00 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
DA-1. Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answered by a DA operator.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
Total queue time ÷ total calls answered
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design See Appendix D

Revision Date: 05/12/00 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
DA-2. Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set for the Average Speed to Answer by a State Commission.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design See Appendix D

Revision Date: 05/15/00 (tg)

E911

Report/Measurement:
E-1. Timeliness
Definition:
Measures the percent of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Timelines = Σ (Number of batch orders processed within 24 hours ÷Total number of batch orders submitted) x 100
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/10/00 (tg)

E911

Report/Measurement:
E-1. Accuracy
Definition:
Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successully for E911.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ (Number of record individual updates processed with no errors ÷Total number of individual record updates) x 100
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/10/00 (tg)

E911

Report/Measurement:
E-3. Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = Σ (Date and time of batch order completion – Date and time of batch order submission) ÷ (Number of batch orders completed)
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/15/00 (tg)

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-1. Trunk Group Performance-Aggregate

Definition:

A report of aggregate blocking information for CLEC trunk groups and BellSouth trunk groups.

Exclusions:

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information

Business Rules:

- Aggregate blocking results are created using the statistical analysis package and are output into Excel with a separate table for each geographic area.

- For each geographic area, plots are generated for; a) the monthly blocking by hour for each affecting group (BellSouth or CLEC), and b) the difference between BellSouth blocking data and CLEC blocking data is calculated and plotted.

- The TCBH blocking is calculated by determining the monthly averaging blocking for each hour for each trunk. The hour with the highest usage is selected as the TCBH and the blocking for that hour is reported.

- Trunk Categorization: This report display, over a reporting cycle, aggregate, weighted average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 9:	BellSouth End Office	BellSouth End Office

TRUNK GROUP PERFORMANCE – (TGP-1. Trunk Group Performance-Aggregate – Continued)

Calculation:

Monthly Weighted Average Blocking:

(Blocking data for each hour X number of valid measurement days within each week) / Σ (Total number of valid measurement days within each week)

Example: Hour		Week 1	Week 2	Week 3	Week 4	Monthly
1	Blocking	1%	0.5%	2%	1.5%	1.8%
	# Days	7	7	5	6	
2	Blocking	0%	0%	0.2%	0.3%	.1%
	# Days	7	5	5	7	
3	Blocking	1%	1%	0.5%	2%	1.1%
	# Days	7	7	7	7	
24	Blocking	1%	0.5%	2%	1.5%	1.2%
	# Days	7	7	5	6	

The monthly weighted average blocking for hour 1 for a particular trunk group is calculated as follows:

$$\frac{(1x7)+(0.5x7)+(2x5)+(1.5x\,6)}{(7+7+5+6)} = 1.8\%$$

Aggregate Monthly Blocking:

(Monthly weighted average blocking value for each trunk group) X (number of trunks within each trunk group) / Σ (number of trunks in the aggregate group)

Example:

Trunk Group	Trunks in Service	Blocking Hour 1	Blocking Hour 2	Blocking Hour 3	Blocking Hour 4	.....	Blocking Hour 24
A	24	3%	0%	1%	0%		0%
B	144	2%	0%	1%	0.5%		0.5%
C	528	0%	0.5%	1%	1%		1%
D	316	1%	0%	1%	0.1%		0%
E	940	1%	1%	4%	0%		0%
Aggregate		0.8%	0.6%	2.4%	0.3%		0.3%

The monthly weighted average blocking for hour 1 is calculated as follows:

$$\frac{(3x24)+(2x144)+(0x528)+(1x316)+(1x940)}{(24+144+528+316+940)} = 0.8\%$$

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BST trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Report Structure:

- CLEC Aggregate
  - State

Level of Disaggregation:

Trunk Group

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly average blocking per trunk group	• Report Month • Total Trunk Groups • Aggregate Hourly average blocking

Retail Analog/Benchmark:

Any 2 hour period in 24 hours where CLEC blockage exceeds BST blockage by more then 0.5% = a miss using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BST.

Revision Date: 5/3/2000 (tm)

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-2. Trunk Group Performance-CLEC Specific

Definition:

A report of blocking information for CLEC trunk groups.

Exclusions:

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information

Business Rules:

- Aggregate blocking results are created using the statistical analysis package and are output into Excel with a separate table for each geographic area.
- For each geographic area, plots are generated for the monthly blocking by hour.
- The TCBH blocking is calculated by determining the monthly averaging blocking for each hour for each trunk. The hour with the highest usage is selected as the TCBH and the blocking for that hour is reported.
- Trunk Categorization: This report display, over a reporting cycle, aggregate, weighted average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for CLEC trunk groups. In order to assign trunk groups to the CLEC group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

TRUNK GROUP PERFORMANCE – (TGP-2. Trunk Group Performance-CLEC Specific – Continued)

Calculation:

Monthly Weighted Average Blocking:

(Blocking data for each hour X number of valid measurement days within each week) / Σ (Total number of valid measurement days within each week)

Example: Hour		Week 1	Week 2	Week 3	Week 4	Monthly
1	Blocking	1%	0.5%	2%	1.5%	1.8%
	# Days	7	7	5	6	
2	Blocking	0%	0%	0.2%	0.3%	.1%
	# Days	7	5	5	7	
3	Blocking	1%	1%	0.5%	2%	1.1%
	# Days	7	7	7	7	5
24	Blocking	1%	0.5%	2%	1.5%	1.2%
	# Days	7	7	5	6	

The monthly weighted average blocking for hour 1 for a particular trunk group is calculated as follows:

$$\frac{(1x5\ 7)+(0.5x5\ 7)+(2x4\ 5)+(1.5x4\ 6)}{(5\ 7+5\ 7+4\ 5+4\ 6)} = 1.2\ 8\%$$

Aggregate Monthly Blocking:

(Monthly weighted average blocking value for each trunk group) X (number of trunks within each trunk group) / Σ (number of trunks in the aggregate group)

Example:

Trunk Group	Trunks in Service	Blocking Hour 1	Blocking Hour 2	Blocking Hour 3	Blocking Hour 4	.....	Blocking Hour 24
A	24	3%	0%	1%	0%		0%
B	144	2%	0%	1%	0.5%		0.5%
C	528	0%	0.5%	1%	1%		1%
D	316	1%	0%	1%	0.1%		0%
E	940	1%	1%	4%	0%		0%
Aggregate		0.8%	0.6%	2.4%	0.3%		0.3%

The monthly weighted average blocking for hour 1 is calculated as follows:

$$\frac{(3x24)+(2x144)+(0x528)+(1x316)+(1x940)}{(24+144+528+316+940)} = 0.8\%$$

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BST trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Report Structure:

- CLEC Aggregate
- Trunk Group

Level of Disaggregation:

Trunk Group

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly average blocking per trunk group	• Report Month • Total Trunk Groups • Aggregate Hourly average blocking

Retail Analog/Benchmark:

Any 2 hour period in 24 hours where CLEC blockage exceeds BST blockage by more then 0.5% = a miss using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BST.

Revision Date: 05/3/00 (tm)

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-3. Trunk Group Service Report

Definition:

A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK); a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlights those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

- BST Aggregate
  - CTTG
  - Local
- CLEC Aggregate
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk
- CLEC Specific
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:

CLEC Trunk Blockage/BST Trunk Blockage
See Appendix D

Revision Date: 02/28/00 (tm)

TRUNK GROUP PERFORMANCE

Report/Measurement:

TGP-4. Trunk Group Service Detail

Definition:

A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK); a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlights those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

- BST Specific/CLEC Specific
  - Traffic Identity
  - TGSN
  - Tandem
  - End Office
  - Description
  - Observed Blocking
  - Busy Hour
  - Number Trunks
  - Valid study days
  - Number reports
  - Remarks

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identify, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identify, TGSN, end points, description, busy hour, valid study days, number reports

Retail Analog/Benchmark:

CLEC Trunk Blockage/BST Blockage
See Appendix D

Revision Date: 03/15/00 (tm)

COLLOCATION

Report/Measurement:
C-1. Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = Σ[(Request Response Date) – (Request Submission Date)] / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA) • Virtual • Physical • Caged/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/10/00 (tg)

COLLOCATION

Report/Measurement:
C-2. Average Arrangement Time
Definition:
Measures the average time from the receipt of a complete and accurate Bone Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement and notifies the CLEC.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement and notifies the customer.
Calculation:
Average Arrangement Time = Σ[(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted)] / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA) • Virtual • Physical • Cage/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/10/00 (tg)

COLLOCATION

Report/Measurement:
C-3. Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
Percent Due Dates Missed is the percent of total collocation arrangements which BST is unable to complete by end of the ILEC committed due date. The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The arrangement is considered a missed due date if it is not completed on or before the committed due date.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/I ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA) • Virtual • Physical • Cage/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
See Appendix D < 10% Missed Due Dates

Revision Date: 05/10/00 (tg)

