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September 19, 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: Docket No. 000121A-TP (OSS)

Dear Ms. Bayó:

Enclosed is an original and 15 copies of the red-lined version of BellSouth's Service Quality Measurement Plan (SQM), which we ask that you file in the referenced docket.

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
(DE)

Enclosures

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

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 19th day of September, 2002 to the following:

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J. Phillip Carver (2E)

(+) Signed Protective Agreement

#237366

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

Measurement Descriptions
Six Month Review
Version 2.01

BellSouth Proposed Changes

(Legislative Format)

Issue Date: September 10, 2002

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 BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] and their 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. **This version of the SQM reflects the Florida Public Service Commission Order No PSC-01-1819-FOF-TP, issued September 10, 2001.** (BellSouth proposed changes for the 6 month review are displayed in legislative format)

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, 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, correct errors, and respond to both 3rd Party audit requirements and the Florida PSC.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them.

Once it is approved, the most current copy of this document can be found on the web at URL: https://pmap.bellsouth.com in the ~~Help~~ Documentation Downloads folder.

[1] *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (https://www.pmap.bellsouth.com) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 A.M. on the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month. BellSouth shall retain the performance measurement ~~raw~~ Supporting Data Files (SDF) ~~data files~~ for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site. The Florida Public Service Commission (FPSC) has access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.

Revision History

Version	Issue Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.) This is the final version which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002
V2.01	August 30, 2002	This version incorporates the BellSouth proposed changes to be reviewed at the 6-month review workshop. It also incorporates administrative changes which facilitate conversion to different formats.

Contents

Section 1: Operations Support Systems (OSS)

OSS-1: Average Response Interval ~~Time~~ and Percent Within ~~Response~~ Interval (Pre-Ordering/Ordering)

Definition

The Average response interval time and percent within response intervals is are the average times and number percent 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

Syntactically incorrect queries.

Scheduled OSS Maintenance

Retail Usage of LENs

Business Rules

The average response ~~time~~ interval 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 date/time stamp shall begin when BST receives a query at the BellSouth Gateway and shall end when the query is transmitted from the BST Gateway (applies to both TAG and LENS). For BellSouth, the response interval starts when the client application (RNS or ROS) submits a request to the legacy system and ends when the appropriate response is received~~turned ~~by~~ to ~~the client application.~~ The response interval starts when the application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application.

The ~~number~~ percent of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the ~~number~~ percent of accesses which take more than 6 seconds, and the ~~number~~ percent which are less than or equal to 6.3 seconds are also captured.

BellSouth will not schedule maintenance during the hours of 8:00 am and 9:00pm Monday through Friday.

Calculation

Response Time Interval = (a - b)

- a = Date & Time of Legacy Response
- b = Date & Time of Legacy Request

Average Response ~~Time~~ Interval= c / d

- c = Sum of Response ~~Times~~ Intervals
- d = Number of Legacy Requests During the Reporting Period

Percent Within Interval = (e/f) X 100

- e = Sum of Response Times for Interval
- f = Number of Legacy Requests During the Reporting Period for System

Report Structure

- Interface Type
- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience

- • Report Month
- • Legacy Contract (per reporting dimension)
- • Response Interval
- • Regional Scope

Relating to BellSouth Performance

- • Report Month
- • Legacy Contract (per reporting dimension)
- • Response Interval
- • Regional Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark (see below)**

- • **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth 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 BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth 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 BellSouth query this legacy system.
- • **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.
- • **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. BellSouth queries this legacy system.

SQM Analog/Benchmark

- • Parity + 2 seconds

(See Appendix D: Tables for Legacy Access Times)

Table 1: Legacy System Access Times For RNS

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 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	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

Table 2: Legacy System Access Times For ROS

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 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	CRSOCSR	CSR	X	X	X	X
OASIS	OASISBIG	Feature/Service	X	X	X	X

Table 3: Legacy System Access Times For LENS

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
DSAP	DSAP	Schedule	X	X	X	X	X
CRIS	CRSECSRL	CSR	X	X	X	X	X
COFFI	COFFI/USOC	Feature/Service	X	X	X	X	X
P/SIMS	PSIMS/ORB	Feature/Service	X	X	X	X	X

Table 4: Legacy System Access Times For TAG

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
ATLAS	ATLAS-MLH	TN	X	X	X	X	X
ATLAS	ATLAS-DID	TN	X	X	X	X	X
DSAP	DSAP-DDI	Schedule	X	X	X	X	X
CRIS	TAG-CSR	CSR	X	X	X	X	X
P/SIMS	PSIM/ORB	Feature/Service	X	X	X	X	X

SEEM Measure

Seem	Tier I	Tier II
Yes		X

Note: CLEC specific data is not available in this measure. Queries of this sort do not have company specific signatures.

SEEM Disaggregation

SEEM Analog/Benchmark (see below)

- **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth 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 BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth 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 BellSouth query this legacy system.
- **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.
- **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. BellSouth queries this legacy system.

SEEM Analog/Benchmark

- Parity + 2 Seconds

(See Appendix D: Tables for SEEM OSS Legacy Systems)

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS.	TAG. LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRI		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB, COFFI		LENS, TAG

OSS-2: ~~Interface~~ OSS Availability (Pre-Ordering/Ordering)

Definition

Percent of time ~~OSS interface~~ application is functionally available compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for pre-ordering and ordering. Availability percentages for ~~CLEC interface~~ systems utilized by CLECs and for ~~all Legacy systems~~ applications accessed by them are captured. ("Functional Availability" is defined as ~~the amount of time in~~ combined total number hours per application / interface ~~during~~ in the reporting period that ~~the legacy systems~~ application / interface components are available to users. ~~The planned System~~ Scheduled Availability is defined as the combined total number of hours per application / interface in the reporting period ~~the time in hours per day~~ that the legacy system is application / interface are scheduled to be available.)

Scheduled availability is posted on the ICS Operations internet site: (www.interconnection.bellsouth.com/oss/osshour.html)

Supporting data for this measurement will be made available upon request.

Exclusions

~~None~~

CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.

Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.

Scheduled OSS Maintenance

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and loss of functionality outages are included in the calculation for this measure. Full outages are defined as occurrences of either of the following:

- Application/Interface application is down or totally inoperative.
- Application is totally inoperative for customers attempting to access or use the application. This includes transport outages when they may be directly associated with a specific application.
- Loss of Functionality outages are defined as:

- A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems.

(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m through 9:00 p.m. Monday through Friday.)

Calculation

~~Interface~~ OSS Availability (Pre-Ordering/Ordering) = (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Interface Type
- Not CLEC Specific
- Not product/service specific

- Regional Level

Data Retained

Relating to CLEC Experience

- Report Month
  - Legacy Contract Type (per reporting dimension)
  - Regional Scope
  - Hours of Downtime

Relating to BellSouth Performance

- Report Month
  - Legacy Contract Type (per reporting dimension)
  - Regional Scope
  - Hours of Downtime

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level, Per OSS Interface	>=99.5%

(See Appendix D: Tables for OSS Interface Availability)

~~OSS Interface Availability~~

~~OSS Interface~~	~~Applicable to~~	~~% Availability~~
EDI	CLEC	x
~~LENS~~	~~CLEC~~	~~x~~
LEO	CLEC	x
LESOG	CLEC	x
~~PSIMS~~	~~CLEC~~	~~x~~
TAG	CLEC	x
~~LNP Gateway~~	~~CLEC~~	~~x~~
COG	CLEC	x
~~SOG~~	~~CLEC~~	~~x~~
DOM	CLEC	x
DOE	CLEC/BellSouth	x
~~CRIS~~	~~CLEC/BellSouth~~	~~x~~
ATLAS/COFFI	CLEC/BellSouth	x
~~BOCRIS~~	~~CLEC/BellSouth~~	~~x~~
~~DSAP~~	~~CLEC/BellSouth~~	~~x~~
~~RSAG~~	~~CLEC/BellSouth~~	~~x~~
SOCS	CLEC/BellSouth	x
SONGS	CLEC/BellSouth	x
~~RNS~~	~~BellSouth~~	~~x~~
ROS	BellSouth	x

SEEM Measure

Seem	Tier I	Tier II
Yes		X

SEEM Disaggregation **SEEM Analog/Benchmark**

- Regional Level, Per OSS Interface >=99.5%

~~SEEM OSS Interface Availability~~

~~OSS Interface~~	~~Applicable to~~	~~% Availability~~
~~EDI~~	~~CLEC~~	~~x~~
~~LENS~~	~~CLEC~~	~~x~~
~~LEO~~	~~CLEC~~	~~x~~
~~LFSOG~~	~~CLEC~~	~~x~~
~~PSIMS~~	~~CLEC~~	~~x~~
~~TAG~~	~~CLEC~~	~~x~~
~~LNP Gateway~~	~~CLEC~~	~~x~~
~~COG~~	~~CLEC~~	~~x~~
~~SOG~~	~~CLEC~~	~~x~~
~~DOM~~	~~CLEC~~	~~x~~

OSS-3: ~~Interface~~ OSS Availability (Maintenance & Repair)

Definition

~~This measures the percentage of time the OSS Interface is functionally available compared to scheduled availability.~~ Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. "Functional Availability" is defined as the combined total number of hours per application / interface in the reporting period that application / interface components are available to users. "Scheduled Availability" is defined as the combined total number of hours in the reporting period that application / interface components are scheduled to be available. Availability percentage for the ~~CLEC~~ and BellSouth interface systems and for the legacy systems accessed by them are captured.

Scheduled availability is posted on the ICS Operations internet site: (www.interconnection.bellsouth.com/oss/oss_hour.html)

Exclusions

~~None~~

CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.

Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.

Business Rules

This measure is designed to compare the OSS availability versus scheduled availability of BellSouth's legacy systems.

~~Note:~~ Only full outages are ~~used~~ included in the calculation ~~of Application Availability~~for this measure. ~~A~~ Full outages are defined as occurences of either of the following: ~~is incurred when any of the following circumstances exists:~~

- ~~The u~~Application/interfacing application or ~~system~~ is down or totally inoperative.
- ~~The a~~Application or ~~system~~ is totally inoperative~~inaccessible~~, for ~~any~~ reason, by the customers attempting to~~who normally~~ access or use the application or system. This includes transport outages when they may be directly associated with a specific application.
- ~~More than one work center cannot access the application or system for any reason.~~
- ~~When only one work center accesses an application or system and 40% or more of the clients in that work center cannot access the application.~~
- ~~When 40% of the functions the clients normally perform or 40% of the functionality that is normally provided by an application or system is unavailable.~~

Loss of Functionality outages are defined as:

- A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of maintenance and repair systems.

(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m through 9:00 p.m. Monday through Friday.)

