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Legal Department

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01 DEC 18 PM 4:53

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COMMISSION
CLERK

December 18, 2001

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 000121-TP (OSS)

Dear Ms. Bayó:

Enclosed is an original and 15 copies of BellSouth's supplemental response to the recent informal data request by Staff, which we ask that you file in the captioned matter. As requested, the attached chart reflects a more detailed breakdown of the results of analyzing the Florida data for September within a transaction-based environment utilizing the Georgia submetrics.

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

Sincerely,

J. Phillip Carver
J. Phillip Carver
(2)

Enclosures

- APP _____
- CAF _____
- CMP _____
- COM 5
- CTR _____
- EGR _____
- LEG _____
- OPC _____
- PAI _____
- RGO _____
- SEC 1
- SER _____
- OTH _____

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

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[Signature]
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
Docket No. 000121-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Federal Express and (*) Hand Delivery this 18th day of December, 2001 to the following:

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J. Phillip Carver (2x)

**(+) Signed Protective
Agreement**

#237366

Item	Description		
1	Georgia submetrics used in calculating number of failures and opportunities with September Florida data		
2	Number of Opportunities = Total number of transactions for valid CLECs in corresponding submetrics		
3	Number of Failures = Total number of transactions paid on (Total affected volume or TAV)		
4	ADTI submetric not included in Florida		