BellSouth
Service Quality Measurements Plan

Appendix A: Reporting Scope*

Standard Service Groupings	***Pre-Order, Ordering*** ➢ Residence Resale ➢ Business Resale ➢ Special ➢ Local Interconnection Trunks ➢ UNE ➢ UNE Design ➢ UNE - Loops w/LNP ***Provisioning*** Resale and Retail ➢ Pots – Residence ➢ Pots – Business ➢ Design ➢ PBX (Louisiana SQM) ➢ CENTREX (Louisiana SQM) ➢ ISDN (Louisiana SQM) (**Note:** ISDN included in POTS for Georgia Only) Unbundled Network Elements ➢ UNE Design ➢ UNE Non-Design ➢ UNE 2 Wire Loop (Louisiana SQM) ➢ UNE Loop Other (Louisiana SQM) ➢ Unbundled Ports (Louisiana SQM) ➢ Combos, Switching, Local Transport, DSL (under development) ***Maintenance and Repair*** Resale / Retail ➢ Pots – Residence ➢ Pots – Business ➢ Design ➢ PBX (Louisiana SQM) ➢ CENTREX (Louisiana SQM) ➢ ISDN (Louisiana SQM) (**Note:** ISDN Trouble included in Non-Design for Georgia Only) Unbundled Network Elements ➢ UNE Design (Georgia and Regional SQM) ➢ UNE Non-Design (Georgia and Regional SQM) ➢ UNE 2 Wire Loop (Louisiana SQM) ➢ UNE Loop Other (Louisiana SQM) ➢ Unbundled Ports (Louisiana SQM) ➢ UNE Other Non-Design ➢ Combos, Switching, Local Transport, DSL (under development)

BellSouth
Service Quality Measurements Plan

Appendix A: Reporting Scope*

Standard Service Groupings	***Maintenance and Repair/Provisioning*** Trunks ➢ Local Interconnection Trunks Georgraphic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g., Metropolitan Service Area – MSA) **Local Interconnection Trunk Group Blockage** ➢ BST CTTG Trunk Groups ➢ CLEC Trunk Groups
Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	➢ New Service Installations ➢ Service Migrations Without Changes ➢ Service Migrations With Changes ➢ Move and Change Activities ➢ Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	➢ Address ➢ Telephone Number ➢ Appointment Scheduling ➢ Customer Service Record ➢ Feature Availability TAFI - *Note TAFI Access the system list below: ➢ CRIS ➢ DLR ➢ LMOSupd ➢ March ➢ Predictor ➢ Oleth ➢ LMOS ➢ LNP ➢ NIW ➢ OSPCM ➢ SOCS
Report Levels	➢ CLEC RESH ➢ CLEC MSA ➢ CLEC State ➢ CLEC Region ➢ Aggregate CLEC State ➢ Aggregate CLEC Region ➢ BST MSA ➢ BST State ➢ BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

BellSouth
Service Quality Measurements Plan

Appendix B: Glossary of Acronyms and Terms

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 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
	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	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	**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 - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	**CKTID**	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CLP	Competitive Local Provider = NC CLEC
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms – Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	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, Central Office Equipment, Customer Premises Equipment, etc.
	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 - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	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.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
	DSL	Digital Subscriber Line
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.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST 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.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
	IPC	Interconnection Purchasing Center
K		
L	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 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 EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	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.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that 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
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, 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.

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
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
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	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 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.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or 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	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which 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

Appendix B: Glossary of Acronyms and Terms – Continued

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.
	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 validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
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.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	UNE	Unbundled Network Element
V	VSEEM	Voluntary Self Effectuating Enforcement Mechanism
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) for each of the next five (5) years (2000 – 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.

2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).

3. BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

BellSouth
Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Pre-Ordering	Percent Response Received within "X" seconds	Parity w/ retail where applicable		
	OSS Interface Availability			99.5%
Ordering	Percent Flow-Through Service Request			
	◆ Residence			90%
	◆ Business			80%
	◆ UNE			80%
	Percent Rejected Service Request	Diagnostic		Diagnostic
	Reject Interval (Mechanized)			95% within 1 hrs.
	◆ Reject Interval (Non-Mechanized and Partially Mechanized)			85% < 48 hrs.
	Firm Order Confirmation Timeliness (Mechanized)			95% within 4 hrs.
	(Non-Mechanized & Partially Mechanized)			85% < 48 hrs.
	Speed of Answer in Ordering Center	X	X	
Provisioning	Mean Held Order Interval			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	● Resale ISDN	X		
	● UNE Design		Retail Design	
	● UNE Non Design		Retail Residence and Business	
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other with NP Non-Design		Retail Residence and Business	
	◆ UNE Loop Other without NP Non-Design		Retail Residence and Business	

BellSouth
Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP - Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP - Design		Retail Residence and Business	
	◆ UNE Loop Other with NP – Design		Retail Design	
	◆ UNE Loop Other without NP – Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
	Average Jeopardy Notice Interval (Mechanized)			
	◆ Resale Residence			95% > = 24 hrs.
	◆ Resale Business			95% > = 24 hrs.
	◆ Resale Design			95% > = 24 hrs.
	◆ Resale PBX			95% > = 24 hrs.
	◆ Resale Centrex			95% > = 24 hrs.
	◆ Resale ISDN			95% > = 24 hrs.
	◆ UNE Design			95% > = 24 hrs.
	◆ UNE Non-Design			95% > = 24 hrs.
	◆ UNE Loop and Port Combos			95% > = 24 hrs.
	◆ UNE 2w Loop with NP – Non-Design			95% > = 24 hrs.
	◆ UNE 2w Loop without NP – Non-Design			95% > = 24 hrs.
	◆ UNE Loop Other with NP Non-Design			95% > = 24 hrs.
	◆ UNE Loop Other without NP Non-Design			95% > = 24 hrs.
	◆ UNE Other Non-Design			95% > = 24 hrs.
	◆ UNE 2w Loop with NP – Design			95% > = 24 hrs.
	◆ UNE 2w Loop without NP – Design			95% > = 24 hrs.
	◆ UNE Loop Other with NP – Design			95% > = 24 hrs.
	◆ UNE Loop Other without NP – Design			95% > = 24 hrs.
	◆ UNE Other Design			95% > = 24 hrs.
	◆ Local Interconnection Trunks			95% > = 24 hrs.

BellSouth
Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	**% of Orders given jeopardy notice (Mechanized)**			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other with NP Non-Design		Retail Residence and Business	
	◆ UNE Loop Other without NP Non-Design		Retail Residence and Business	
	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP - Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP - Design		Retail Residence and Business	
	◆ UNE Loop Other with NP - Design		Retail Design	
	◆ UNE Loop Other without NP - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Interconnection Trunks	X		
	Percent Missed Installation Appointments			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Loop and Port Combos		Retail Residence and Business	

BellSouth
Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Design	
	• UNE Loop Other without NP Non-Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Order Completion Interval			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	• UNE 2w Loop with NP - Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP - Design		Retail Design	
	• UNE Loop Other without NP - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Average Completion Notice Interval – Resale POTS (Mech)			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP - Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP - Design		Retail Design	
	• UNE Loop Other without NP - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	**Percent Provisioning Troubles within 30 Days**			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	● Resale Design	X		
	● Resale PBX	X		
	● Resale Centrex	X		
	● Resale ISDN	X		
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	● UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	● UNE Loop Other with NP Non-Design		Retail Residence and Business	
	◆ UNE Loop Other without NP Non-Design		Retail Residence and Business	
	● UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP - Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP - Design		Retail Residence and Business	
	◆ UNE Loop Other with NP - Design		Retail Design	
	● UNE Loop Other without NP - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	● Local Interconnection Trunks	X		
	Total Service Order Cycle Time	Diagnostic	Diagnostic	Diagnostic
Maintenance	◆ Resale Residence	X		
	● Resale Business	X		
	● Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	● Resale ISDN	X		

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Maintenance	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP - Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP - Design		Retail Design	
	• UNE Loop Other without NP - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Total Service Order Cycle Time	Diagnostic	Diagnostic	Diagnostic
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
	◆ UNE Loop Other - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
Maintenance	**Percent Missed Repair Appointments**			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE 2w Loop – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other - Non-Design		Retail Residence and Business	
	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop - Design		Retail Residence and Business	
	◆ UNE Loop Other - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
	Maintenance Average Duration			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Design		Retail Design	

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	
	• UNE Loop Other - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Percent Repeat Troubles within 30 Days			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	
	• UNE Loop Other - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Out of Service > 24 hours			
	• Resale Residence	X		

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
	◆ Resale Business	X		
	◆ Resale Design	X		
	● Resale PBX	X		
	◆ Resale Centrex	X		
	● Resale ISDN	X		
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE 2w Loop – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other - Non-Design		Retail Residence and Business	
	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop - Design		Retail Residence and Business	
	◆ UNE Loop Other - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
	OSS Interface Availability			
	◆ All systems except ECTA	X		
	◆ ECTA			99.5%
	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		
Billing	**Invoice Accuracy**			
	Mean Time To Deliver Invoices	X		
	Usage Data Delivery Accuracy	X		
	Usage Data Delivery Timeliness	X		
	Usage Data Delivery Completeness	X		