Calculation

OSS ~~Interface~~ Availability (a / b) X 100

- a = Functional Availability of front end systems
- b = Scheduled Availability of front end systems

Report Structure

- Interface Type
- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience

- Availability of CLEC TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
- ECTA

Relating to BellSouth Performance

- Availability of BellSouth TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level, Per OSS Interface	>=99.5%

(See Appendix D: Tables for OSS Interface Availability (M&R))

~~OSS Interface Availability (M&R)~~

~~OSS Interface~~	~~% Availability~~
~~BellSouth TAFI~~	~~x~~
CLEC TAFI	x
~~CLEC ECTA~~	~~x~~
~~BellSouth & CLEC~~	~~x~~
~~CRIS~~	~~x~~
LMOS HOST	x
~~LNP~~	~~x~~
~~MARCH~~	~~x~~
OSPCM	x
~~PREDICTOR~~	~~x~~
SOCS	x

SEEM Measure

Seem	Tier I	Tier II
Yes	X	

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level, Per OSS Interface	>=99.5%

(See Appendix D: Tables for SEEM OSS Interface Availability (M&R))

~~OSS Interface Availability (M&R)~~

~~OSS Interface~~	~~% Availability~~

CLEC TAFI x

CLEC ECTA x

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth 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 BellSouth interface system to obtain from BellSouth'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 BellSouth 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 BellSouth Total Report is a combination of BellSouth Residence and Business Total.

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (c / d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where, "X" is <=4, > 4 <=10, <=10, >10, or > 30 seconds.

Average Interval = (e / f)

- e = Sum of Response Intervals
- f = Number of Queries Submitted in the Reporting Period

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience

- CLEC Transaction Intervals

Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level, per OSS Interface	Average IntervalParity with Retail

(See Appendix D: Tables for Legacy System Access Times for M&R)

Legacy System Access Times for M&R

System	BellSouth & CLEC	Count <=4	Count >4 <=10	Count <=10	Count >10	Count >30	Avg. Int.
CRIS	X	X	X	X	X	X	X
DLETH	X	X	X	X	X	X	X
DLR	X	X	X	X	X	X	X
LMOS	X	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X	X
LNP	X	X	X	X	X	X	X
MARCH	X	X	X	X	X	X	X
OSPCM	X	X	X	X	X	X	X
Predictor	X	X	X	X	X	X	X
SOCS	X	X	X	X	X	X	X
NIW	X	X	X	X	X	X	X

SEEM Measure

Seem	Tier I	Tier II
Yes		X

SEEM Disaggregation

- Region Level, per OSS Interface

SEEM Analog/Benchmark

Average Interval Parity with Retail

PO-1: Loop Makeup - Response Time – Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Inquiries, which are submitted electronically.
- Designated Holidays are excluded from the interval calculation.
- Weekends are excluded from the interval calculation.
- Canceled Inquiries

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via mail or FAX to BellSouth's Complex Resale Support Group (CRSG)

This measurement combines three intervals·

1. From receipt of a valid Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

Calculation

Response Interval = (a - b)

- a = Date the LMUSI returned to CLEC
- b = Date the LMUSI is received

Average Interval = (c / d)

- c = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State

- Region
- Interval for manual LMUs:
  0 – <=1 day
  >1 – <=2 days
  >2 – <=3 days
  0 - <=3 days
  >3 – <=6 days
  >6 – <=10 days
  >10 days
- Average Interval in days

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Inquiries
- SI Intervals
- State and Region

Relating to BellSouth Performance

-

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loops	Benchmark 95% <=3 Business Days

SEEM Measure

Seem	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Loops	Benchmark 95% <=3 Business Days

PO-2: Loop Make Up - Response Time - Electronic

Definition

This report measures the average interval and the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually submitted inquiries.
- Designated Holidays are excluded from the interval calculation.
- Canceled Requests.

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, ~~LENS, TAG or RoboTAG~~. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via ~~LENS, TAG or RoboTAG~~ Interfaces.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

- a = Date and Time the LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c / d)

- c = Sum of all response intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for electronic LMUs:
  0 – <=1 minute
  >1 – <=5 minutes
  0 - <=5 minutes
  >5 – <=8 minutes
  >8 – <=15 minutes
  >15 minutes
- Average Interval in minutes

Data Retained

Relating to CLEC Experience

- • Report Month
- ~~• Legacy Contract~~
- ~~• Response Interval~~
- ~~• Regional Scope~~
- Total Number of Inquiries
- SI Interval
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loop	Benchmark 95% <=1 Minute

SEEM Measure

Seem	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Loop	95% <=1 Minute

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

This measurement provides the response interval and percent within interval from the time an Message/ LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG until an acknowledgement notice is sent by the system.

Exclusions

- Scheduled OSS Maintenance

Business Rules

The process includes EDI & TAG system functional acknowledgements for all Local Service Requests (LSRs) which are electronically submitted by the CLEC. The start time is the receipt time of the LSR at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented.

Calculation

Response Interval = (a - b)

- a = Date and Time Acknowledgement Notices returned to CLEC
- b = Date and Time Messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

Average Response Interval = (c / d)

- c = Sum of all Response Intervals for returned acknowledgements
- d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period.

Percent within Interval = (e / f) X 100

e Total number of electronically submitted messages / LSRs received, from CLEC's via EDI or TAG respectively, in the Reporting Period.

f Total number of electronically submitted messages / LSRs acknowledged in the Reporting period.

Reporting Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region
- Electronically Submitted LSRs
  0 – <=10 minutes
  >10 – <=20 minutes
  >20 – <=30 minutes
  0 – <=30 minutes
  >30 – <=45 minutes
  >45 – <=60 minutes
  >60 – <=120 minutes
  >120 minutes
- Average interval for electronically submitted LSRs in minutes

Data Retained

Relating to CLEC Experience

- Report Month
- Record of Functional Acknowledgements

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• EDI	EDI – 95% <=30 Minutes
• TAG	TAG – 95% <=30 Minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI	EDI – 95% <=30 Minutes
• TAG	TAG – 95% <=30 Minutes

O-2: Acknowledgement Message Completeness

Definition

This measurement provides the percent of Messages/LSRs received via EDI or TAG, which are acknowledged electronically.

Exclusions

Manually submitted LSRs

Business Rules

EDI and TAG send Functional Acknowledgements for all LSRs, which are electronically submitted by a CLEC. For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.

Calculation

Acknowledgement Completeness = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for Messages/LSRs electronically submitted by EDI or TAG respectively
- b = Total number of electronically submitted Messages/LSRs received in the reporting period by EDI or TAG respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

Note: Acknowledgement message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized.

Data Retained

Relating to CLEC Experience

- Report Month
- Record of functional acknowledgements

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• EDI	Benchmark: ~~100%~~ <= 99.5%
• TAG	Benchmark: ~~100%~~ <= 99.5%

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI	Benchmark: ~~100%~~ <= 99.5%
• TAG	Benchmark: 100% <u>≤ 99.5%</u>

O-3: 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 for Percent Flow-Through only
- CLEC System Fallout
- Scheduled OSS Maintenance

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 (for example, fax and courier) or are not designed to flow through (for example, 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: Clarifications 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. Special pricing plans
3. Some Partial migrations (All LNP partial migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)
14. LNP Only Supplemental LSRs except Supps of 02 (Due Date Changes) on Req Type CB

NOTE:
* See LSR Flow Through Matrix for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The current expanded version of this table is on the PMAP web site (https://www.pmap.bellsouth.com) in the Documentation Downlaods menu.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth 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 BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a / [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a / [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

Report Structure

- CLEC Aggregate
  - Region

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 Caused System Fallout
- Total Number of Errors by Error Code
- Total Fallout for Manual Processing

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type
  - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark[1]
• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE	Benchmark: 85%
• LNP	Benchmark: 85%

1 *Benchmarks do not apply to the "Percent Achieved Flow Through."*

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	

SEEM Disaggregation	SEEM Analog/Benchmark[1]
• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE	Benchmark: 85%
• LNP	Benchmark: 85%

1 *Benchmarks do not apply to the "Percent Achieved Flow Through."*

O-4: 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 for Percent Flow-Through only
- CLEC System Fallout
- Scheduled OSS Maintenance

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 (for example, fax and courier) or are not designed to flow through (for example, 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: Clarifications 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. Special pricing plans
3. Some Partial migrations (all LNP Partial migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)
14. LNP Only Supplemental LSRs except Supps of 02 (Due Date Changes) on Req Type CB

NOTE:
* See LSR Flow Through Matrix for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The current expanded version of this table is on the PMAP web site (https://www.pmap.bellsouth.com) in the Documentation Downlaods menu.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth 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 BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a / [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a / [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

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 BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation
- Region

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

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type
  - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark[1]
• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE	Benchmark: 85%
• LNP	Benchmark: 85%

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE	Benchmark: 85%
• LNP	Benchmark: 85%

1 *Benchmarks do not apply to the "Percent Achieved Flow Through."*

O-5: 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 or reached 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 (for example, fax and courier).

Calculation

Total for each error 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
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count.

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Lsrs Received
- Total Number of Errors by Type (by Error Code)
  - CLEC caused error

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type (by Error Code)
  - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Not Applicable	Not Applicable

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

O-6: 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
- LSRs submitted manually

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 (for example, fax and courier).

Calculation

Not Applicable

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

Data Retained

Relating to CLEC 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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Not Applicable	Not Applicable

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

LSR Flow Through Matrix

	Product Type	Req type	ACT Type	F/T[3]	Complex Service	Complex Order	Planned Fallout For Manual Handling[1]	TAG[2]	LENS[4]
2 wire analog DID trunk port	U,C	A	N,T	No	UNE	Yes	NA	N	N
2 wire analog port	U	A	N,T	No	UNE	No	Yes	Y	N
2 wire ISDN digital line	U,C	A	N,T	No	UNE	Yes	NA	N	N
2 wire ISDN digital loop	U,C	A	N,T	Yes	UNE	Yes	No	Y	N
3-Way Calling	R,B	E,M	N,C,E,V,W	Yes	No	No	No	Y	Y
4 wire analog voice grade loop	U,C	A	N,T	Yes	UNE	Yes	No	Y	N
4 wire DS0 & PRI digital loop	U,C	A	N,T	No	UNE	Yes	NA	N	N
4 wire DS1 & PRI digital loop	U,C	A	N,T	No	UNE	Yes	NA	N	N
4 wire ISDN DS1 digital trunk ports	U,C	A	N,T	No	UNE	Yes	NA	N	N
Accupulse	C	F	N,C,H,V,W	No	Yes	Yes	NA	N	N
ADSL	R,B,C	E	V,W	No	UNE	No	No	Y	N
Area Plus	R,B	E,M	N,C,E,V,W	Yes	No	No	No	Y	Y
Basic Rate ISDN	U,C	A	N,T	No	Yes	Yes	Yes	Y	N
Basic Rate ISDN 2 Wire	C	E	C,D,E,V,W	No	Yes	Yes	Yes	Y	N
Basic Rate ISDN 2 Wire	C	E	N,T	No	Yes	Yes	N/A	N	N
Basic Rate ISDN 2 Wire UNE P	C	M	N,C,D,V	No	Y,T,S	Yes	N/A	N	N
Analog Data/Private Line	C	I	N, C, T, V, W, D, P, Q	No	Yes	Yes	N/A	N	N
Call Block	R,B	E,B, M	N,C,H,V,W	Yes	No	No	No	Y	Y
Call Forwarding	R,B	E,B, M	N,C,E,V,W	Yes	No	No	No	Y	Y
Call Return	R,B	E,B, M	N,C,T,V,W	Yes	No	No	No	Y	Y
Call Selector	R,B	E,B, M	N,C,T,V,W	Yes	No	No	No	Y	Y
Call Tracing	R,B	E,B, M	N,C,H,V,W	Yes	No	No	No	Y	Y
Call Waiting	R,B	E,B, M	N,C,T,V,W	Yes	No	No	No	Y	Y
Call Waiting Deluxe	R,B	E,B, M	N,C,E,V,W	Yes	No	No	No	Y	Y
Caller ID	R,B	E,B, M	N,C,T,V,W	Yes	No	No	No	Y	Y
CENTREX	C	P	V,P	No	Yes	Yes	NA	N	N
DID ACT W	C	N	W	No	Yes	Yes	Yes	Y	Y
Digital Data Transport	U	T	N,C,T,V,W	No	UNE	Yes	NA	N	N