TIER1				
SUBM_DESC	Opportunities	Failures	% of failures	
Acknowledgement Completeness	25,930	10	0.04%	
Average Completion Notice Interval - POTS	32,661	-	0.00%	
Average Completion Notice Interval - Trunks	4	-	0.00%	
Average Completion Notice Interval - UNE Loop and Port Combos	4,167	-	0.00%	
Average Completion Notice Interval - UNE Loops	362	-	0.00%	
Average Response Time for LMU - Electronic	1,246	-	0.00%	
Average Response Time for LMU - Non Mechanized	43	-	0.00%	
Coordinated Customer Conversion - Hot Cuts	865	-	0.00%	
Coordinated Customer Conversion UNE Loop w/o NP	2,466	-	0.00%	
Coordinated Customer Conversions - Hot Cuts	889	-	0.00%	
Coordinated Customer Conversions - UNE Loop w/o NP	2,530	-	0.00%	
Customer Trouble Report Rate - Design	13,752	8	0.06%	
Customer Trouble Report Rate - IC-Trunks	139,052	116	0.08%	
Customer Trouble Report Rate - POTS	214,553	297	0.14%	
Customer Trouble Report Rate - UNE Line Sharing	1,051	28	2.66%	
Customer Trouble Report Rate - UNE Loops and Port Combos	118,061	10	0.01%	
Customer Trouble Report Rate - UNE Loops GA Order	127,684	2	0.00%	
Customer Trouble Report Rate - UNE XDSL	5,432	-	0.00%	
Firm Order Confirmation - Non Mechanized	7,979	-	0.00%	
Firm Order Confirmation - Partially Mechanized	18,550	144	0.78%	
Firm Order Confirmation - Trunks	100	-	0.00%	
Firm Order Confirmation Timeliness and Reject Completeness	1,679	71	4.23%	
Maintenance Average Duration - Design	52	14	26.92%	
Maintenance Average Duration - IC Trunks	100	-	0.00%	
Maintenance Average Duration - POTS	6,694	8	0.12%	
Maintenance Average Duration - UNE Loop and Port Combos	2,582	-	0.00%	
Maintenance Average Duration - UNE Loops GA Order	2,394	1	0.04%	
Maintenance Average Duration - UNE XDSL	73	-	0.00%	
Mean time to Deliver Invoices	2,372	158	6.66%	
Order Completion Interval - Design	17	-	0.00%	
Order Completion Interval - IC Trunks	27	11	40.74%	
Order Completion Interval - POTS	36,502	4	0.01%	
Order Completion Interval - UNE Loop and Port Combos	6,845	-	0.00%	
Order Completion Interval - UNE Loops GA Order	1,150	115	10.00%	
Order Completion Interval - UNE Line Sharing	42	-	0.00%	
Order Completion Interval - UNE XDSL without Conditioning	179	8	4.47%	
Percent Flow Through Service Request - Business	3,679	647	17.59%	
Percent Flow Through Service Request - LNP	1,189	62	5.21%	
Percent Flow Through Service Request - Residence	77,366	4,391	5.68%	
Percent Flow Through Service Request - UNE	2,247	253	11.26%	
Percent Missed Installation Appointments - Design	169	1	0.59%	
Percent Missed Installation Appointments - IC-Trunks	27	-	0.00%	
Percent Missed Installation Appointments - POTS	40,626	13	0.03%	
Percent Missed Installation Appointments - UNE Line Sharing	88	-	0.00%	
Percent Missed Installation Appointments - UNE Loop and Port Combos	10,145	16	0.16%	
Percent Missed Installation Appointments - UNE Loops GA Order	4,018	4	0.10%	
Percent Missed Installations - LNP	8,735	-	0.00%	
Percent Missed Repair Appointments - Design	52	7	13.46%	
Percent Missed Repair Appointments - IC-Trunks	100	-	0.00%	
Percent Missed Repair Appointments - POTS	6,694	12	0.18%	
Percent Missed Repair Appointments - UNE Loop and Port Combos	2,582	15	0.58%	
Percent Missed Repair Appointments - UNE Loops GA Order	2,394	2	0.08%	
Percent Missed Repair Appointments - UNE XDSL	73	-	0.00%	
Percent of cooperative testing for UNE - XDSL	263	-	0.00%	
Percent Provisioning Troubles within 30 Days - Design	30	-	0.00%	
Percent Provisioning Troubles within 30 days - IC-Trunks	29	1	3.45%	
Percent Provisioning Troubles within 30 Days - POTS	41,977	6	0.01%	
Percent Provisioning Troubles within 30 Days - UNE Line Sharing	88	5	5.68%	
Percent Provisioning Troubles within 30 Days - UNE Loop and Port Combos	8,310	1	0.01%	
Percent Provisioning Troubles within 30 Days - UNE Loops GA Order	1,043	11	1.05%	
Percent Repeat Troubles within 30 Days - Design	52	1	1.92%	
Percent Repeat Troubles within 30 days - IC-Trunks	100	-	0.00%	
Percent Repeat Troubles within 30 Days - POTS	6,694	4	0.06%	
Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	2,582	5	0.19%	
Percent Repeat Troubles within 30 days - UNE Loops GA Order	2,394	15	0.63%	
Percent Repeat Troubles within 30 Days - UNE XDSL	73	4	5.48%	
Percent Troubles in 7 days - Hot Cuts	1,501	1	0.07%	
Reject Interval	10,050	235	2.34%	
Trunk Group Performance	254,078	80	0.03%	
Totals	1,267,573	6,797	0.54%	