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Billing	Invoice Accuracy - continued			
	Mean Time to Deliver Usage	X		
Operator Services (Toll)	Average Speed to Answer	PBD		
	% Answered in "X" Seconds	PBD		
Directory Assistance	Average Speed to Answer	PBD		
E911	Timeliness	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		
	Trunk Group Service Report (Percent Trunk Blockage)	X		
LNP	Average Disconnect Timeliness Interval			95% ≤ 24 Hrs.
	Percent Missed Installation Appointments		Retail Residence and Business	
	FOC Mechanized			95% ≤ 4 Hrs.
	% Reject Service Request		Diagnostic	
	Average Reject Interval Mechanized			95% ≤ 1 Hrs.
	TSOCT		Diagnostic	
	% Flow Through			80%

BellSouth
Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Customer Coordinated Conversions	**Coordinated Customer Conversions – UNE Loop** Coordinated Customer Conversions – LNP			95% ≤ 15 mins. 95% ≤ 15 mins.
Collocation+	% of Due Dates Missed			< 10% Missed Due Dates
	Average Response Time		FL PSC is addressing this in generic docket	30 Days
+A contract with each CLEC required	**Average Arrangement Time** Ordinary Extraordinary		FL PSC is addressing this in generic docket	90 Days 130 Days

Note 1: PBD = Parity by Design. UD = Under Development – Benchmarks will be replaced when Analogs are complete.

Note 2: The retail analog for UNE Non-Design and UNE 2w Loops – Design is the average of Retail Residence Dispatch and Retail Business Dispatch transactions for the particular month. The retail analog for other UNE Design is Retail Design Dispatch.

Note 3: Analogs and Benchmarks will be re-evaluated periodically, at least once a year, to validate applicability.

VERSION CHANGE HISTORY

*Format Changes

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	
May, 00	All Reports	Title	**BellSouth** **Service Quality Measurements ~~Performance Report~~ Plan**	

*NOTE: ~~The changes in this version of the SQM have been made as a result of the Collaborative Process in Louisiana between BellSouth and the Joint CLECs (AT&T, MCIWorldCom, Sprint and Cox). This process and the associated workshops are being conducted by the Louisiana Public Service Commission in Docket U-22252-C. No other Commission has fostered or approved these changes. None of the changes materially change the calculations or output of the SQM Reports.~~

The changes in this version of the SQM have been made primarily as a result of the 3rd party Audit by KPMG being conducted at the request of the GA PSC. None of the changes materially change the calculations or output of the SQM Reports.

VERSION CHANGE HISTORY

*Table of Contents

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	All Reports	Category	Added the abbreviation of each measurement name	TOC
May, 00	All Reports	Title of the Measurement Column	Change Measurement Description from ~~Function~~	TOC
May, 00	All Reports	Version Date	~~Version: 02/19/00~~ May, 2000	TOC
May, 00	Ordering	All Section	Add new measurement title: O-4. CLEC LSR Information	TOC
May, 00	Ordering	Measurement#	~~O-4~~/O-5, ~~O-5~~/O-6, ~~O-6~~/O-7, ~~O-7~~/O-8, ~~O-8~~/O-9, ~~O-9~~/O-10, ~~O-10~~/O-11	TOC
May, 00	Provisioning	All Section	Add new measurement title: P-6A. Coordinated Customer Conversions Hot Cut Timeliness % within Interval and Average Interval	TOC
May, 00	Provisioning	Title	P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution	TOC
May, 00	Provisioning	Title	P-8. Total Service Order Cycle Time (TSOCT)	TOC
May, 00	OS/DA	Title	OS-1. Speed to Answer Performance/Average Speed to Answer (Toll) OS-2. Speed to Answer Performance/Percent Answered within "X"Seconds (Toll) DA-3. Speed to Answer Performance/Average Speed to Answer (DA) DA-4. Speed to Answer Performance/Percent Answered within "XSeconds (DA)	TOC

VERSION CHANGE HISTORY

*Operational Support Systems (OSS)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Date
May, 00	Average Response Time and Response Interval (Pre-Ordering)	Business Rules	The average response time for retrieving pre-order/order 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. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of ~~legacy~~ accesses to the legacy systems during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 second are also captured.	OSS-1 Pg. 1
May, 00	Average Response Time and Response Interval (Pre-Ordering)	Level of Disaggregation	• HAL/CRIS (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system.	OSS-1 Pg. 1
May, 00	Interface Availability (Pre-Ordering)	Report Structure	• ~~Not CLEC Specific~~ • ~~Not product/service specific~~ • ~~Regional Level~~ • Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	OSS-2 Pg. 3
May, 00	Interface Availability (Pre-Ordering)	Retail Analog/Bench mark	~~Benchmark – 99.5%~~ See Appendix D	OSS-2 Pg. 3
May, 00	Interface Availability (Pre-Ordering)	Chart	Alphabetice and separated to match the current PMAP reports on the web.	OSS-2 Pg. 3
May, 00	Interface Availability (Maintenance & Repair)	Report Structure	• ~~Not CLEC Specific~~ • ~~Not product/service specific~~ • ~~Regional Level~~ • Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	OSS-3 Pg. 4
May, 00	Interface Availability (Maintenance & Repair)	Data Retained (CLEC Expt.)	• ECTA ~~(Under Development)~~	OSS-3 Pg. 4
May, 00	Response Interval (Maintenance & Repair)	Definition	The response intervals are determined by subtracting the time a request is received on the BST side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	OSS-4 Pg. 5
May, 00	Response Interval (Maintenance & Repair)	Business Rules	..... The clock starts on the date and time when the request is received on the BST side of the interface and the clock stops when the response has been transmitted through that same point to the requester. **NOTE:** The OSS Response Interval BST Total Report is a combination of BST Residence and Business Total.	OSS-4 Pg. 5

VERSION CHANGE HISTORY
*Flow Through (Ordering)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Date
May, 00	Percent Flow-Through Svc. Requests (Summary)	Business Rules	**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. . . . . **Total System Fallout:** . . . . . If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for ~~as~~ clarification.	O-1. Pg. 1
May, 00	Percent Flow-Through Svc. Requests (Detail)	Business Rules	**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. . . . . **Total System Fallout:** . . . . . If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for ~~as~~ clarification.	O-2. Pg. 3
May, 00	CLEC LSR Information	All	New Report **(Due to the new report, it has re-numbered the remaining Ordering Measurements that follows)**	O-4. Pg. 6
May, 00	LSR Flow Through Matrix		2 wire analog DID trunk port - ~~YES~~ NA (Planned Fallout for Manual Handling) 2 wire ISDN digital line side port - ~~YES~~ NA (Planned Fallout for Manual Handling) 2 wire ISDN digital loop – ~~NA~~ Yes (Planned Fallout for Manual Handling) 3 Way Calling – ~~NA~~ No (Planned Fallout for Manual Handling) 4 wire analog voice grade loop - ~~NA~~ No (Planned Fallout for Manual Handling) 4 wire DS0 & PRI digital loop - ~~YES~~ NA (Planned Fallout for Manual Handling) 4 wire DS1 & PRI digital loop - ~~YES~~ NA (Planned Fallout for Manual Handling) ADSL - ~~YES~~ NA (Planned Fallout for Manual Handling) DS1 Loop - ~~YES~~ No (Planned Fallout for Manual Handling) DS0 Loop - ~~YES~~ No (Planned Fallout for Manual Handling) ~~Hunting Series Completion DM10~~ Hunting Series Completion - ~~YES~~ No (Planned Fallout for Manual Handling) Port/Loop Combo – ~~N~~ Y ~~Yes – LENS, April, 2000~~ (LENS 99 & Comment) RCF Basic – ~~NA~~ No, ~~N~~ Y, ~~N~~ Y, ~~N~~ Y, ~~N~~ Y (Pl.Ma.Han., EDI, TAG, LENS99 LENS) Synchronet – ~~NA~~ Yes Unbundled Loop-Analog 2W, SL1, SL2– ~~N~~ Y ~~Yes-LENS,Apr.00~~ (LENS99, Comm.)	Matrix Pg. 7-9

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Rejected Service Requests	Business Rules	**Fully Mechanized:** (EDI, LENS, TAG, LEO, LESOG) **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification and ~~(rejected)~~ sent back (rejected) to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs ~~which were~~ electronically submitted by the CLEC. **Non-Mechanized:** LSRs which are faxed or mailed to the LCSC for processing and ~~is~~ "clarified" (rejected) back to the CLEC by the BST service representative. **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.	O-5. Pg. 10
May, 00	Percent Rejected Service Requests	Level of Disaggregation	• Product Reporting Levels **ADD:** ➢ Other • Product Specific % Rejected • Total % Rejected	O-5. Pg. 10
May, 00	Reject Interval	Exclusions	• ~~Weekend hours for Partially Mechanized and Non Mechanized LSRs.~~ • Designated Holidays. • The following hours for Non-mechanized LSRs*: - Residence Resale Group - from 10:00 PM EST Saturday until 7:00 AM EST Monday. - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday. - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday. * The hours excluded will be altered to reflect changes in the Center operating hours.	O-6. Pg. 12
May, 00	Reject Interval	Business Rules	**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.	O-6. Pg. 12
May, 00	Reject Interval	Report Structure	• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, ~~Trunks~~	O-6. Pg. 12
May, 00	Reject Interval	Level of Disaggregation	Reformatted and clarified intervals	O-6. Pg. 13
May, 00	Firm Order Confirmation Timeliness	Definition	Interval for Return of a Firm Order Confirmation (FOC Interval) is the average ~~response~~ time from receipt of valid LSR to distribution of a Firm Order Confirmation.	O-7. Pg. 14