Directory Listing Indentions	B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	No	Yes	Y	Y
Directory Listings Captions	R,B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	Yes	Yes	Y	Y
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	Yes	No	No	No	Y	Y
DS3	U	A,M	N,C,V	No	UNE	Yes	NA	N	N
DS1Loop	U	A,M	N,C,V	Yes	UNE	Yes	No	Y	N
DSOLoop	U	A, B	N,C,D,T,V	Yes	UNE	Yes	No	Y	N
Enhanced Caller ID	R,B	E,M	C,D,N,T,V,W	Yes	No	No	No	Y	Y
ESSX	C	P	C,D,T,V,S,B,W,L,P,Q	No	Yes	Yes	NA	N	N
Flat Rate/Business	B	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y
Flat Rate/Residence	R	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y
FLEXSERV	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N
Frame Relay	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N
FX	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N
Ga. Community Calling	R,B	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y
HDSL	U	A	N,C,D	Yes	UNE	No	No	Y	N
Hunting MLHI	R,B	E, M	C,D,N,T,V,W	No	C/S4	C/S	Yes	Y	N
Hunting Series Completion	R,B	E, M	C,D,N,T,V,W	Yes	C/S	C/S	No	Y	Y
INP to LNP Conversion	U	C	C	No	UNE	Yes	Yes	Y	N
LightGate	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N
Line Sharing	U	A	C,D	Yes	UNE	No	No	Y	Y
Local Number Portability	U	C	C,D,P,V,Q	Yes	UNE	Yes	No	Y	N
LNP With Complex Listing	C	C	P,V,Q,W	No	UNE	Yes	Yes	Y	N
LNP with Partial Migration	U	C	D,P,V,Q	No	UNE	Yes	Yes	Y	N
LNP with Complex Services	C	C	P,V,Q,W	No	UNE	Yes	Yes	Y	N
Loop+INP	U	B	D,P,V,Q	Yes	UNE	No	No	Y	N
Loop-LNP	U	B	C,D,N,V	Yes	UNE	No	No	Y	N
Measured Rate/Bus	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y
Measured Rate/Res	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y
Megalink	C	E	N,V,W,T,D,G,P,Q	No	Yes	Yes	NA	N	N

Megalink TI	C	E,M	N,V,W,T,D, C,P,Q	No	Yes	Yes	NA	N	N
Memory Call	R,B	E, M	C,D,N,T,V, W	Yes	No	No	No	Y	Y
Memory Call Ans. Svc	R,B	E, M	C,D,N,T,V, W	Yes	No	No	No	Y	Y
Multiserv	C	P	N,C,D,T,V,S, B,W,L,P,Q	No	Yes	Yes	NA	N	N
Native Mode LAN Interconnection (NMLI)	C	F	N,C,D,V,W	No	Yes	Yes	NA	N	N
Off-Prem Stations	C	E	N,C,D,V W L,P,Q	No	Yes	Yes	NA	N	N
Optional Calling Plan	R,B	E, M	N	Yes	No	No	No	Y	Y
Package/Complete Choice and Area Plus	R,B	E, M	N,T,C,V,W	Yes	No	No	No	Y	Y
Pathlink Primary Rate ISDN	C	E	N,C,D,T,V, W,P,Q	No	Yes	Yes	NA	N	N
Pay Phone Provider	B	E	C,D,T,N,V, W	No	No	No	NA	N	N
PBX Standalone Port	C	F	N,C,D	No	Yes	Yes	Yes	Y	N
PBX Trunks	R,B	E	N,C,D,V,W, L,P,Q	No	Yes	Yes	Yes	Y	N
Port/Loop PBX	U	M	A,C,D,V	No	No	No	Yes	Y	N
Port/Loop Simple	U	M	A,C,D,V	Yes	No	No	Yes	Y	Y
Preferred Call Forward	R,B,U	E	C,D,T,N,V, W	Yes	No	No	No	Y	Y
RCF-Basic	R,B	F	N,D,W,L,P	Yes	No	No	No	Y	Y
Remote Access to CF	R,B	E,M	C,D,T,N,V, W	Yes	No	No	No	Y	Y
Repeat Dialing	R,B	E,M	C,D,T,N,V, W	Yes	No	No	No	Y	Y
Ringmaster	R,B	E,M	C,D,T,N,V, W	Yes	No	No	No	Y	Y
Smartpath	R,B	E	C,D,T,N,V, W	No	Yes	Yes	NA	N	N
SmartRING	C	E	N,D,C,V,W	No	Yes	Yes	NA	N	N
Speed Calling	R,B	F	C,D,T,N,V, W	Yes	No	No	No	Y	Y
Synchronet	C	E	N	Yes	Yes	Yes	Yes	Y	N
Tie Lines	C	E	N,C,D,V,W, L,P,Q	No	Yes	Yes	NA	N	N
Touchtone	R,B	E	C,D,T,N,V, W	Yes	No	No	No	Y	Y
Unbundled Loop-Analog 2W, SL1, SL2	U	A,B	C,D,T,N,V, W	Yes	UNL	No	No	Y	Y
WATS	R,B	E	W,D	No	Yes	Yes	NA	N	N
XDSL	C,U	A,B	N,T,C,V,D	Yes	UNL	No	No	Y	N
XDSL Extended LOOP	C,U	A,B	N,T,C,V,D	No	UNL	Yes	NA	N	N

Collect Call Block	R,B	E	N,T,C,V,W, D	Yes	No	No	No	Y	Y
900 Call Block	R,B	E	N,T,C,V,W, D	Yes	No	No	No	Y	Y
3rd Party Call Block	R,B	E	N,T,C,V,W, D	Yes	No	No	No	Y	Y
Three Way Call Block	R,B	E	N,T,C,V,W, D	Yes	No	No	No	Y	Y
PIC/LPIC Change	R,B	E	I,C,V;	Yes	No	No	No	Y	Y
PIC/LPIC Freeze	R,B	E	N,T,C,V	Yes	No	No	No	Y	Y

Regtype: A-loop;B-loop with LNP; C-LNP; D-Retail (BellSouth Customer); E-Resale / Complex; F-Port; I-Directory Listing and Directory Assistance; M-Loop plus Port; N-DID Resale; P-Centrex Resale

ACT: A-New installation and/or account; N-New installation and/ or account OSS99; C-Change an existing account; D-Disconnection; M-Inside move of the physical termination within a building; L-Outside move of end user location; R-Record activity is for ordering administrative changes, V-Conversion of service to new LSP; W-Conversion as is; S-Suspend, B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (Initial); Q-Partial Migration (subsequent)

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 FAG column includes those LSRs submitted via Robo FAG.

Note[3]: 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, 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. government, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type I=move, pending order review required, more than 25 business lines, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listing indentions and captions, transfer of calls option for CLEC end user – new TN not yet posted to BOCRIS. Many are unique to the CLEC environment.

Note[4]: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

Note[5]: EELs are manually ordered. The following list of items will not FT:

LSRs with Project or RPON fields populated
SL1 REQTYP A, ACT C, LNA N, C, or D
SL2 REQTYP A, ACT C, LNA C
REQTYP B (INP, LNP), ACT P when migrating main telephone number
REQTYP B (LNP), ACT V with Complex
REQTYP C (LNP), ACT V with Complex
REQTYP E, M, N and P, ACT=V, LNA=V (LNP to Resale UNE Switched Combinations)
Pending Service Order (PSO)

Note[6]: LSRs submitted for Resale Products and Services for which there is a temporary promotion or discount plan will be processed identically to those LSRs ordering the same Products or Services without a promotion or discount plan.

Note: The Flow-Through Matrix is continually being updated and expanded with additional information about the listed products and services. BellSouth will not change any "Yes" designation to "No" without commission approval. The most current pre-approved matrix is posted to the PMAP web site (www.pmap.bellsouth.com).

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] received which are rejected due to error or omission. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Fatal Rejects
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.

LSRs which are identified and classified as "projects"

Business Rules

Fully Mechanized: An LSR/Service Request is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, LENS, TAG, LESOG, LNP Gateway, LAUTO) 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.

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** occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO 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.

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

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

Calculation

Percent Rejected Service Requests = (a / b) X 100

- a = Total Number of Service Requests Rejected in the reporting period
- b = Total Number of Service Requests Received in the reporting period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific percent Rejected
- Total percent Rejected

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Mechanized, Partially Mechanized and Non-Mechanized	Diagnostic
- Resale - Residence	
- Resale - Business	
- Resale – Design (Special)	
- Resale PBX	
- Resale Centrex	
- Resale ISDN	
- LNP Standalone	
- INP Standalone	
- 2W Analog Loop Design	
- 2W Analog Loop Non-Design	
- 2W Analog Loop with INP Design	
- 2W Analog Loop with INP Non-Design	
- 2W Analog Loop with LNP Design	
- 2W Analog Loop with LNP Non-Design	
- UNE Digital Loop < DS1	
- UNE Digital Loop >= DS1	
- UNE Loop + Port Combinations	
- UNE Combination Other	
- UNE ISDN Loop	
- UNE Other Design	
- UNE Other Non-Design	
- UNE Line Splitting	
- EELs	
- Switch Ports	
- UNE xDSL (ADSL, HDSL, UCL)	
- Line Sharing	
- Local Interoffice Transport	
- Local Interconnection Trunks	

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] to the distribution of a Reject. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete. . When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Fatal Rejects
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  ~~Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM~~
  ~~From 7:00 PM Saturday until 7:00 AM Monday~~

  ~~Business, Resale, Complex, UNE Group, – Monday through Friday 6:00PM until 8:00AM~~
  ~~From 6:00 PM Friday until 8:00 AM Monday.~~

  Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http://www.interconnection.bellsouth.com/centers/html/lesc.html .

  Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A M.
  From 4:30 P.M.Friday until 8:00 A.M. Monday. Weekends and holidays are excluded from the calculation. The exclusion of weekends begins at 12:01 AM Saturday until 12:00 midnight Sunday. Holidays are excluded from 12:01 AM until midnight .