TIER2				
SUBM_DESC	Opportunities	Failures	% of failures	
Acknowledgement Completeness	25930	7	0.03%	
Average Completion Notice Interval - POTS	32661	-	0.00%	
Average Completion Notice Interval - Trunks	4	-	0.00%	
Average Completion Notice Interval - UNE Loop and Port Combos	4167	-	0.00%	
Average Completion Notice Interval - UNE Loops	362	-	0.00%	
Average Response Time for LMU - Electronic	1246	-	0.00%	
Average Response Time for LMU - Non Mechanized	43	-	0.00%	
Coordinated Customer Conversions - Hot Cuts	895	-	0.00%	
Coordinated Customer Conversions - UNE Loop w/o NP	2532	-	0.00%	
Customer Trouble Report Rate - Design	13752	-	0.00%	
Customer Trouble Report Rate - IC-Trunks	139052	120	0.09%	
Customer Trouble Report Rate - POTS	214553	-	0.00%	
Customer Trouble Report Rate - UNE Line Sharing	1051	28	2.66%	
Customer Trouble Report Rate - UNE Loops and Port Combos	118061	-	0.00%	
Customer Trouble Report Rate - UNE Loops GA Order	127684	-	0.00%	
Customer Trouble Report Rate - UNE XDSL	5432	-	0.00%	
Firm Order Confirmation - Non Mechanized	7979	-	0.00%	
Firm Order Confirmation - Partially Mechanized	18550	-	0.00%	
Firm Order Confirmation - Trunks	100	-	0.00%	
Firm Order Confirmation Timeliness and Reject Completeness	1679	-	0.00%	
Maintenance Average Duration - Design	52	-	0.00%	
Maintenance Average Duration - IC Trunks	100	-	0.00%	
Maintenance Average Duration - POTS	6694	-	0.00%	
Maintenance Average Duration - UNE Loop and Port Combos	2582	-	0.00%	
Maintenance Average Duration - UNE Loops GA Order	2394	-	0.00%	
Maintenance Average Duration - UNE XDSL	73	-	0.00%	
Mean Time to Deliver Invoices	2372	-	0.00%	
Order Completion Interval - Design	17	-	0.00%	
Order Completion Interval - IC Trunks	27	1	3.70%	
Order Completion Interval - POTS	36502	-	0.00%	
Order Completion Interval - UNE Loop and Port Combos	6845	-	0.00%	
Order Completion Interval - UNE Loops GA Order	1150	730	63.48%	
Order Completion Interval - UNE Line Sharing	42	-	0.00%	
Order Completion Interval - UNE XDSL without Conditioning	186	10	5.38%	
Percent cooperative testing for UNE XDSL	263	-	0.00%	
Percent Missed Installation Appointments - Design	169	-	0.00%	
Percent Missed Installation Appointments - IC-Trunks	27	-	0.00%	
Percent Missed Installation Appointments - LNP	8735	-	0.00%	
Percent Missed Installation Appointments - POTS	40626	-	0.00%	
Percent Missed Installation Appointments - UNE Line Sharing	88	-	0.00%	
Percent Missed Installation Appointments - UNE Loop and Port Combos	10145	-	0.00%	
Percent Missed Installation Appointments - UNE Loops GA Order	4018	-	0.00%	
Percent Missed Repair Appointments - Design	52	-	0.00%	
Percent Missed Repair Appointments - IC-Trunks	100	-	0.00%	
Percent Missed Repair Appointments - POTS	6694	-	0.00%	
Percent Missed Repair Appointments - UNE Loop and Port Combos	2582	-	0.00%	
Percent Missed Repair Appointments - UNE Loops GA Order	2394	-	0.00%	
Percent Missed Repair Appointments - UNE XDSL	73	-	0.00%	
Percent Provisioning Troubles within 30 Days - Design	30	-	0.00%	
Percent Provisioning Troubles within 30 days - IC-Trunks	29	-	0.00%	
Percent Provisioning Troubles within 30 Days - POTS	41977	-	0.00%	
Percent Provisioning Troubles within 30 Days - UNE Line Sharing	88	-	0.00%	
Percent Provisioning Troubles within 30 Days - UNE Loop and Port Combos	8310	-	0.00%	
Percent Provisioning Troubles within 30 Days - UNE Loops GA Order	1043	-	0.00%	
Percent Repeat Troubles within 30 Days - Design	52	-	0.00%	
Percent Repeat Troubles within 30 days - IC-Trunks	100	-	0.00%	
Percent Repeat Troubles within 30 Days - POTS	6694	-	0.00%	
Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	2582	-	0.00%	
Percent Repeat Troubles within 30 days - UNE Loops GA Order	2394	-	0.00%	
Percent Repeat Troubles within 30 Days - UNE XDSL	73	-	0.00%	
Percent Troubles in 7 days - Hot Cuts	1504	-	0.00%	
Reject Interval	10050	235	2.34%	
Trunk Group Performance	254078	-	0.00%	
Total	1,179,739	1,131	0.10%	