VERSION CHANGE HISTORY
*Ordering

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Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Firm Order Confirmation Timeliness	Exclusions	• ~~Weekend hours for Partially Mechanized and Non-Mechanized LSRs.~~ • Designated Holidays • The following hours for Non-mechanized LSRs*: - Residence Resale Group – from 10:00 PM EST Saturday until 7:00 AM EST Monday. - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday. - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday. * The hours excluded will be latered to reflect changes in the Center operating hours.	O-7. Pg. 14
May, 00	Firm Order Confirmation Timeliness	Business Rules	**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.	O-7. Pg. 14
May, 00	Firm Order Confirmation Timeliness	Level of Disaggregation	Reformatted and clarified intervals	O-7. Pg. 15
May, 00	Speed of Answer in Ordering Center	Report Structure	~~• CLEC Aggregate~~ • ~~BST Aggregate~~ Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development	O-8. Pg. 16
May, 00	Speed of Answer in Ordering Center	Level of Disaggregation	~~• CLEC Aggregate~~ • ~~BST Aggregate~~ Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development)	O-8. Pg. 16
May, 00	Ordering	LNP - Titles	~~LNP-8.~~ O-9. LNP – ~~LNP-9.~~ O-10. LNP- ~~LNP-10.~~ O-11. LNP-	Pg. 17, 18, 20
May, 00	(LNP) Percent Rejected Service Requests	Exclusions	• Non Mechanized LSR's	O-9 Pg. 17
May, 00	(LNP) Percent Rejected Service Requests	Business Rules	**Partially Mechanized:** A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back (rejected) to the CLEC.	O-9 Pg. 17

VERSION CHANGE HISTORY
*Ordering

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Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	(LNP) Reject Interval Distribution & Average Reject Interval	Exclusions	• Non Mechanized LSR's	O-10. Pg. 18
May, 00	(LNP) Reject Interval Distribution & Average Reject Interval	Level of Disaggregation	Reformatted and clarified intervals	O-10. Pg. 19
May, 00	(LNP) Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval	Level of Disaggregation	Reformatted and clarified intervals	O-11. Pg. 21

VERSION CHANGE HISTORY
*Provisioning

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Provisioning	LNP - Titles	~~LNP – 10.~~ P-10. LNP – ~~LNP-11.~~ P-11. LNP- ~~LNP-12.~~ P-12. LNP-	Pg.14, 15, 16
May, 00	Provisioning	Page One	• Unbundled Network Elements ➢ Combos, Switching, Local Transport, DSL (under development) The following measure is the exception for all states: Coordinated Customer Conversion Hot Cut Timeliness (under development)	Pg. 1
May, 00	Mean Held Order	Definition	.... Calculation of the interval is the number of orders held and pending but not completed that have passed the currently committed due date. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval)	P-1. Pg. 2
May, 00	Mean Held Order	Calculation	**Mean Held Order Interval:** Σ(Reporting Period Close Date – Committed Order Due Date) / (Number of Past Due Orders Held and Pending and Past The Committed Due Date) ~~for all orders pending and past the committed due date.~~ **Held Order Distribution Interval:** (# of Orders Held for ≥90 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100 (# of Orders Held for ≥15 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100	P-1. Pg. 2
May, 00	Average Jeopardy Notice	Definition	When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC/BST systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.	P-2. Pg. 4
May, 00	Average Jeopardy Notice	Business Rules	When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.	P-2. Pg. 4
May, 00	Average Jeopardy Notice	Retail Analog	~~95% > 24 hours~~ See Appendix D	P-2. Pg. 4
May, 00	Percent Missed Install	Definition	.....This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.	P-3. Pg. 5

VERSION CHANGE HISTORY

*Provisioning

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Missed Install	Business Rules	Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the confirmed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. ~~A business day~~ ~~The "due date"~~ is any time ~~period within~~ on the ~~same~~ confirmed due date ~~frame~~, ~~w~~Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.	P-3. Pg. 5
May, 00	Average Completion Interval	Definition	..... This report measures how well BellSouth meets the interval offered to customers on service orders.	P-4. Pg. 6
May, 00	Average Completion Interval	Exclusions	~~• D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).~~ • Disconnect (D&F) listing orders	P-4. Pg. 6
May, 00	Average Completion Interval	Business Rules	.....The completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. This includes all delays for BST's CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS.	P-4. Pg. 6
May, 00	Average Completion Notice Interval	Business Rules	Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer.	P-5. Pg. 8
May, 00	Average Completion Notice Interval	Data retained CLEC Data Retained BST	• ~~Activity Type~~ • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • ~~CLEC~~ BST Order Number • ~~Activity Type~~ • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt)	P-5. Pg. 8
May, 00	Coordinated Customer Conversions	Definition	This ~~category~~ report measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. .	P-6. Pg. 9
May, 00	Coordinated Customer Conversions	Retail Analog/Bench mark	~~There is no retail analog for this measurement because it measures cutting loops to the CLEC.~~	P-6. Pg. 9
May, 00	Coordinated Cust. Conver. – Hot Cut Timeliness	All sections	New measurement	P-6A. Pg. 10

VERSION CHANGE HISTORY

*Provisioning

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Provisioning Troubles within 30 days	Business Rules	Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.	P-7. Pg. 11
May, 00	Total Service Order Cycle Time (TSOCT)	Data Retained (CLEC Exp.)	ADD: CLEC Company Name (OCN)	P-8. Pg. 12
May, 00	Service Order Accuracy (GA)	Data Retained (CLEC Exp.)	~~NOTE: Code in parentheses is the corresponding header found in the raw data file~~	P-9. Pg. 13
May, 00	LNP-Percent missed Installation	Definition	. . . . . This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.	P-10. Pg. 14
May, 00	LNP-Percent missed Installation	Business Rules	. . . . The "due date"~~A business day~~ is any time ~~period within~~ on the confirmed due ~~same~~ date ~~frame~~, ...	P-10. Pg. 14
May, 00	LNPDisconnect Timeliness	Business Rules	The Disconnect Timeliness interval is determined for ~~the last~~ each Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the ~~last~~ 'Number Ported' message for an LSR's disconnect order from NPAC (signifying the CLEC 'Activate') until the ~~last~~ Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.	P-11. Pg. 15

VERSION CHANGE HISTORY
*Maintenance & Repair

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Maintenance & Repair	Level of Disaggregation	• Resale/Retail – (Note: ISDN Trouble included in ~~Non-Design~~ POTS for Georgia Only) • Unbundled Network Elements ➢ UNE Design ~~(Georgia and Regional SQM)~~ ➢ UNE Non-Design ~~(Georgia and Regional SQM)~~ ➢ Combos, Switching, Local Transport, DSL (under development)	Pg. 1
May, 00	Missed Repair Appointments	Business Rules	. . . . . The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation.	M&R-1. Pg. 2
May, 00	Maintenance Average Duration	Business Rules	. . . . The clock stops on the date and time the service is restored and the BST or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems). ~~NOTE: Customer can be BST or CLEC~~	M&R-3. Pg. 4
May, 00	Out of Svc. (OOS) > 24 Hrs.	Definition	For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).	M&R-5. Pg. 6
May, 00	Out of Svc. (OOS) > 24 Hrs.	Business Rules	. . . .The clock begins when the trouble report is created in LMOS and the trouble is counted if the elasped time exceeds 24 hours.	M&R-5. Pg. 6
May, 00	Out of Svc. (OOS) > 24 Hrs.	Calculation	Out of Service (OOS) > 24 hours = (Total Cleared Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100	M&R-5. Pg. 6
May, 00	Average Answer Time-Repair Ctr.	Definition	This measures the average time a customer is in Queue when calling a BellSouth Repair Center.	M&R-6. Pg. 7
May, 00	Average Answer Time-Repair Ctr.	Business Rules	~~This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered.~~ The clock starts when ~~the~~ a CLEC Representative or BellSouth customer makes a choice ~~to be~~ on the Repair Center's menu and is put in queue for the next repair attendant. ~~and the~~ The clock stops when the repair attendant answers the call. (abandoned calls are not included) (NOTE: The Total Column is a combined BST Residence and Business number)	M&R-6. Pg. 7