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- LSRs which are identified and classified as "com"

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 BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) 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.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until the LSR is rejected (date and time stamp or reject in EDI translator, or TAG). 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 translator 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 EDI translator, or TAG.

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 Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c / d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e / f) X 100

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - <=4 minutes
  >4 - <=8 minutes
  >8 - <=12 minutes
  >12 - <=60 minutes
  0 - <=1 hour
  >1 - <=4 hours
  >4 - <=8 hours
  >8 - <=12 hours
  >12 - <=16 hours
  >16 - <=20 hours
  >20 - <=24 hours
  >24 hours
- Partially Mechanized:
  0 - <=1 hour
  >1 - <=4 hours
  >4 - <=8 hours
  >8 - <=10 hours
  0 - <=10 hours
  >10 - <=18 hours
  0 - <=18 hours
  >18 - <=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
  0 - <=24 hours
  >24 hours

- Trunks:
  0 - <=36 hours
  >36 hours
- Average Interval is reported in business hours.

Data Retained

Relating to CLEC Experience

- Report Month
  - Reject Interval
  - Total Number of LSRs
  - Total Number of Rejects
  - State and Region
  - Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark (see below)

- Resale – Residence
- Resale – Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP Standalone
- INP Standalone
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

SQM Analog/Benchmark

- Fully Mechanized:
  - 97% <=1Hour
- Partially Mechanized:
  - 95% <=10 Hours
- Non-Mechanized: - 95% <=24 Hours
- Trunks: 95% <=36 Hours

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation **SEEM Analog/Benchmark**

- Fully Mechanized ..... 97% <=1 hour
- Partially Mechanized ..... 95% <=10 hours
- Non-Mechanized ..... 95% <=24 hours
- Local Interconnection Trunks ..... 95% <=36 hours

O-9: 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 or ASR to distribution of a Firm Order Confirmation. The interval will include an electronic facilities check.

Exclusions

- Service Requests canceled by CLEC prior to being confirmed.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- ~~The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:~~

~~Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM~~
~~From 7:00 PM Saturday until 7:00 AM Monday~~

~~Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM~~
~~From 6:00 PM Friday until 8:00 AM Monday.~~

Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http://www.interconnection.bellsouth.com/centers/html/lcsc.html.

For ASRs processed in the Local Interconnection Service Center (LISC), ~~- From 4:30 P.M. Friday until 8:00 A.M. Monday (ASRs received after 2:00PM will be counted as if received at 8.00AM the next business day.)~~ all hours outside of Monday – Friday 8:00 – 4:30 CST, should be excluded.

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- LSRs which are identified and classified as "coin"

Business Rules

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth 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 via EDI translator, or TAG.
- **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 a BellSouth 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 Local Interconnection Service Center (LISC). The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.

Note: When multiple FOCs occur on a single LSR, the first FOC is used to measure the interval.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

Average FOC Interval = (c / d)

- c = Sum of all Firm Order Confirmation Times
- d = Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution = (e / f) X 100

- e = Service Requests Confirmed in Designated Interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - <=15 minutes
  >15 - <=30 minutes
  >30 - <=45 minutes
  >45 - <=60 minutes
  >60 - <=90 minutes
  >90 - <=120 minutes
  >120 - <=180 minutes
  0 - <=3 hours
  >3 - <=6 hours
  >6 - <=12 hours
  >12 - <=24 hours
  >24 - <=48 hours
  >48 hours
- Partially Mechanized:
  0 - <=4 hours
  >4 - <=8 hours
  >8 - <=10 hours
  0 - <=10 hours
  >10 - <=18 hours
  0 - <=18 hours
  >18 - <=24 hours
  >24 - <=48 hours
  >48 hours
- Non-mechanized:
  0 - <=4 hours
  >4 - <=8 hours
  >8 - <=12 hours
  >12 - <=16 hours
  0 - <=24 hours
  >16 - <=20 hours
  >20 - <=24 hours
  >24 - <=36 hours
  0 - <=36 hours
  >36 - <=48 hours
  >48 hours
- Trunks:
  0 - < = 5 days

>5 - <= 10 days
0 - <= 10 days
> 10 - <= 12 days
> 12 - <= 14 days
> 14 - <= 18 days
> 18 - <= 20 days
> 20 days
0 - <=48 hours
>48 hours

- Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience

- Report month
- Interval for FOC
- Total number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark (see below)

- Resale – Residence
- Resale – Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP Standalone
- INP Standalone
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

SQM Analog/Benchmark

- Fully Mechanized: - 95% <=3 Hours
- Partially Mechanized:
  - 95% <=10 Hours
- Non-Mechanized: - 95% <=24 Hours
- Trunks: 95% <=48 Hours

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation **SEEM Analog/Benchmark**

- Fully Mechanized ..... 95% <=3 Hours
- Partially Mechanized ..... 95% <=10 Hours
- Non-Mechanized ..... 95% <=24 Hours
- Local Interconnection Trunks ..... 95% <=48 Hours

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

Exclusions

Designated Holidays are excluded from the interval calculation.
Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation of the Service Inquiry.
For ASRs processed in the Local Interconnection Service Center (LISC), all hours outside of Monday-Friday, 8:00-4:30 CST, should be excluded

- Canceled Requests
- Electronically Submitted Requests

Business Rules

This measurement combines four intervals:

1. From receipt of a valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'.
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of a valid SI/LSR in the LCSC to Firm Order Confirmation.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

Calculation

FOC Timeliness Interval = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

Average Interval = (c / d)

- c = Sum of all FOC Timeliness Intervals
- d = Total number of SIs with LSRs received in the reporting period

Percent Within Interval = (e / f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Intervals
  0 – <=3 days
  >3 – <=5 days
  0 – <=5 days
  >5 – <=7 days

1 *See O-9 for FOC Timeliness*

>7 – <=10 days
>10 – <=15 days
>15 days

- Average Interval measured in days

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Requests
- SI Intervals
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops)	95% Returned <=5 Business Days
• Unbundled Interoffice Transport	95% Returned <=5 Business Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified.
- LSRs which are identified and classified as "projects"

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs.

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs which fall out for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by FAX server.

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

For CLEC Results:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Firm Order Confirmation / Reject Response Completeness = (a / b) X 100

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Report Structure

Fully Mechanized, Partially Mechanized, Non-Mechanized and Interconnection Trunks

- State and Region
- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience

- Report month
  - Total number of LSRs
  - Total number of rejects
  - Total number of ASRs (Trunks)
  - Total number of FOCs

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	95% Returned
• Resale Business	95% Returned
• Resale Design (Special)	95% Returned
• Resale PBX	95% Returned
• Resale Centrex	95% Returned
• Resale ISDN	95% Returned
• LNP Standalone	95% Returned
• INP Standalone	95% Returned
• 2W Analog Loop Design	95% Returned
• 2W Analog Loop Non-Design	95% Returned
• 2W Analog Loop with INP Design	95% Returned
• 2W Analog Loop with INP Non-Design	95% Returned
• 2W Analog Loop with LNP Design	95% Returned
• 2W Analog Loop with LNP Non-Design	95% Returned
• UNE Digital Loop < DS1	95% Returned
• UNE Digital Loop >= DS1	95% Returned
• UNE Loop + Port Combinations	95% Returned
• UNE Combination Other	95% Returned
• UNE ISDN Loop	95% Returned
• UNE Other Design	95% Returned
• UNE Other Non-Design	95% Returned
• UNE Line Splitting	95% Returned
• EELs	95% Returned
• Switch Ports	95% Returned
• UNE xDSL (ADSL, HDSL, UCL)	95% Returned
• Line Sharing	95% Returned
• Local Interoffice Transport	95% Returned
• Local Interconnection Trunks	95% Returned

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% Returned
• Partially Mechanized	95% Returned
• Non-Mechanized	95% Returned
• Local Interconnection Trunks	95% Returned

O-12: 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 BellSouth 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 a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

Calculation

Speed of Answer in Ordering Center = (a / b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

Report Structure

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
  - ~~Business Service Center~~
  - ~~Residence Service Center~~
  - Retail Service Center (Business Retail Service Center Residence Retail Service Center)
- Region

~~Note~~: ~~Combination of Residence Service Center and Business Service Center data under development~~

Data Retained

Relating to CLEC Experience

- Mechanized Tracking Through LCSC Automatic Call Distributor

Relating to BellSouth Performance

- Mechanized Tracking Through BellSouth Retail Center Support System

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Aggregate	
• CLEC – Local Carrier Service Center	Parity with Retail
• BellSouth	Parity with Retail
- Business Service Center	Parity with Retail
- Residence Service Center	Parity with Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	

SEEM Disaggregation **SEEM Analog/Benchmark**

- CLEC Local Carrier Service Center ..... Parity With Retail
- BellSouth ..... Parity With Retail
  - Business Service Center ..... Parity With Retail
  - Residence Service Center ..... Parity With Re tail

Section 3: Provisioning

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 BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date; divided by the total number of held orders. This report is based on orders still pending, held and past their 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 BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- ~~Orders with appointment code of "A" for Rural orders.~~

Orders with an Appointment Code of "A", i.e. orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location

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 and identifying all orders that have been reported as completed in SOCS after the currently committed due date for the order. For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment 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 = a / b

- a = Sum of held-over-days for all Past Due Orders Held for the reporting period with a BellSouth Missed Appointment from the earliest BST missed appointment
- b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

Held Order Distribution Interval (for each interval) = (c / d) X 100

- c = # of Orders Held for >=15 days or # of Orders Held for >=90 days
- d = Total # of Past Due Orders Held and Pending But Not Completed)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Circuit Breakout < 10, >=10 (except trunks)
- Dispatch/Non-Dispatch

Geographic Scope
State, Region

Data Retained

Relating to CLEC Experience

- 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Committed Due Date
- Service Type
- Hold Reason
- Total line/circuit count
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail Business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
LNP (Standalone)	Retail Residence and Business (POTS)
INP (Standalone)	Retail Residence and Business (POTS)
2W Analog Loop Design	Retail Residence and Business Dispatch
2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch
2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
UNE Loop + Port Combinations - Dispatch In - Switch Based	Retail Residence and Business Dispatch In Switch Based
UNE Switch Ports	Retail Residence and Business (POTS)
UNE Combo Other	Retail Residence, Business and Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
UNE ISDN (Includes UDC)	Retail ISDN - BRI
UNE Line Sharing	ADSL Provided to Retail
UNE Other Design	Retail Design
UNE Other Non-Design	Retail Residence and Business

- Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks..... Parity with Retail
- UNE Line Splitting..... ADSL Provided to Retail
- EELs..... Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-2A: ~~Average~~ Jeopardy Notice Interval ~~& Percentage of Orders Given Jeopardy Notices~~

Definition

When BellSouth 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/BellSouth systems until 5pm on the ~~commitment~~ due 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
- Disconnect (D) & From (F) orders

Orders with Jeopardy Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refere to Engineer or Cable Repair for facility jeopardy.

Orders issued with a due date of < 48 hours.

Business Rules

When BellSouth 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. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date.

