

ORIGINAL

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August 29, 2002

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: FPSC Docket No. 000121A-TP

Dear Mrs. Bayo:

Enclosed is BellSouth Telecommunications, Inc.'s update to the SEEMs plan in the above-referenced docket.

I enclose the original and 15 copies for filing, along with an extra copy of this letter which I would appreciate your stamping "Filed" and returning to me. Thank you for your assistance in this matter.

Sincerely,

Lisa Foshee
Lisa S. Foshee

Enclosures

cc: All Parties of Record
Marshall M. Criser III

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- 4.3.1.1 All OCNs and ACNAs for individual ALECs will be consolidated for purposes of calculating measure-based failures.
- 4.3.1.2 When a measurement has five or more transactions for the ALEC, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.
- 4.3.1.3 Tier-1 Enforcement Mechanisms apply on a per measurement basis and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.
- 4.3.1.4 Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table-1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees.
- 4.3.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for given Enforcement Measurement Elements for three consecutive months based upon the method of calculation set forth in Appendix D, incorporated herein by this reference.
 - 4.3.2.1 Tier-2 Enforcement Mechanisms apply, for an aggregate of all ALEC data generated by BellSouth, on a per measurement basis for a particular Enforcement Measurement Element.
 - 4.3.2.2 Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table-2 of Appendix A, incorporated herein by this reference.
- 4.4 **Payment of Tier-1 and Tier-2 Amounts**
 - 4.4.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to an ALEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount by the 15th day of the second month following the month for which disparate treatment was incurred.
 - 4.4.2 For each day after the due date that BellSouth fails to pay an ALEC the required amount, BellSouth will pay the ALEC 6% simple interest per annum.
 - 4.4.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission \$1,000 per day for deposit in the State's General Revenue Fund.
 - 4.4.4 If an ALEC disputes the amount paid under Tier-1 Enforcement Mechanisms, the ALEC shall submit a written claim to BellSouth within sixty (60) days after the payment due date. BellSouth shall investigate all claims and provide the ALEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the ALEC is owed additional amounts, BellSouth shall pay the ALEC such additional amounts within thirty (30) days after its findings along with 6Percent simple interest per annum. However, the ALEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such costs would include, but not be limited to, postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the ALEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.
 - 4.4.5 At the end of each calendar year, an independent accounting firm, mutually agreeable to the Florida Public Service Commission and BellSouth, shall certify that all penalties under Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth's performance measurements.
- 4.5 **Limitations of Liability**
 - 4.5.1 BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 39Percent of net revenues in Florida, based upon the most recently reported ARMIS data.

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices – CABS
6	B-3 Usage Data Delivery Accuracy
7	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
11	C-3 Collocation Percent of Due Dates Missed - State
12	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
13	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
14	CM-1 Timeliness of Change Management Notices
15	CM-3 Timeliness of Documents Associated with Change
16	CM-6 Percent of Software Errors Corrected in X (10, 30, 45) Business Days
17	CM-7 Percent of Change Requests Accepted or Rejected Within 10 Days
18	CM-11 Percent of Change Requests Implemented Within 60 Weeks of Prioritization
19	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
20	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
22	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
23	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
25	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
26	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
27	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
28	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop \geq DS1
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop $<$ DS1
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
34	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop ≥ DS1
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop < DS1
450	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
451	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
452	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
453	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
454	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
455	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS ATLAS
456	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP
457	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
458	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
459	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-ADDR
460	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-TN
461	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS
462	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
463	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS-TAG-CSR
464	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP
465	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-ADDR
466	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-TN
467	OSS-2 OSS Availability (Pre-Ordering) EDI
468	OSS-2 OSS Availability (Pre-Ordering) LENS
469	OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME
470	OSS-2 OSS Availability (Pre-Ordering) LESOG
471	OSS-2 OSS Availability (Pre-Ordering) PSIMS
472	OSS-2 OSS Availability (Pre-Ordering) TAG
473	OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)
474	OSS-2 OSS Availability (Pre-Ordering) COG
475	OSS-2 OSS Availability (Pre-Ordering) SOG

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
476	OSS-2 OSS Availability (Pre-Ordering) DOM
477	OSS-3 OSS Availability (Maintenance and Repair) CLEC ECTA
478	OSS-3 OSS Availability (Maintenance and Repair) CLEC TAFI
479	OSS-4 Response Interval (Maintenance and Repair) CRIS
480	OSS-4 Response Interval (Maintenance and Repair) DLETH
481	OSS-4 Response Interval (Maintenance and Repair) DLR
482	OSS-4 Response Interval (Maintenance and Repair) LMOS
483	OSS-4 Response Interval (Maintenance and Repair) LMOSupd
484	OSS-4 Response Interval (Maintenance and Repair) LNP
485	OSS-4 Response Interval (Maintenance and Repair) MARCH
486	OSS-4 Response Interval (Maintenance and Repair) NIW
487	OSS-4 Response Interval (Maintenance and Repair) OSPCM
488	OSS-4 Response Interval (Maintenance and Repair) Predictor
489	OSS-4 Response Interval (Maintenance and Repair) SOCS
490	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Resale Residence
491	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Resale Business
492	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Resale Design
493	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Resale PBX
494	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Resale Centrex
495	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Resale ISDN
496	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - LNP Standalone
497	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - INP Standalone
498	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - 2 w Analog Loop Design
499	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - 2 w Analog Loop Non-Design
500	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - 2 w Analog Loop w/LNP Design
501	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - 2 w Analog Loop w/LNP Non Design

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

U. S. Mail this 29th day of August, 2002 to the following:

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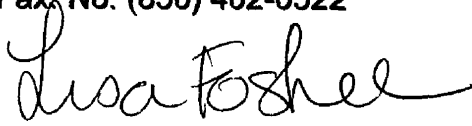
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