VERSION CHANGE HISTORY

*Billing

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Invoice Accuracy	Business Rules	The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuary comparative to BST bills rendered to retail customers of BST.	B-1. Pg. 1
May, 00	Invoice Accuracy	Calculation	**Invoice Accuracy** = (Total Billed Revenues during current month) – (Absolute Value of Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	B-1. Pg. 1
May, 00	Mean Time to Deliver Invoices	Definition	Bill Distribution is calculated as follows: CRIS BILLS-The number of work days is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting work days. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system. CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days. ~~This measure provides the mean interval for billing invoices~~	B-2. Pg. 2
May, 00	Mean Time to Deliver Invoices	Business Rules	This report ~~M~~measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	B-2. Pg. 2
May, 00	Usage Data Delivery Timeliness	Calculation	Usage Data Delivery Timeliness Current month = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100	B-5. Pg. 5
May, 00	Mean Time to Deliver Usage	Calculation	Mean Time to Deliver Usage = Σ (~~Record volume~~ Volume of Records Delivered X estimated number of days to deliver ~~the Usage Record~~) / ~~t~~Total ~~r~~Record ~~v~~Volume Delivered	B-6. Pg. 6

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Average Speed to Answer - Toll	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. . ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Calculation	The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate. Total queue time ÷ total calls answered	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Report Structure	• ~~CLEC Specific~~ • ~~CLEC Aggregate~~ • ~~BST Aggregate~~ • Reported for the aggregate of BST and CLECs ➢ State	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Level of Disaggregation	• None • ~~Reported for the aggregate of BST and CLECs~~ ➢ ~~State~~	OS-1. Pg. 1
May, 00	Percent Answered with "X" Seconds - Toll	Definitions	Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set ~~against~~ for the Average Speed to Answer by a State Commission.	OS-2. Pg. 2
May, 00	Percent Answered with "X" Seconds - Toll	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None	OS-2. Pg. 2

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Answered with "X" Seconds - Toll	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~The system makes no distinction between CLEC customers and BST customers.	OS-2. Pg. 2
May, 00	Average Speed to Answer – Directory Assistance (DA)	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None	DA-1. Pg. 3
May, 00	Average Speed to Answer – Directory Assistance (DA)	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	DA-1. Pg. 3
May, 00	Average Speed to Answer – Directory Assistance (DA)	Calculation	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	DA-1. Pg. 3
May, 00	Percent Answered within "X" Seconds – Directory Assistance (DA)	Definition	. . . . . The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set ~~against~~ for the Average Speed to Answer by a State Commission.	DA-2. Pg. 4
May, 00	Percent Answered within "X" Seconds – Directory Assistance (DA)	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None	DA-2. Pg. 4

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Answered within "X" Seconds – Directory Assistance (DA)	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	DA-2. Pg. 4

VERSION CHANGE HISTORY
*E911

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Timeliness	Definition	Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.	E-1. Pg. 1
May, 00	Timeliness	Business Rules	..... Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The system makes Nno distinctions are made between CLEC resale records and BST retail records.	E-1. Pg. 1
May, 00	Accuracy	Definition	Measures the percent of individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successully for E911.	E-2. Pg. 2
May, 00	Accuracy	Business Rules	..... Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication Control System (SOCS). The system makes Nno distinctions are made between CLEC resale records and BST retail records.	E-2. Pg.2
May, 00	Mean Interval	Business Rules	..... Data is posted is 4-hour increments up to and beyond 24 hours. The system makes Nno distinctions are made between CLEC resale records and BST retail records.	E-3. Pg. 3

VERSION CHANGE HISTORY
*Trunk Group Performance

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Trunk Group Performance – Aggregate	Calculation	Heading: Calculation $\frac{(1x\sout{5})+(0.5x\sout{5})+(2x4)+(1.5x4)}{\sout{5}+\sout{5}+4+4}$ =1.2% has been replaced with	TGP-1. Pg. 2
May, 00	Trunk Group Performance – CLEC Specific	Calculation	$\frac{(1x7)+(0.5x7)+(2x5)+(1.5x6)}{7+7+5+6}$ = 1.8%	TGP-2. Pg. 4

VERSION CHANGE HISTORY
*Collocation

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Average Response Time	Exclusions	• ~~Requests to augment previously completed arrangements~~ • Any application cancelled by the CLEC	C-1. Pg. 1
May, 00	Average Response Time	Calculation	Average Response Time = Σ[(Request Response Date) – (Request Submission Date)] / Count of Responses Returned within Reporting Period.	C-1. Pg. 1
May, 00	Average Response Time	Level of Disaggregation	ADD – • Caged/Cageless (under development)	C-1. Pg. 1
May, 00	Average Arrangment Time	Definition	Measures the average time from the receipt of a complete and accurate Bone Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement and notifies the CLEC.	C-2. Pg. 2
May, 00	Average Arrangment Time	Exclusions	• Any Bona Fide firm order cancelled by the CLEC • ~~Bona Fide firm orders to augment previously completed arrangements~~ • Time for BST to obtain permits • Time during which the collocation contract is being negotiated	C-2. Pg. 2
May, 00	Average Arrangment Time	Business Rules	..... The clock stops on the date that BST completes the collocation arrangement and notifies the customer.	C-2. Pg. 2
May,00	Average Arrangment Time	Calculation	Average Arrangement Time = Σ[(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted)] / Total Number of Collocation Arrangements Completed during Reporting Period.	C-2. Pg. 2
May, 00	Average Arrangment Time	Level of Disaggregation	ADD – • Caged/Cageless (under development)	C-2. Pg. 2
May, 00	Percent of Due Dates Missed	Exclusions	• Any Bona Fide firm order cancelled by the CLEC • ~~Bona Fide firm orders to augment previously completed arrangements~~ • Time for BST to obtain permits • Time during which the collocation contract is being negotiated	C-3. Pg. 3
May, 00	Percent of Due Dates Missed	Business Rules	Percent Due Dates Missed is the percent of total collocation arrangements which BST is unable to complete by end of the ILEC committed due date. The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The arrangement is considered a missed due date if it is not completed on or before the committed due date. ~~The clock stops on the date that BST completes the collocation arrangement.~~	C-3. Pg. 3
May, 00	Percent of Due Dates Missed	Level of Disaggregation	ADD – • Caged/Cageless (under development)	C-3. Pg. 3

VERSION CHANGE HISTORY

*Appendix A

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Reporting Scope	Standard Svc. Groupings	Matched with the Product Reporting Levels with Maintenance & Repair and Provisioning.	Pg. 1
May, 00	Reporting Scope	Standard Svc. Groupings	***Pre-Order, Ordering*** ➢ Residence Resale ~~Resale-Residence~~ ➢ Business Resale ~~Resale-Business~~ ➢ Special ~~Resale~~ ➢ Local Interconnection Trunks ➢ UNE ➢ UNE Design ➢ UNE - Loops w/LNP	Pg. 1
May, 00	Reporting Scope	Report Levels	ADD – BST MSA	Pg. 2
May, 00	Reporting Scope	Maintenance Query Types	ADD - TAFI - *Note TAFI Access the system list below: ➢ CRIS ➢ DLR ➢ LMOSupd ➢ March ➢ Predictor ➢ Oleth ➢ LMOS ➢ LNP ➢ NIW ➢ OSPCM ➢ SOCS	Pg. 3

VERSION CHANGE HISTORY

*Appendix B

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Glossary of Acronyms and Terms	A	ADD – ALEC – Alternative Local Exchange Company = FL CLEC	Pg. 1
May, 00	Glossary of Acronyms and Terms	C	ADD – CLP – Competitive Local Provider = NC CLEC	Pg. 1
May, 00	Glossary of Acronyms and Terms	D	ADD – DSL – Digital Subscriber Line	Pg. 2
May, 00	Glossary of Acronyms and Terms	I	ADD – IPC – Interconnection Purchasing Center	Pg. 3
May, 00	Glossary of Acronyms and Terms	V	ADD – VSEEM – Voluntary Self Effectuating Enforcement Mechanism	Pg. 5

VERSION CHANGE HISTORY
*Appendix D

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Analogs & Benchmarks	Benchmark	ADD – to LNP – Average Disconnect Timeliness Interval 95% ≤ 24 hours.	Pg. 9

VERSION CHANGE HISTORY
*Format Changes

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	
02/24/00	All Reports	Measurement Name	Added to the table of contents and each section is the letter and number of the measurement.	
			~~Pre-Ordering-OSS~~ has been replaced with OSS (Operations Support Systems)	

*NOTE: The changes in this version of the SQM have been made as a result of the Collaborative Process in Louisiana between BellSouth and the Joint CLECs (AT&T, MCIWorldCom, Sprint and Cox). This process and the associated workshops are being conducted by the Louisiana Public Service Commission in Docket U-22252-C. No other Commission has fostered or approved these changes. None of the changes materially change the calculations or output of the SQM Reports.