Calculation

Jeopardy Interval = a - b

- ~~a – Date and Time of Jeopardy Notice~~
- ~~b – Date and Time of Scheduled Due Date on Service Order~~

a = Date and Time of Scheduled Due Date on Service Order

- b = Date and Time of Jeopardy Notice

Average Jeopardy Interval = c / d

- c = Sum of all jeopardy intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

~~Percent of Orders Given Jeopardy Notice = (e / f) X 100~~

- ~~e – Number of Orders Given Jeopardy Notices in Reporting Period~~
- ~~f – Number of Orders Confirmed (due) in Reporting Period)~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch

Geograhic Scope
State, Region

Data Retained

Relating to CLEC Experience

- 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Average Jeopardy Notice Interval	95% >= 48 hours
• Resale Residence	95% >= 48 hours ~~Retail Residence~~
• Resale Business	95% >= 48 hours Retail Business
• Resale Design	95% >= 48 hours Retail Design
• Resale PBX	95% >= 48 hours Retail PBX
• Resale Centrex	95% >= 48 hours ~~Retail Centrex~~
• Resale ISDN	95% >= 48 hours ~~Retail ISDN~~
• LNP (Standalone)	95% >= 48 hours ~~Retail Residence and Business (POTS)~~
• INP (Standalone)	95% >= 48 hours ~~Retail Residence and Business (POTS)~~
• 2W Analog Loop Design	95% >= 48 hours Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	95% >= 48 hours ~~Retail Residence and Business – POTS Excluding Switch Based Orders~~
• 2W Analog Loop With LNP - Design	95% >= 48 hours ~~Retail Residence and Business Dispatch~~
• 2W Analog Loop With LNP- Non-Design	95% >= 48 hours ~~Retail Residence and Business – POTS Excluding Switch Based Orders~~
• 2W Analog Loop With INP-Design	95% >= 48 hours ~~Retail Residence and Business Dispatch~~
• 2W Analog Loop With INP-Non-Design	95% >= 48 hours ~~Retail Residence and Business – POTS Excluding Switch Based Orders~~
• UNE Digital Loop <DS1	95% >= 48 hours Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	95% >= 48 hours ~~Retail Digital Loop >=DS1~~
• UNE Loop + Port Combinations - Dispatch In - Switch Based	95% >= 48 hours ~~Retail Residence and Business~~ Dispatch In Switch Based
• UNE Switch Ports	95% >= 48 hours Retail ~~Residence and Business (POTS)~~
• UNE Combo Other	95% >= 48 hours Retail ~~Residence, Business and Design~~ Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	95% >= 48 hours ~~ADSL Provided to Retail~~
• UNE ISDN (Includes UDC)	95% >= 48 hours ~~Retail ISDN - BRI~~
• UNE Line Sharing	95% >= 48 hours ADSL Provided to Retail
• UNE Other Design	95% >= 48 hours Retail Design
• UNE Other Non-Design	95% >= 48 hours Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	95% >= 48 hours Retail DS1-DS3 Interoffice
• Local Interconnection Trunks	95% >= 48 hours ~~Parity with Retail~~
• UNE Line Splitting	95% >= 48 hours ~~ADSL to Retail~~
• EELs	95% >= 48 hours ~~Retail DS1/DS3~~
• ~~Average Jeopardy Notice Interval (Electronic only)~~	~~95% >= 48 Hours~~

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-2B: Percentage of Orders Given Jeopardy Notices

Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

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
Disconnect (D) & From (F) orders

Business Rules

When BellSouth 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. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

Calculation

Percent of Orders Given Jeopardy Notice = (a / b) X 100

- a = Number of Orders Given Jeopardy Notices in Reporting Period
- b = Number of Orders Confirmed (due) in Reporting Period)

Percent of Orders Given Jeopardy Notice >= 48 hours = (c / d) X 100

- c = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)
- d = Number of Orders Given Jeopardy Notice >= 48 hours in Reporting Period (electronic only)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders

Dispatch/Non-Dispatch
Geographic Scope
State, Region

Data Retained

Relating to CLEC Experience

- 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~~ Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date

• Service Type

SQM Disaggregation - Analog/Benchmark

- SQM LEVEL of Disaggregation ..... SQM Analog/Benchmark
- % Orders Given Jeopardy Notice
- Resale Residence ..... Retail Residence
- Resale Business ..... Retail Business
- Resale Design ..... Retail Design
- Resale PBX ..... Retail PBX
- Resale Centrex ..... Retail Centrex
- Resale ISDN ..... Retail ISDN
- LNP (Standalone) ..... Retail Residence and Business (POTS)
- INP (Standalone) ..... Retail Residence and Business (POTS)
- 2W Analog Loop Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop <DS1 ..... Retail Digital Loop <DS1
- UNE Digital Loop ≥ DS1 ..... Retail Digital Loop ≥ DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - Dispatch In ..... Dispatch In
  - Switch Based ..... Switch Based
- UNE Switch Ports ..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
- UNE ISDN (Includes UDC) ..... Retail ISDN - BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting ..... ADSL Provided to Retail
- DELs ..... Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-3: Percent Missed Initial Installation Appointments

(This metric was not ordered by FPSC)

Definition

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

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Order types may be coded C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Initial Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. 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 = (a / b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >=10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except Trunks)

Data Retained

Relating to CLEC Experience

- 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
- Without Conditioning	Without Conditioning
- With Conditioning	With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN (Includes UDC)	Retail ISDN - BRI
• UNE UDC / IDSL	Retail ISDN - BRI and PRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting	ADSL Provided to Retail
• EELs	Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
- Without Conditioning	Without Conditioning
- With Conditioning	With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN (Includes UDC)	Retail ISDN - BRI
• UNE Line Sharing	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• EELs	Retail DS1/DS3

BellSouth proposes to delete this measure.

P-3A: Percent Missed Installation Appointments Including Subsequent Appointments

Definition

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

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The "due date" is the commitment time (if applicable) on the confirmed due date.

Calculation

Percent Missed Installation Appointments = (a / b) X 100

- a = Number of Appointments in Reporting Period past the Original (Date/Time as applicable) Committed and Subsequent Committed Due Date
- b = Number of Appointments on Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >=10 lines/circuits (except trunks)
- Dispatch/Non- Dispatch (except Trunks)
  Geograhic Scope
  State

Data Retained

Relating to CLEC Experience

- 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
- Without Conditioning	Without Conditioning
- With Conditioning	With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN (~~Includes UDC~~)	Retail ISDN - BRI
• UNE UDC / IDSL	Retail ISDN - BRI and PRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting	ADSL to Provided Retail
• EELs	Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design

- Resale PBX ..... Retail PBX
- Resale Centrex ..... Retail Centrex
- Resale ISDN ..... Retail ISDN
- LNP (Standalone) ..... Retail Residence and Business (POTS)
- INP (Standalone) ..... Retail Residence and Business (POTS)
- 2W Analog Loop Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop <DS1 ..... Retail Digital Loop <DS1
- UNE Digital Loop >=DS1 ..... Retail Digital Loop >=DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - Dispatch In ..... Dispatch In
  - Switch Based ..... Switch Based
- UNE Switch Ports ..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
  - Without Conditioning ..... Without Conditioning
  - With Conditioning ..... With Conditioning (BellSouth does not offer this service to Retail)
- UNE ISDN ~~(Includes UDC)~~ ..... Retail ISDN - BRI
- UNE UDC/IDSL ..... Retail ISDN – BRI and PRI
- UNE Line Sharing ..... ADSL Provided to Retail
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3

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

(This metric not ordered by the FPSC)

Definition

The "average completion interval" measure monitors the interval of time it takes BellSouth 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 service orders.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

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 BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's actual order completion date. 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. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE and Design is: 0-5 = 0 - <5, 5-10 = 5 - <10, 10-15 = 10 - <15, 15-20 = 15 - <20, 20-25 = 20 - <25, 25-30 = 25 - <30, >=30 = 30 and greater.

Calculation

Completion Interval = (a - b)

- a = Completion Date
- b = FOC/SOCS date time-stamp (application date)

Average Completion Interval = (c / d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e / f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-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 (except trunks)
- ~~ISDN Orders included in Non-Design~~

Geograhic Scope
State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time
- 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~~Supporting Data File (SDF).

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >=DS1	Retail Digital Loop ≥=DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- Without Conditioning	<=5 Days
- With Conditioning	<=12 Days
• UNE ISDN (Includes UDC)	Retail ISDN - BRI
UNE Line Sharing	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
UNE Line Splitting	ADSL to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business

- EELs ..... Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

BellSouth proposes to delete this measure.

P-4A: Average Order Completion and Completion Notice Interval (AOCCNI) Distribution

Definition

The "Order Completion And Completion Notice Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers and notice of completion to the CLEC on service orders.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

Business Rules

The interval is determined for each order processed during the reporting period. The completion interval for AOCCNI is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's return of the completion notice (CN) to the CLEC. 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. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE is 1,2,3,4,5+ and Design is: 0 - <= 5, >5 - <= 10, > 10 - <= 15, > 15 - <= 20, > 20 - <= 25, > 25 - <= 30, >30 ~~0-5=0 - <5, 5-10=5 - <10, 10-15=10 - <15, 15-20=15 - <20, 20-25=20 - <25, 25-30=25 - <30, >=30=30 and greater.~~

Calculation

Completion Interval = (a - b)

- a = Date and Time Completion Notice is sent
- b = FOC/SOCS date time-stamp (application date)

Average Completion Interval = (c / d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e / f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-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~~ 0 - <= 5, >5 - <= 10, > 10 - <= 15, > 15 - <= 20, > 20 - <= 25, > 25 - <= 30, >30
- All Levels are reported <10 line/circuits; >=10 line/circuits (except trunks)
- ~~ISDN Orders included in Non-Design~~
- Mechanized/Non-Mechanized (Non-Mechanized is not applicable to BellSouth)

Geographic Scope
State

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF) ~~raw data file.~~

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- Without Conditioning	<= 5 Days
- With Conditioning	<= 12 Days
• UNE ISDN ~~(Includes UDC)~~	Retail ISDN - BRI
• UNE UDC / IDSL	Retail ISDN - BRI and PRI
• UNE Line Sharing	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice

- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting ..... ADSL to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation — SEEM Analog/Benchmark

- Resale Residence ..... Retail Residence
- Resale Business ..... Retail Business
- Resale Design ..... Retail Design
- Resale PBX ..... Retail PBX
- Resale Centrex ..... Retail Centrex
- Resale ISDN ..... Retail ISDN
- LNP (Standalone) ..... Retail Residence and Business (POTS)
- INP (Standalone) ..... Retail Residence and Business (POTS)
- 2W Analog Loop Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design ..... Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop < DS1 ..... Retail Digital Loop < DS1
- UNE Digital Loop >=DS1 ..... Retail Digital Loop <u><></u>=DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - Dispatch In ..... Dispatch In
  - Switch Based ..... Switch Based
- UNE Switch Ports ..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL)
  - Without Conditioning ..... ≤ 5 Days
  - With Conditioning ..... ≤ 12 Days
- UNE ISDN ~~(Includes UDC)~~ ..... Retail ISDN - BRI
- <u>UNE UDC / IDSL</u> ..... <u>Retail ISDN – BRI and PRI</u>
- UNE Line Sharing ..... ADSL Provided to Retail
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3

P-5: Average Completion Notice Interval

Definitions

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

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- D&F orders (Exception: "D" orders associated with LNP Standalone)

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/BellSouth 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.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). ~~For non-mechanized orders the end time will be date and timestamp of order update from the PAX record via LON or C-SOTS system~~. For the retail analog, the start time is when the technician completes the order and the end time is when the order status is changed to complete in SOCS.

