

VOTE SHEET

JULY 9, 2002

RE: Docket No. 000121A-TP - Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BELLSOUTH TRACK)

ISSUE 1: Should this Commission order BellSouth to file a specific action plan by July 30, 2002, on how it intends to achieve the Service Quality Measure flow-through benchmark by October 30, 2002, and adjust the Self Effectuating Enforcement Mechanism (SEEM) for the flow-through metric?

RECOMMENDATION: Yes. This Commission should order BellSouth to file a specific action plan by July 30, 2002, designed to improve the flow-through Service Quality Measure in order to achieve the mandated benchmark by October 30, 2002, and adjust the Self Effectuating Enforcement Mechanism (SEEM) for the flow-through metric.

APPROVED *with understanding burden is on BellSouth to file plan by 7/31/02 stating whether or not they can meet 10/30/02 deadline.*

COMMISSIONERS ASSIGNED: Full Commission

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

Randy Bradley
[Signature]
C. Terry [Signature]
Richard A. [Signature]

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

07020 JUL-9 02

FPSC-COMMISSION CLERK

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ISSUE 2: To assist in resolving the issues within Exceptions 123 and 157 issued by KPMG Consulting in the Florida OSS test, should the Commission order BellSouth to implement metrics to better prevent and then correct software defects within certain intervals?

RECOMMENDATION: Yes. Staff recommends that BellSouth should establish three new metrics as part of the Service Quality Measures in Docket 000121A-TP. A metric for defect correction intervals and a metric for capturing the number of defects found in a release as shown in Attachments 1 and 2, respectively, of staff's June 27, 2002 memorandum should be adopted. Additionally, BellSouth should develop a software validation metric similar to that in use for Verizon New York. These metrics should be effective August 1, 2002.

APPROVED

ISSUE 3: Should this docket be closed?

RECOMMENDATION: No. If no person whose substantial interests are affected files a protest within 21 days of the issuance date of the Order, the Order will become final upon the issuance of a Consummating Order. The docket should remain open to conduct the six-month review outlined in Order No. PSC-01-1819-FOF-TP. Staff recommends that if a protest is filed, then resolution of the protest should be addressed during the six-month review process.

APPROVED