VERSION CHANGE HISTORY

Operational Support Systems (OSS)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Avg. Response Time and Response Interval (Pre-Ordering)	Business Rules	The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that month ~~day~~ X 100.	OSS-1. Pg. 3
02/24/00	Avg. Response Time and Response Interval (Pre-Ordering)	Level of Disaggregation	CLECs and BST query this legacy system to RSAG-Address, RSAG-TN, ATLAS, DSAP CLECs query this legacy system to COFFI, HAL, P/SIMS BST query this legacy system to OASIS	OSS-1. Pg. 3
02/24/00	Avg. Response Time and Response Interval (Pre-Ordering)	Retail Analog/ Benchmark	~~CLEC Average Response Interval is comparable to BST Average Response Interval.~~ See Appendix D	OSS-1. Pg. 3
02/24/00	Interface Availability (Pre-Ordering)	Data Retained Relating to CLEC Experience.	Hours of Downtime	OSS-2. Pg. 5
02/24/00	Interface Availability (Pre-Ordering)	OSS Interface Availability chart	Added middle column (Applicable to)	OSS-2. Pg. 5
02/24/00	Interface Availability (Pre-Ordering)	Retail Analog/ Benchmark	~~CLEC OSS Interface Availability is comparable to BST OSS Interface Availability Parity with Retail where applicable~~ Benchmark – 99.5%	OSS-2. Pg. 5
02/24/00	Interface Availability (M & R)	Data Retained Relating to CLEC Experience.	~~(under development at this time)~~ (ECTA Under Development)	OSS-3 Pg. 6
02/24/00	Interface Availability (M & R)	Data Retained Relating to BST Experience.	SOCs, CRIS, PREDICTOR, LNP and OSPCM	OSS-3 Pg. 6
02/24/00	Interface Availability (M & R)	Retail Analog/ Benchmark	ECTA Benchmark – 99.5%	OSS-3 Pg. 6
02/24/00	Interface Availability (M & R)	New Chart	New OSS Interface Availability (M&R) chart added to the bottom of the OSS-3. Measurement page.	OSS-3 Pg. 6
02/24/00	Response Interval (M & R)	Exclusions	~~Queries received during scheduled system maintenance time.~~ None	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	Report Structure	~~(BST Total is under development at this time)~~ BST Total (Business + Residence)	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	New Chart	New OSS Response Interval (M&R) chart added to the bottom of the OSS-4. Measurement page.	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	New Chart	New OSS Response Interval (M&R) chart added to the bottom of the OSS-4. Measurement page.	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	Measurement Name	~~and Percentages~~	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	Retail Analog/ Benchmark	~~Retail Analog~~ ~~Audit Verification~~ Oss Response Interval for CLEC's is comparable to OSS Response Interval for BST	OSS-4. Pg. 7

VERSION CHANGE HISTORY

*Operational Support Systems (OSS)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision
05/15/00	Average Response Time and Response Interval (Pre-Ordering)	Business Rules	The average response time for retrieving pre-order/order 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. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of ~~legacy~~ accesses to the legacy systems during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 second are also captured.
05/15/00	Average Response Time and Response Interval (Pre-Ordering)	Level of Disaggregation	• HAL/CRIS (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system.
05/15/00	Interface Availability (Pre-Ordering)	Chart	??

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/04/00	Percent Flow Through Service Requests (Summary)	Definition	and LNP Local Service Requests (LNP LSRs) and reach a status for a FOC to be issued, ~~to SOCS~~	O-1. Pg. 8
02/04/00	Percent Flow Through Service Requests (Summary)	Exclusions	~~Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)~~	O-1. Pg. 8
02/04/00	Percent Flow Through Service Requests (Summary)	Business Rules	The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), ~~and~~ that flow through and reach a status for a FOC to be issued, ~~to SOCS~~ without manual intervention. **Fatal Rejects**: LEO/LNP Gateway **Auto-Clarification**: LESOG/LAUTO or if the LNP is not available for the NPA NXX requested, **Manual Fallout**: ~~errors~~ Planned Fallout LESOG/LAUTO **Total System Fallout:** and the LSR will continue to be processed	O-1. Pg. 8
02/04/00	Percent Flow Through Service Requests (Summary)	Calculation	sentence removed - ~~Percent Flow Through Service Requests = Σ[(Total . . .~~ ~~**Description:**~~ Percent Flow Through = (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued ~~to SOCS~~) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO)	O-1. Pg. 9
02/04/00	Percent Flow Through Service Requests (Summary)	Level of Disaggregation	• Product ~~(Under Development)~~ ➢ ~~Special~~ ➢ LNP	O-1. Pg. 9
02/04/00	Percent Flow Through Svc. Requests (Summary)	Data Retained Relating to CLEC Experience	• Total number of errors by type, by CLEC: ➢ ~~Total fallout for manual processing~~ • Total fallout for manual processing	O-1. Pg. 9
02/04/00	Percent Flow Through Service Requests (Summary)	Retail Analog/ Benchmark	~~CLEC Flow-Through/benchmark comparison (Under Development)~~ Residence – 90% Business – 80% UNE – 80%	O-1. Pg. 9
02/04/00	Percent Flow Through Service Requests (Detail)	Definition	A detailed list by CLEC of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, ~~to SOCS~~ without manual or human intervention.	O-2. Pg. 10
02/04/00	Percent Flow Through Service Requests (Detail)	Exclusions	~~Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible(Under development)~~	O-2. Pg. 10
02/04/00	Percent Flow Through Service Requests (Detail)	Business Rules	The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), ~~and~~ that flow through and reach a status for a FOC to be issued, ~~to SOCS~~ without manual intervention. **Fatal Rejects**: LEO/LNP Gateway **Auto-Clarification**: LESOG/LAUTO or if the LNP is not available for the NPA NXX requested, **Manual Fallout**: ~~errors~~ Planned Fallout LESOG/LAUTO **Total System Fallout:** and the LSR will continue to be processed	O-2. Pg. 10

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/04/00	Percent Flow Through Service Requests (Detail)	Calculation	Sentence removed: ~~Percent Flow Through Service Requests = Σ[~~. . ~~**Description:**~~ Percent Flow Through = (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued ~~to SOCS~~) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO)	O-2. Pg. 11
02/04/00	Percent Flow Through Service Requests (Detail)	Level of Disaggregation	• Product ~~(Under Development)~~ ➢ ~~Special~~ ➢ LNP	O-2. Pg. 11
02/04/00	Percent Flow Through Service Requests (Detail)	Data Retained Relating to CLEC Experience	• Total number of errors by type, by CLEC: ➢ ~~Total fallout for manual processing~~ • Total fallout for manual processing	O-2. Pg. 11
02/04/00	Percent Flow Through Service Requests (Detail)	Retail Analog/ Benchmark	~~CLEC Flow-Through/benchmark comparison (Under Development)~~ Residence – 90% Business – 80% UNE – 80%	O-2. Pg. 11
02/24/00	Flow-Through Error Analysis	Definition	An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through and reach a status for a FOC to be issued.~~to SOCS~~.	O-3. Pg. 12
02/24/00	Flow-Through Error Analysis	Business Rules	The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), ~~and~~ that flow through and reach a status for a FOC to be issued ~~to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type~~	O-3. Pg. 12
02/24/00	LSR Flow Through Matrix	Matrix	~~Attachment BellSouth Flow-Through Analysis For CLECs LSRs placed via EDI or TAG~~ LSR Flow Through Matrix	Pg. 13
02/24/00	Percent Rejected Service Requests	Definition	Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is ~~electronically~~ submitted by the CLEC and passes ~~LEO~~ edit checks to insure the data received is correctly formatted and complete.	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Business Rules	**Fully Mechanized:** An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category: A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered ~~an~~ a valid LSR. In LEO, Fatal Rejects are included in the "Other" category ~~calculation~~ for Regional reports only. An Auto Clarification occurs when ~~is~~ a valid LSR ~~which~~ is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, ~~or~~ TAG)~~, but~~ cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which were electronically submitted by the CLEC. **Non Mechanized:** ~~An~~ LSRs which are ~~is~~ faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative. ~~LNP: Under Development~~	O-4. Pg. 17

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Percent Rejected Service Requests	Calculation	Percent Rejected Service Requests = (Total Number of Rejected Service Requests in the reporting period) / (Total Number of Service Requests Received in the reporting period) X 100 ~~during the month~~.	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Report Structure	~~State and Region~~	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Level of Disaggregation	• Product Reporting Levels ➢ Resale - Design (Special) ➢ Interconnection Trunks • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order • Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour, 1-8 hours, 8-24 hours, > 24 hours. • Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours > 24 hours • Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days. • Trunks: < 5days, > 5-8 days, > 8-12 days, > 12-14 days, > 14-17 days, > 17-20 days, > 20 days.	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Data Retained Relating to BST Performance	• ~~Report Month~~ • ~~Total number of LSRs~~ • ~~Total number of Errors~~ • ~~Adjusted Error Volume~~ • ~~State and Region~~	O-4. Pg. 18
02/24/00	Percent Rejected Service Requests	Retail Analog/ Benchmark	~~Benchmark is under development. Retail Analog also under development~~ See Appendix D	O-4. Pg. 18
02/24/00	Reject Interval	Definition	Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes ~~LEO~~ edit checks to insure the data received is correctly formatted and complete.	O-5. Pg. 19
02/24/00	Reject Interval	Exclusions	Weekend hours for Partially Mechanzied and Non-Mechanized LSRs	O-5. Pg. 19
02/24/00	Reject Interval	Business Rules	**Fully Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp of reject in LEO). ~~Fatal Rejects and~~ Auto Clarifications are considered in the Fully Mechanized category. **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC. **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp ~~from~~ of FAX ~~stamp~~ or date and time mailed LSR is received in the LCSC) until notice of the reject is (clarification) returned to the CLEC via LON. ~~LNP: Under development.~~	O-5. Pg. 19