Calculation

Completion Notice Interval = (a - b)

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

Average Completion Notice Interval = c / d

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Reporting intervals in Hours; 0, 1- <= 2, > 2 - <= 4, > 4 - <= 8, > 8 - <= 12, > 12 - <=24, > 24 plus Overall Average Hour Interval 1-2, 2-4, 4-8, 8-12, 12-24, >-24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 – 0 - 0.99; 1-2 – 1 - 1.99; 2-4 – 2 - 3.99, etc.)
- Reported in categories of <10 line / circuits; >=10 line/circuits (except trunks)
  Geographic Scope
  State, Region

Data Retained

Relating to CLEC Experience

- 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

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- Report Month
- BellSouth 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.

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	Retail Residence and Business Dispatch In Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN (Includes UDC)	Retail ISDN - BRI
• UNE UDC / IDSL	Retail ISDN – BRI and PRI
• UNE Line Sharing	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business

- EELs ..... Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-6: % Completions/Attempts without Notice or <24 hours Notice

Definition

The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

Exclusions

- Cancelled Orders
- Expedited Orders
- "0" dated orders or any request where the subscriber requested an earlier due date of <24 hours prior to the original commitment date, or any LSR received <24 hours prior to the original commitment date.

Business Rules

For CLEC Results:

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

For BellSouth Results:

BellSouth does not provide a FOC to its retail customers.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = (a / b) X 100

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received <24 Hours of Original Committed Due Date
- b = All Completions

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch /Non-Dispatch
- Total Orders FOC <24 Hours
- Total Completed Service Orders
- % FOC <24 Hours
  Geographic Scope
  State, Region

Data Retained

Relating to CLEC Experience

- Committed Due Date (DD)
- FOC End Timestamp
- Report Month
- CLEC Order Number and PON
- Geographic Scope
  - State / Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	<= 5%
• Resale Business	<= 5%
• Resale Design	<= 5%
• Resale PBX	<= 5%
• Resale Centrex	<= 5%
• Resale ISDN	<= 5%
• LNP (Standalone)	<= 5%
• INP (Standalone)	<= 5%
• 2W Analog Loop Design	<= 5%
• 2W Analog Loop Non-Design	<= 5%
• 2W Analog Loop Design With LNP	<= 5%
• 2W Analog Loop Non-Design With LNP	<= 5%
• 2W Analog Loop Design With INP	<= 5%
• 2W Analog Loop Non-Design With INP	<= 5%
• UNE Digital Loop < DS1	<= 5%
• UNE Digital Loop >=DS1	<= 5%
• UNE Loop + Port Combinations	
- Dispatch In	<= 5%
- Switch Based	<= 5%
• UNE Switch ports	<= 5%
• UNE Combo Other	<= 5%
• UNE xDSL (HDSL, ADSL and UCL)	<= 5%
• UNE ISDN (Includes UDC)	<= 5%
• UNE Line Sharing	<= 5%
• UNE Line Splitting	<= 5%
• Local Transport (Unbundled Interoffice Transport)	<= 5%
• Local Interconnection Trunks	<= 5%
• EELS	<= 5%

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-7: Coordinated Customer Conversions Interval

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch and cross connect it to CLEC equipment. This measurement applies to service orders with INP and LNP, and where the CLEC has requested BellSouth 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.
- Test Orders

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. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link 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

Coordinated Customer Conversions Interval = (a - b)

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

Percent Coordinated Customer Conversions (for each interval) = (c / d) X 100

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is 0-5 = 0 - <=5, 5-15 = >5 - <=15, >=15 = 15 and greater, plus Overall Average Interval.
  Geographic Scope
  State, Region

Data Retained

Relating to CLEC 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 Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP	95% <=15 minutes
• Unbundled Loops with LNP	95% <=15 minutes

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Unbundled Loops With INP	95% <=15 minutes
• Unbundled Loops With LNP	95% <=15 minutes

P-7A: Coordinated Customer Conversions – Hot Cut Timeliness % Within Interval and Average Interval

Definition

This category measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. It measures the percentage of orders where the cut begins 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.
- Test Orders

Business Rules

This report measures whether BellSouth 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 percent 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. <=15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, £ 30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time. If IDLC is involved, a four-hour window applies to the start time. This only applies if BellSouth notifies the CLEC by 10:30 A.M. on the day before the due date that the service is on IDLC.

~~A Hot Cut is considered complete when one of the following occurs:~~

~~1. BellSouth performs the hot cut, notifies the CLEC by telephone.~~
~~2. BellSouth performs the hot cut and attempts to notify the CLEC by telephone, but receives no answer and leaves a phone message.~~

Calculation

% within Interval = (a / b) X 100

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

Interval = (c - d)

- c = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order
- d = Actual Start Date and Time of a Coordinated Unbundled Loop Order

Average Interval = (e / f)

- Sum of all Intervals
- Total Number of Coordinated Unbundled Loop Orders for the reporting period.

Report Structure

~~• CLEC Specific~~
~~• CLEC Aggregate~~
~~Reported in intervals of early, on-time and late cuts % <=15 minutes; % >15 minutes, <=30 minutes; % >30 minutes, plus Overall Average Interval~~

Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts.

On Time (Non-IDLC)

<= 15 minutes

Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.

Early (Non-IDLC)
>15 minutes - <= 30 minutes
>30 minutes - <= 60 minutes
>60 minutes - <=120 minutes
>120 minutes - <=180 minutes
>180 minutes - <=240 minutes
<=240 minutes

Late (Non-IDLC)
>15 minutes - <= 30 minutes
>30 minutes - <= 60 minutes
>60 minutes - <= 120 minutes
>120 minutes - <= 180 minutes
>180 minutes - <= 240 minutes
>240 minutes

Overall Average Interval for non-IDLC

On Time (IDLC)
<=2 hours
Note: This is a 4-hour bucket representing a cut involving IDLC that begins 2 hours or less before or after the scheduled start time.

Early (IDLC)
>2 hours

Late (IDLC)
>2 hours

Overall Average Interval for IDLC

Data Retained

Relating to CLEC 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 Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Product Reporting Level	95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 Non-Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL2 Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL2 Non-Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 IDLC	95% Within 4-hour Window

- SL2 IDLC ..... 95% Within 4-hour Window

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
- SL1 Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 Non-Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL2 Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL2 Non-Time Specific	95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 IDLC	95% Within 4-hour Window
- SL2 IDLC	95% Within 4-hour Window

P-7B: Coordinated Customer Conversions – Average Recovery Time

Definition

Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion. This report measures outages associated with Coordinated Customer Conversions prior to service order completion.

Exclusions

- Cutovers where service outages are due to CLEC caused reasons when the CLEC agrees
- Cutovers where service outages are due to end-user caused reasons when the CLEC agrees
- Test Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

Calculation

Recovery Time = (a - b)

- a = Date & Time That Trouble is Closed by CLEC
- b = Date & Time Initial Trouble is Opened with BellSouth

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times
- d = Number of Troubles per circuit Referred to the BellSouth

Report Structure

- CLEC Specific
- CLEC Aggregate
  Geographic Scope
  State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- CLEC Acceptance Conflict (CLEC_CONFLICT)
- CLEC Conflict Resolved (CLEC_CON_RES)
- CLEC Conflict MFC (CLEC_CONFLICT_MFC)
- Total Conversion Orders

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- None

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP	Diagnostic (To Be Established at The 6 Month Review Period)
• Unbundled Loops with LNP	Diagnostic (To Be Established at The 6 Month Review Period)

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-7C: Hot Cut Conversions - % Provisioning Troubles Received Within 7 days of a completed Service Order

Definition

The Percent Provisioning Troubles received within 7 days of a completed service order associated with a Hot Cut Conversion (CCC) measures the quality and accuracy of Coordinated Customer Conversion Activities.

Exclusions

- Any order canceled by the CLEC
- Troubles caused by Customer Provided Equipment
- Test Orders

Business Rules

Measures the quality and accuracy of completed service orders associated with Coordinated and Non-coordinated Customer Conversions. The first trouble report received on a circuit ID within 7 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed Coordinated Customer Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.

Calculation

% Provisioning Troubles within 7 days of service order completion = (a / b) X 100

- a = The sum of all CCC Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of CCC service order circuits completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch

Geographic Scope
State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- Total Conversion Circuits

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF). ~~raw data file.~~

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE Loop Design	<=5% (To be reviewed after six month period)
• UNE Loop Non-Design	<=5% (To be reviewed after six month period)

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE Loop Design	<=5% (To be reviewed after six month period)
• UNE Loop Non-Design	<=5% (To be reviewed after six month period)

P-8: Cooperative Acceptance Testing - % of xDSL Loops Successfully ~~Tested~~ Passing Cooperative Testing

Definition

A loop will be considered successfully cooperatively tested when both the CLEC and ~~ILEC~~ BellSouth representatives agree that the loop ~~has passed~~ the cooperative testing. Meets the technical specifications set forth in TR 73600.

Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing
- Test Orders

Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short. CLEC caused failures will be captured in the raw data files.