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*Ordering

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Reject Interval	Level of Disaggregation	• Product Reporting Levels ➢ Resale – Design (Special) ➢ UNE ~~Design~~ ➢ UNE Loop with ~~and w/o~~ NP ➢ Interconnection Trunks • ~~Average Interval in Days~~ • Trunks: < 5 days, > 5-8 days, > 8-12 days, > 12-14 days, > 14-17 days, > 17-20 days, > 20 days • Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days.	**O-5. Pg. 19**
02/24/00	Reject Interval	Data Retained Relating to CLEC Experience	• Total number of ~~Errors~~ Rejects • Total Number of ASRs (Trunks)	**O-5. Pg. 20**
02/24/00	Reject Interval	Data Retained Relating to BST Performance	• ~~Report Month~~ • ~~Reject Interval~~ • ~~Total number of LSRs~~ • ~~Total number of Errors~~ • ~~State and Region~~	**O-5. Pg. 20**
02/24/00	Reject Interval	Retail Analog/ Benchmark	~~Benchmark is under development. Retail Analog also under development~~ See Appendix D	**O-5. Pg. 20**
03/14/00	Firm Order Confirmation Timeliness	Exclusions	~~Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.~~ Weekend hours for Partically Mechanized and non-Mechanized LSRs	**O-6. Pg. 21**
02/24/00	Firm Order Confirmation Timeliness	Business Rules	**Fully Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed, ~~and~~ appropriate service orders are generated and a Firm Order confirmation is returned to the CLEC. ~~in SOCS.~~ **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling ~~by the LCSC personnel~~ until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which were electronically submitted by the CLEC. **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) ~~(fax receive date and time stamp)~~ until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON. ~~**LNP: Under development.**~~	**O-6. Pg. 21**
02/24/00	Firm Order Confirmation Timeliness	Level of Disaggregation	• Product Reporting Levels ➢ Resale – Design (Special) ➢ UNE Design ➢ ~~UNE Non- Design~~ ➢ UNE Loop with ~~and w/o~~ NP	**O-6. Pg. 21**

VERSION CHANGE HISTORY
*Ordering

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Firm Order Confirmation Timeliness	Data Retained Relating to CLEC Experience	• Total Number of ASRs (Trunks)	O-6. Pg. 22
02/24/00	Firm Order Confirmation Timeliness	Data Retained Relating to BST Performance	~~• Report Month~~ ~~• Interval for FOC~~ ~~• Total Number of LSRs~~ • ~~State and Region~~	O-6. Pg. 22
02/24/00	Firm Order Confirmation Timeliness	Retail Analog/ Benchmark	~~Benchmark is under development. Retail Analog also under development~~ See Appendix D	O-6. Pg. 22
02/24/00	Speed of Answer in Ordering Center	Retail Analog/ Benchmark	See Appendix D	O-7. Pg. 23
02/24/00	Percent Rejected Svc. Requests - LNP	All sections	New LNP Percent Rejected Service Requests Measurement	LNP-8. Pg. 24
02/24/00	Reject Interval Distribution & Average Reject Interval - LNP	All sections	New LNP Reject Interval Distribution & Average Reject Interval Measurement	LNP-9. Pg. 24
02/24/00	Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval – LNP	All sections	New LNP Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval Measurement	LNP-10. Pg. 24

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Provisioning

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00 03/14/00	Provisioning Disaggregation	New Page	Pulled from each measurement the Product Reporting Levels and the Geographic Scope. (Pg. 16) ~~ESSX (Louisiana SQM)~~	Pg. 28
02/24/00	Mean Held Order Interval & Distribution Intevals	Exclusions	~~Any order canceled by the CLEC will be excluded from this measurement.~~	P-1. Pg. 29
02/24/00	Mean Held Order Interval & Distribution Intervals	Business Rules	**Mean Held Order Interval:** Added to the end of the paragraph --The interval is by calendar days with no exclusions for Holidays or Sundays.	P-1. Pg. 29
02/24/00	Mean Held Order Interval & Distribution Intervals	Level of Disaggregation	Moved: Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page. ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-1. Pg. 29
02/24/00	Mean Held Order Interval & Distribution Intervals	Retail Analog/ Benchmark	CLEC Non-UNE Design / BST Design UNEs-(See Appendix D) ~~Retail Analog (under development- at this time)~~	P-1. Pg. 30
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Exclusions	• ~~Any order canceled by the CLEC will be excluded from this measurement~~	P-2. Pg. 31
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Calculation	**Percent of Orders Given Jeopardy Notice** = Σ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders ~~Committed~~ Confirmed (due) in Reporting Period)	P-2. Pg. 31
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Level of Disaggregation	Moved this level of disaggregations in its entirety to new page ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-2. Pg. 31
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Retail analog/ Benchmark	~~Retail Analog~~ 95% > = 24 hours	P-2. Pg. 31
02/24/00	Percent Missed Installation Appointments	Exclusions	End User Misses on Interconnection Trunks	P-3. Pg. 32

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*Provisioning

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Percent Missed Installation Appointments	Business Rules	Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the ~~committed~~ confirmed due dates.	P-3. Pg. 32
02/24/00	Percent Missed Installation Appointment	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-3. Pg. 32
02/24/00	Avg. Completion Interval (OCI) & Order Completion Interval Distribution	Exclusions	CLEC Non-UNE Design / BST Design UNEs-~~Retail Analog (under development at this time)~~ (See Appendix D)	P-4. Pg. 33
02/24/00	Avg. Completion Interval (OCI) & Order Completion Interval Distribution	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-4. Pg. 33
02/24/00	Avg. Completion Interval (OCI) & Order Completion Interval Distribution	Retail analog/ Benchmark	UNEs-~~Retail Analog (under development at this time)~~ (See Appendix D)	P-4. Pg. 34
02/24/00	Avg. Completion Notice Interval	Business Rules	The start time is the completion stamp either by the field technician or the 5PM due date stamp; the end time is the time stamp the notice was ~~released~~ submitted to the CLEC/BST system.	P-5. Pg. 35
02/24/00	Avg. Completion Notice Interval	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-5. Pg. 35
02/24/00	Avg. Completion Notice Interval	Retail analog/ Benchmark	~~Retail Analog~~ CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs – (See Appendix D)	P-5. Pg. 35
02/24/00	Coordinated Customer Conversions	Calculation	Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop ~~Items~~ Conversions (items) for the reporting period.	P-6. Pg. 36
02/24/00	Coordinated Customer Conversions	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-6. Pg. 36

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*Provisioning

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Coordinated Customer Conversions	Data Retained Relating to CLEC Experience	• Total Conversions (Items)	P-6. Pg. 36
02/24/00	Coordinated Customer Conversions	Retail analog/ Benchmark	Benchmark – See Appendix D ~~currently under development~~	P-6. Pg. 36
02/24/00	Provisioning Troubles within 30 days of Svc. Order Activity	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-7. Pg. 37
02/24/00	Provisioning Troubles within 30 days of Svc. Order Activity	Retail analog/ Benchmark	CLEC Non-UNE Design / BST Design UNEs-~~Retail Analog (Under Development at this time)~~ (See Appendix D)	P-7. Pg. 37
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Measurement Name	~~(under development 1Q99)~~	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Definition	This is a new measurement ~~under development~~ to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Exclusions	• Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Calculation	~~(under development)~~ Σ (Date and Time of Service Request Receipt) – (Completion Date and Time of Service Order) (SOCS HIST-CD DATE) / (Count of Orders Completed in Reporting Period)	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Level of Disaggregation	~~• ISDN Orders included in Non Design - GA Only~~ • Reported in categories of < 10 line/circuits; > 10 line/circuits • Dispatch/No Dispatch categories applicable to all levels except trunks. Intervals ~~under development~~ 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30 Days **Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Retail analog/ Benchmark	~~Under development (BST retail analog available at this time would be Average Completion Interval)~~ See Appendix D	P-8. Pg. 38

VERSION CHANGE HISTORY
Provisioning

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Service Order Accuracy	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	**P-9. Pg. 39**
02/24/00	Percent Missed Installation Appts. - LNP	All sections	New LNP Percent Missed Installation Appointments Measurement	**LNP-10. Pg. 40**
02/24/00	Avg. Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution - LNP	All sections	New LNP Avg. Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution Measurement	**LNP-11. Pg. 41**
02/24/00	Total Service Order Cycle Time - LNP	All sections	New LNP Total Service Order Cycle Time Measurement	**LNP-12. Pg. 42**

VERSION CHANGE HISTORY
*Maintenance & Repair

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00 03/14/00	M & R Disaggregation	New Page	Moved each level of disaggregation sections to a new page. ~~ESSX (Louisiana SQM)~~	M&R Pg. 43
02/24/00	Missed Repair Appointments	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-1. Pg. 44
02/24/00	Missed Repair Appointments	Retail analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time.)~~ (See Appendix D)	M&R-1. Pg. 44
02/24/00	Customer Trouble Report Rate	Business Rules	The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination ~~of existing~~ that exist for the CLEC's and BST respectively at the end of the report month.	M&R-2. Pg. 45
02/24/00	Customer Trouble Report Rate	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-2. Pg. 45
02/24/00	Customer Trouble Report Rate	Retail analog/ Benchmark	UNEs – ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-2. Pg. 45
02/24/00	Maintenance Average Duration	Business Rules	For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the customer notified (when the technician completes the trouble ticket on his/her CAT or work system). NOTE: Customer can be BST or CLEC.	M&R-3. Pg. 46
02/24/00	Maintenance Average Duration	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-3. Pg. 46
02/24/00	Maintenance Average Duration	Retail Analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-3. Pg. 46
02/24/00	Percent Repeat Troubles within 30 Days	Calculation	Percent Repeat Troubles within 30 Days ~~Percentage of Missed Repair Appointments~~ = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100	M&R-4. Pg. 47
02/24/00	Percent Repeat Troubles within 30 Days	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-4. Pg. 47
02/24/00	Percent Repeat Troubles within 30 Days	Retail Analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-4. Pg. 47
02/24/00	Out of Service (OOS) > 24 Hrs.	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-5. Pg. 48
02/24/00	Out of Service (OOS) > 24 Hrs.	Retail Analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-5. Pg. 48

VERSION CHANGE HISTORY
*Maintenance & Repair

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	OSS Interface Availability	Measurement	Moved to OSS (Operations Support Systems)	M&R
02/24/00	OSS Response Interval and Percentages	Measurement	Moved to OSS (Operations Support Systems)	M&R
02/14/00	Average Answer Time – Repair Centers	Definition	~~This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.~~ This Measures the average time a customers is in Que.	M&R-6. Pg. 49
02/14/00	Average Answer Time – Repair Centers	Business Rules	(NOTE: The Column is a combined BST Residence and Business number)	M&R-6. Pg. 49
02/14/00	Average Answer Time – Repair Centers	Report Structure	• ~~CLEC Aggregate~~	M&R-6. Pg. 49
02/14/00	Average Answer Time – Repair Centers	Retail Analog/ Benchmark	~~Retail Analog~~ ~~Audit Verification~~ For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BST Repair Centers.	M&R-6. Pg. 49

VERSION CHANGE HISTORY
*Billing

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Invoice Accuracy	Retail Analog/ Benchmark	See Appendix D	B-1. Pg. 50
02/24/00	Mean Time to Deliver Invoices	Retail Analog/ Benchmark	See Appendix D	B-2. Pg. 51
02/24/00	Usage Data Delivery Accuracy	Retail Analog/ Benchmark	See Appendix D	B-3. Pg. 52
02/24/00	Usage Data Delivery Completeness	Retail Analog/ Benchmark	See Appendix D	B-4. Pg. 53
02/24/00	Usage Data Delivery Timeliness	Retail Analog/ Benchmark	See Appendix D	B-5. Pg. 54
02/24/00	Mean Time to Deliver Usage	Retail Analog/ Benchmark	See Appendix D	B-6. Pg. 55

Second Quarter Changes

05/15/00	Invoice Accuracy	Calculation	**Invoice Accuracy** = (Total Billed Revenues during current month) – (Absolute Value of Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100
05/15/00	Mean Time to Deliver Invoices	Definition	Bill Distribution calculates as follows: CRIS BILLS-The number of work days is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting work days. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system. CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days. ~~This measure provides the mean interval for billing invoices~~
05/15/00	Usage Data Delivery Timeliness	Calculation	Usage Data Delivery Timeliness Current month = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100
05/15/00	Mean Time to Deliver Usage	Calculation	Mean Time to Deliver Usage = Σ (~~Record volume~~ Volume of Records Delivered X estimated number of days to deliver ~~the Usage Record~~) / total record volume

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Speed to Answer Performance/ Average Speed to Answer - Toll	Retail Analog/ Benchmark	See Appendix D	**OS-1. Pg. 56**
02/24/00	Speed to Answer Performance/ Percent Answered within "X" Seconds - Toll	Retail Analog/ Benchmark	See Appendix D	**OS-2. Pg. 57**
02/24/00	Speed to Answer Performance/ Average Speed to Answer – Directory Assistance (DA)	Retail Analog/ Benchmark	See Appendix D	**DA-1. Pg. 58**
02/24/00	Speed to Answer Performance/ Percent Answered within "X" Seconds – Directory Assistance (DA)	Retail Analog/ Benchmark	See Appendix D	**DA-2. Pg. 59**

Second Quarter Changes

05/15/00	Speed to Answer Performance/Average Speed to Answer - Toll	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance.
05/15/00	Speed to Answer Performance/Average Speed to Answer - Toll	Calculation	~~The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.~~ Total queue time ÷ total calls answered

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
05/15/00	Speed to Answer Performance/Average Speed to Answer - Toll	Report Structure	• ~~CLEC Specific~~ • ~~CLEC Aggregate~~ • ~~BST Aggregate~~ • Reported for the aggregate of BST and CLECs ➢ State	
5/15	Speed to Answer Performance/Average Speed to Answer - Toll	Level of Disaggregation	• None • ~~Reported for the aggregate of BST and CLECs~~ ➢ ~~State~~	
5/15	Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)	Definition	Measurement of the average time in seconds calls wait before answered by a DA operator.	
5/15	Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. No distinction is made between CLEC customers and BST customers.	

VERSION CHANGE HISTORY
*E911

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Timeliness	Measurement Name	~~E911/~~	**E-1. Pg. 60**
02/24/00	Timeliness	Retail Analog/ Benchmark	See Appendix D	**E-1. Pg. 60**
02/24/00	Accuracy	Measurement Name	~~E911/~~	**E-2. Pg. 61**
02/24/00	Accuracy	Retail Analog/ Benchmark	See Appendix D	**E-2. Pg. 61**
02/24/00	Mean Interval	Measurement Name	~~E911/~~	**E-3. Pg. 62**
02/24/00	Mean Interval	Retail Analog/ Benchmark	See Appendix D	**E-3. Pg. 62**

VERSION CHANGE HISTORY
Trunk Group Performance

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Trunk Group Performance – Aggregate	Measurement	New Measurement	**TGP-1. Pg. 63**
02/24/00	Trunk Group Performance – CLEC Specific	Measurement	New Measurement	**TGP-2. Pg. 65**
02/24/00	Trunk Group Service Report	Retail Analog/ Benchmark	See Appendix D	**TGP-3. Pg. 67**
02/24/00	Trunk Group Service Detail	Retail Analog/ Benchmark	See Appendix D	**TGP-4. Pg. 68**

VERSION CHANGE HISTORY
*Collocation

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Average Response Time	Measurement Name	~~Collocation~~	C-1. Pg. 69
02/24/00	Average Response Time	Level of Disaggregation	• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)	C-1. Pg. 69
02/24/00	Average Response Time	Retail Analog/ Benchmark	~~Under development~~ See Appendix D	C-1. Pg. 69
02/24/00	Average Arrangment Time	Measurement Name	~~Collocation~~	C-2. Pg. 70
02/24/00	Average Arrangment Time	Definition	Measures the average time ~~(counted in business days)~~ from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.	C-2. Pg. 70
02/24/00	Average Arrangment Time	Level of Disaggregation	• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)	C-2. Pg. 70
02/24/00	Average Arrangment Time	Retail Analog/ Benchmark	~~Under development~~ See Appendix D	C-2. Pg. 70
02/24/00	Percent of Due Dates missed	Measurement Name	~~Collocation~~	C-3. Pg. 71
02/24/00	Percent of Due Dates missed	Level of Disaggregation	• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)	C-3. Pg. 71
02/24/00	Percent of Due Dates missed	Retail Analog/ Benchmark	~~Under development~~ See Appendix D <10% Missed Due Dates	C-3. Pg. 71

VERSION CHANGE HISTORY

*Appendix A

Reporting Scope

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	
02/24/00		Standard Service Groupings	Under Provisioning, Maintenance & Repair - BST Design Retail	Pg. 72

VERSION CHANGE HISTORY

*Appendix B

Glossary of Acronyms and Terms

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
				Pg. 74

NO Changes

VERSION CHANGE HISTORY

Appendix C

Audit Policy

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00			BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. ~~As of June, 1999, that would equate to over 732 audits per year and that number is continually growing.~~ BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights. BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) for each of the next five (5) years (~~1999~~ 2000– 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:	Pg. 79

VERSION CHANGE HISTORY

*Appendix D

BST SQM Retail Analog & Benchmarks

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00			New Benchmark chart	Pg. 80