Calculation

Cooperative Acceptance Testing - % of xDSL Loops Successfully Tested = (a / b) X 100

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop tested

Geograhic Scope
State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name (OCN)
- CLEC Order Number (so_nbr) and PON (PON)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Acceptance Testing Completed (ACCEPT_TESTING)
- Acceptance Testing Declined (ACCEPT_TESTING)
- Total xDSL Orders
- Missed Appointments Code (SO_MISSED_CMMT_CD)

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF). ~~raw data file.~~

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE xDSL	95% of Lines Successfully Tested
- ADSL	95% of Lines Successfully Tested
- HDSL	95% of Lines Successfully Tested
- UCL	95% of Lines Successfully Tested
- OTHER	95% of Lines Successfully Tested

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE xDSL	95% of Lines Successfully Tested
- ADSL	95% of Lines Successfully Tested
- HDSL	95% of Lines Successfully Tested
- UCL	95% of Lines Successfully Tested
- Other	95% of Lines Successfully Tested

P-9: % Provisioning Troubles within 30 days of Service Order Completion

Definition

Percent Provisioning Troubles within 30 measures the quality and accuracy of service order activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

Business Rules

Measures the quality and accuracy of completed orders. The first trouble report ~~from~~ a received after service order ~~after~~ completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. 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.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

% Provisioning Troubles within 30 days of Service Order Activity = (a / b) X 100

- a = Trouble reports on all completed orders 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; >=10 line/circuits (except trunks)
- Dispatch /Non-Dispatch (except trunks)

Geographic Scope
State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF). ~~raw data file.~~

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With LNP Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP Non-Design	Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With INP Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP Non-Design	Retail Residence and Business (POTS - Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN (Includes UDC)	Retail ISDN BRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	Dispatch In
- Switch-Based	Switch-Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• UNE Other Non-Design	Retail Residence and Business
• UNE Other Design	Retail Design
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting	ADSL Provided to Retail
• EELs	Retail DS1/DS3

SEEM Measure

Seem	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN

- LNP (Standalone) ..... Retail Residence and Business (POTS)
- INP (Standalone) ..... Retail Residence and Business (POTS)
- 2W Analog Loop Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ..... Retail Residence and Business - (POTS Excluding Switch-Based Orders)
- 2W Analog Loop With LNP Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With LNP Non-Design ..... Retail Residence and Business - (POTS Excluding Switch-Based Orders)
- 2W Analog Loop With INP Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop With INP Non-Design ..... Retail Residence and Business (POTS - Excluding Switch-Based Orders)
- UNE Digital Loop <DS1 ..... Retail Digital Loop < DS1
- UNE Digital Loop >=DS1 ..... Retail Digital Loop >=DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - Dispatch In ..... Dispatch In
  - Switch-Based ..... Switch-Based
- UNE Switch Ports ..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL provided to Retail
- UNE ISDN (Includes UDC) ..... Retail ISDN BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Other Non-Design ..... Retail Residence and Business
- UNE Other Design ..... Retail Design
- EELs ..... Retail DS1/DS3

BellSouth proposes to delete this measure.

P-10: 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 return of a completion notice to the CLEC Interface.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- D (Disconnect - Except "D" orders associated with LNP Standalone.) 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.
- Sunday and Holiday Hours

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). 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. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c / d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e / f) X 100

- e = Total Number of Service Requests Completed in "X" minutes/hours
- f = Total Number of Service Requests Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of <10 line/circuits; >=10 line/circuits (except trunks)
- Dispatch /Non-Dispatch categories applicable to all levels except trunks
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30 Days. The interval breakout is: 0-5 = 0 - <5, 5-10 = 5 - <10, 10-15 = 10 - <15, 15-20 = 15 - <20, 20-25 = 20 - <25, 25-30 = 25 - <30, >=30 = 30 and greater.

Data Retained

Relating to CLEC 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 Supporting Data File (SDF).~~raw data file~~

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence	Diagnostic
Resale Business	Diagnostic
Resale Design	Diagnostic
Resale PBX	Diagnostic
Resale Centrex	Diagnostic
Resale ISDN	Diagnostic
LNP (Standalone)	Diagnostic
INP (Standalone)	Diagnostic
2W Analog Loop Design	Diagnostic
2W Analog Loop Non-Design	Diagnostic
2W Analog Loop With LNP Design	Diagnostic
2W Analog Loop With LNP Non-Design	Diagnostic
2W Analog Loop With INP Design	Diagnostic
2W Analog Loop With INP Non-Design	Diagnostic
UNE Switch Ports	Diagnostic
UNE Loop + Port Combinations	Diagnostic
- Dispatch In	Diagnostic
- Switch Based	Diagnostic
UNE Combo Other	Diagnostic
UNE xDSL (HDSL, ADSL and UCL)	Diagnostic
UNE ISDN (Includes UDC)	Diagnostic
UNE Line Sharing	Diagnostic
UNE Other Design	Diagnostic
UNE Other Non -Design	Diagnostic
UNE Digital Loops <DS1	Diagnostic
UNE Digital Loops >=DS1	Diagnostic
Local Transport (Unbundled Interoffice Transport)	Diagnostic
Local Interconnection Trunks	Diagnostic
UNE Line Splitting	Diagnostic
EELs	Diagnostic

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. 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. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Service Order Accuracy Sampling Process: A list of all orders completed in the report month is generated. The orders are then listed by the disaggregations specified in the SQM. For each disaggregation, the quantity of completed orders and the error rate for each disaggregation from the previous month are entered into a "Stratified Random Sampling for Proportions" formula. This formula determines the number of orders that are to be reviewed for each disaggregation. Once the sample size for each disaggregation is determined, the specified quantity of orders for each disaggregation are pulled for review.

Calculation

Percent Service Order Accuracy = (a / b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; >=10 line/circuits
- Dispatch/Non-Dispatch

Geographic Scope
Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Local Service Request (LSR)
- Order Submission Date
- Committed Due Date
- Service Type
- Standard Order Activity

Relating to BellSouth Experience

- No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark:

- Resale Residence ..... 95% Accurate
- Resale Business ..... 95% Accurate
- Resale Design (Specials) ..... 95% Accurate
- UNE Specials (Design) ..... 95% Accurate
- UNE (Non-Design) ..... 95% Accurate
- Local Interconnection Trunks ..... 95% Accurate

SEEM Measure

Seem	Tier I	Tier II
Yes		X

SEEM Disaggregation **SEEM Analog/Benchmark**

- Resale 95%
- UNE 95%
- UNE-P 95%

P-12: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid "Number Ported" message from NPAC (signifying the CLEC "Activate") until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.

Business Rules

The Disconnect Timeliness interval is determined for each number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid "Number Ported" message in ESI Number Manager (signifying the CLEC "Activate") for each telephone number ported until each number on the service order is disconnected in the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.

Calculation

Disconnect Timeliness Interval = (a – b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid "Number Ported" message received date & time

Average Disconnect Timeliness Interval = (c / d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Disconnect Timeliness Interval Distribution (for each interval) = (e / f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnect numbers completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
- State, Region

Data Retained

Relating to CLEC Experience

- Order Number
- Telephone Number / Circuit Number
- Committed Due Date
- Receipt Date / Time (ESI Number Manager)
- Date/Time of Recent Change Notice

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• LNP	95% < 15 Minutes

SEEM Measure

Seem	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-12A: LNP – Average Time of Out of Service for LNP Conversions

Definition

Average time to facilitate the LNP activation request in BellSouth's network

Exclusions

- CLEC-caused errors
- NPAC caused errors unless caused by BellSouth
- Stand Alone LNP Orders with more than 500 number activations

Business Rules

The Start time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Calculate the total minutes of difference between the start time and end time in minutes for LNP activations during the reporting period

Calculation

Time Out of Service = (a - b)

- a = LNP Conversion Stop Time
- b = LNP Conversion Start Time

Average Out of Service Time for LNP Conversions = (c / d) X 100

- c = Sum of all "Time out of Service" measures for the reporting period
- d = Total number of LNP activations for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	*SQM Analog/Benchmark*
• LNP (Standalone)	95% < 60 Minutes unless a different industry guideline is established that will override the benchmark referenced here.

SEEM Measure

SEEM	Tier I	Tier II	Tier III
No			

SEEM Disaggregation	*SEEM Analog/Benchmark*
• Not Applicable	Not Applicable

P-12B: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

Exclusions

Excludes CLEC or Customer caused misses or delays.

Business Rules

Obtain number of LNP TNs where the 10-digit trigger was applicable prior to due date, and the total number of LNP TNs where the 10-digit trigger was applicable.

Calculation

Percentage of 10-digit applications = (a / b) X 100

- a Count of LNP TNs for which 10-digit trigger was applicable prior to due date
- b Total LNP TNs for which 10-digit triggers were applied

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	*SQM Analog/Benchmark*
• LNP (Standalone)	95%

SEEM Measure

SEEM	Tier I	Tier II	Tier III
No			

SEEM Disaggregation	*SEEM Analog/Benchmark*
• Not Applicable	Not Applicable

Section 4: Maintenance & Repair

M&R-1: Missed Repair Appointments

Definition

The percent of customer trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment.)

Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

Percentage of Missed Repair Appointments = (a / b) X 100

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Customer Trouble reports closed in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Submission Date & Time (TICKET_ID)
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file~~.

Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Submission Date & Time
- Completion Date
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail Business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
2W Analog Loop Design	Retail Residence & Business Dispatch
2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
UNE Loop + Port Combinations	Retail Residence & Business
UNE Switch ports	Retail Residence & Business (POTS)
UNE Combo Other	Retail Residence, Business & Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
UNE ISDN	Retail ISDN – BRI
UNE Line Sharing	ADSL provided to Retail
UNE Other Design	Retail Design
UNE Other Non-Design	Retail Residence and Business
Local Interconnection Trunks	Parity with Retail
Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail Business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
2W Analog Loop Design	Retail Residence & Business Dispatch
2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
UNE Loop + Port Combinations	Retail Residence & Business
UNE Switch ports	Retail Residence & Business (POTS)
UNE Combo Other	Retail Residence, Business & Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
UNE ISDN	Retail ISDN – BRI
UNE Line Sharing	ADSL provided to Retail
UNE Other Design	Retail Design

- UNE Other Non-Design.....Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks.....Parity with Retail

M&R-2: Customer Trouble Report Rate

Definition

Initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination that exist for the CLECs and BellSouth respectively at the end of the report month.

Calculation

Customer Trouble Report Rate = (a / b) X 100

- a = Count of Initial and Repeated Customer Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Ticket Submission Date & Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- # Service Access Lines in Service at the end of period
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Ticket Submission Date & Time
- Ticket Completion Date
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)
- # Service Access Lines in Service at the end of period
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch Ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Interconnection Trunks	Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail

M&R-3: Maintenance Average Duration

Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

For Average Duration the clock starts on the date and time of the receipt of the correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

Calculation

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Customer Trouble Ticket was Opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Customer Troubles in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience:

- Report month
- Total Tickets (LINE_NBR)
- CLEC Company Name
- Ticket Submission Date & Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance:

- Report month
- Total Tickets

- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time
- Total Duration Time
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
2W Analog Loop Design	Retail Residence & Business Dispatch
2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
UNE Loop + Port Combinations	Retail Residence & Business
UNE Switch ports	Retail Residence & Business (POTS)
UNE Combo Other	Retail Residence, Business & Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
UNE ISDN	Retail ISDN – BRI
UNE Line Sharing	ADSL provided to Retail
UNE Other Design	Retail Design
UNE Other Non-Design	Retail Residence and Business
Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
Local Interconnection Trunks	Parity with Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
Resale Residence	Retail Residence
Resale Business	Retail Business
Resale Design	Retail Design
Resale PBX	Retail PBX
Resale Centrex	Retail Centrex
Resale ISDN	Retail ISDN
2W Analog Loop Design	Retail Residence & Business Dispatch
2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
UNE Digital Loop < DS1	Retail Digital Loop < DS1
UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
UNE Loop + Port Combinations	Retail Residence & Business
UNE Switch ports	Retail Residence & Business (POTS)
UNE Combo Other	Retail Residence, Business & Design Dispatch
UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
UNE ISDN	Retail ISDN – BRI

- UNE Line Sharing ..... ADSL provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail

M&R-4: Percent Repeat Troubles within 30 Days

Definition

Closed customer trouble reports on the same line/circuit as a previous customer trouble report received within 30 calendar days as a percent of total customer troubles closed reported

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

Includes Customer trouble reports received within 30 days of an original Customer trouble report

Calculation

Percent Repeat Customer Troubles within 30 Days = (a / b) X 100

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days
- b = Total Customer Trouble Reports Closed in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

- Report month
- Total Tickets (LINE_NBR)
- CLEC Company Name
- Ticket Submission Date & Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT)
- Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT_REPEAT)
- Service Type
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF).~~raw data file.~~

Relating to BellSouth Performance

- Report month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time

- Total and Percent Repeat Customer Trouble Reports within 30 Days
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail

M&R-5: Out of Service (OOS) > 24 Hours

Definition

For Out of Service Customer Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Customer Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions

- Trouble Reports canceled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the customer trouble report is created in LMOS/WFA and the customer trouble is counted if the elapsed time exceeds 24 hours.

Calculation

Out of Service (OOS) > 24 hours = (a / b) X 100

- a = Total Cleared Customer Troubles OOS > 24 Hours
- b = Total OOS Customer Troubles in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- BellSouth Aggregate
- CLEC Aggregate
- Geographic Scope
  State
  Region

Data Retained

Relating to CLEC Experience

- Report Month
- Total Tickets
- CLEC Company Name
- Ticket Submission Date & Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT
- Percentage of Customer Troubles out of
- Service > 24 Hours (OOS>24_FLAG)
- Service type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE-DESC)
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the Supporting Data File (SDF). ~~raw data file.~~

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission time
- Ticket Completion Date

- Ticket Completion Time
- Percent of Customer Troubles out of Service > 24 Hours
- Service type
- Disposition and Cause (Non-Design/Non-Special only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch Ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice

- Local Interconnection Trunks.....Parity with Retail

M&R-6: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth Repair Center.

Exclusions

None

Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call (abandoned calls are not included).

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- CLEC Average Answer Time

Relating to BellSouth Performance

- BellSouth Average Answer Time

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation **Retail Analog / Benchmark (see below)**

- Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional

Retail Analog / Benchmark

- For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

M&R-7: Mean Time To Notify CLEC of Network Outages

Definition

BellSouth will inform the CLEC and appropriate BellSouth personnel of any Network outages (key customer accounts)

Exclusions

None

Business Rules

This report measures the time it takes for BellSouth to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

Calculation

Time to Notify ~~CLEC~~ = (a - b)

- a = Date and Time BellSouth NMC Notified both CLEC and BellSouth entities.
- b = Date and time BellSouth NMC detected network incident

Mean Time to Notify ~~CLEC~~ = (c / d)

- c = Sum of all Times to Notify both BST and CLEC
- d = Count of all Network Incidents

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

Relating to BellSouth Performance

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation	Retail Analog / Benchmark
• BellSouth Aggregate	Parity ~~by Design~~ with Retail
• CLEC Aggregate	Parity ~~by Design~~ with Retail
• CLEC Specific	Parity ~~by Design~~ with Retail

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 5: Billing

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)
- Test Accounts

Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. 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. The CLEC-specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA.

Calculation

Invoice Accuracy = [(a - b) / a] X 100

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Total Billing Related Adjustments during current month

Measure of Adjustments =[(c-d) / c] x 100

- c = Number of Bills in current month
- d= Number of Billing-related Adjustments in current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Number of Adjustments
- Geographic Scope
  - Region
  - State

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
  - UNE
  - Resale
  - Interconnection
- Total Billed Revenue
- Total Billing Related Adjustments
- Number of Bills
- Number of Adjustments

Relating to BellSouth Performance

- Report Month
- Retail Type
  - CRIS
  - CABS
- Total Billed Revenue
- Total Billing Related Adjustments

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Product/Invoice Type
  - Resale ..... Parity with BellSouth Retail Aggregate
  - UNE ..... Parity with BellSouth Retail Aggregate
  - Interconnection ..... Parity with BellSouth Retail Aggregate

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
Resale	Parity with Retail
UNE	Parity with Retail
Interconnection	Parity with Retail

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.~~

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.

Exclusions

None

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.~~

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.

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.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = Close Date of Scheduled Bill Cycle

Mean Time To Deliver Invoices = (c / d)

- c = Sum of all Invoice Timeliness intervals
- d = Count of Invoices Transmitted in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region
  - State

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
  - UNE
  - Resale
  - Interconnection
  - State

- Invoice Transmission Count
- Date of Scheduled Bill Close

Relating to BellSouth Performance

- Report Month
- Invoice Type
  - CRIS
  - CABS
- Invoice Transmission Count
- Date of Scheduled Bill Close

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark (see below)**

- Product/Invoice Type
  - Resale
  - UNE
  - Interconnection
  - State

SQM Analog/Benchmark (see below)

~~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 BellSouth Average delivery for both systems.

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation **SEEM Analog/Benchmark**

- CLEC State ..... Parity with Retail
  - CRIS ..... Parity with Retail
  - CABS ..... Parity with Retail
- BST-State

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 BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth 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 (Packs) = (a - b) / a X 100 (This calculation not ordered by the FPSC)

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

Usage Data Delivery Accuracy (Records) = (c - d) / c X 100

- c = Total number of usage records sent during current month
- d = Total number of usage records requiring retransmission during current month

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded
- Number of Records
- Packs

Relating to BellSouth Performance

- Report Month
- Record Type
- Number of Records
- Packs

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	Parity With Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State (In Florida, SEEM is based on records.)	Parity with Retail
• BellSouth Region	

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 BellSouth 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 BellSouth 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 = (a / b) X 100

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth Aggregate~~
- Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

Relating to BellSouth Performance

- ~~Report Month~~
- ~~Record Type~~
- None

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	~~Parity With Retail~~ >=98% Within 30 Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

B-5: Usage Data Delivery Timeliness

Definition

This measurement provides a percentage of recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth 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 BellSouth 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 BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC

Calculation

Usage Data Delivery Timeliness Current month = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

Report Structure

- CLEC Aggregate
- CLEC Specific
- ~~BellSouth Aggregate~~
- Region

Data Retained

Relating to CLEC Experience

~~• Report Month~~
~~• Record Type~~
~~– BellSouth Recorded~~
~~– Non-BellSouth Recorded~~
• None

Relating to BellSouth Performance

~~• Report Month~~
~~• Record Type~~
• None

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	~~Parity with Retail~~ >=95% Delivered Within 6 Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	'SEEM Analog/Benchmark
• Not Applicable	Not Applicable

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 BellSouth 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 measure is to calculate the average number of days it takes BellSouth to deliver usage data to the appropriate CLEC. The calculation reflects the differences between the date the data is transmitted or mailed to the CLEC and the date the data is generated by Customer divided by the total record volume delivery.

Each delivery record is calculated as the time, in days, between when the customer generates the call and when BellSouth delivers the usage data to the CLEC. Each delivery record is categorized by the resulting number of days.

An estimated interval is calculated for each category by taking the total number of usage data records delivered for that period and multiplying it by the total number of days in that period. The mean (average) time to deliver the usage data is calculated by summing all estimated intervals and dividing by the total number of records delivered.

Note: Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

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

Delivery Interval Record = (a - b)

- a = Date BellSouth delivers the usage data
- b = Date usage data is generated by the customer

Estimated Interval = (c X d)

- c = Number of records delivered in each category
- d = Number of days to deliver for the category

Mean Time to Deliver Usage = (e / f)

- e = Sum of all estimated intervals
- f = Total number of records delivered

Report Structure

- CLEC Aggregate
- CLEC Specific
- ~~BellSouth Aggregate~~
- Region

Data Retained

Relating to CLEC Experience

~~Report Month~~
~~Record Type~~
~~BellSouth Recorded~~

- ~~Non-BellSouth Recorded~~
- None

Relating to BellSouth Performance

- ~~Report Month~~
- ~~Record Type~~
- None

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	~~Parity With Retail~~ <= 6 Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

B-7: Recurring Charge Completeness

Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill

Calculation

Recurring Charge Completeness = (a / b) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience

- Report month
- Invoice Type
- Total Recurring Charges Billed
- Total Billed On Time

Relating to BellSouth Performance

- Report month
- Retail Analog
- Total recurring charges billed
- Total Billed On Time

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Product/Invoice Type	
- Resale	Parity
- UNE	Benchmark 90%
- Interconnection	Benchmark 90%

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

B-8: Non-Recurring Charge Completeness

Definition

This measure captures percentage of non-recurring charges appearing on the correct bill. . The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

Exclusions

None

Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Calculation

Non-Recurring Charge Completeness = (a / b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience

- Report month
- Invoice type
- Total non-recurring charges billed
- Total billed on time

Relating to BellSouth Performance

- Report month
- Retail Analog
- Total non-recurring charges billed
- Total billed on time

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Product/Invoice Type	
- Resale	Parity
- UNE	Benchmark 90%
- Interconnection	Benchmark 90%

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

B-9: Percent Daily Usage Feed Errors Corrected in X Business Days

Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

Business Rules

This measure will provide the % of errors corrected in X Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (https://pmap.bellsouth.com/) and click the Documentation Downloads link, then select the "CLEC Problem/Issue/File Retransmission form."

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

Calculation

Timeliness of Daily Usage EMI Content Errors Corrected = (a / b) X 100

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

Timeliness of Daily Usage Pack Format Errors Corrected = (c / d) X 100

- c= Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

Report Structure

- CLEC Specific
  - Total number of BST disputed Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of BST disputed Daily Usage Packs with Format Errors received in reporting month
  - Total number of Daily Usage Packs with Format Errors received in reporting month

- CLEC Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Report month
  - BellSouth Recorded
  - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

B-10: Percent Billing Errors Corrected in X Business Days

Definition

Measures timely carrier bill adjustments.

Exclusions

Billing adjustments requests that are rejected by BellSouth or disputed by BellSouth.

Adjustments that are initiated by BellSouth.

Business Rules

This measure applies to CLEC wholesale bill adjustments. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. Clock starts when BellSouth receives the ALECs Billing Adjustment Request (BAR) form (BAR form and instructions found at WWW.interconnection.bellsouth.com/forms/html/billing & collections.html) and the clock stops when adjustments is made to bill through ACATS or BOCRIS (generally next CLEC bill unless adjustment request after middle of the month). BellSouth will report separately those adjustment requests that are disputed by BellSouth.

Calculation

Percent Billing Errors Corrected in 45 Business Days = (a / b) X 100

- a = Number of BellSouth Adjustments in 45 Business Days
- b = Total Number of Adjustment Requests in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope:
- State Specific

Data Retained

Relating to CLEC Experience

- Number of BellSouth Adjustments in 45 Business days
- Total number of Billing Adjustment Requests in Reporting Period
- Number of Adjustments disputed by BellSouth (reported separately)

Relating to BellSouth Performance

- None

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• State	Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 6: Operator Services And Directory Assistance

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 abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer – Toll = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth'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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

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 ten seconds

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 abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth 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 BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth'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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

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 abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA) = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth'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

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

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 twelve seconds.

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 abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth 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 BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth'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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 7: Database Update Information

D-1: Average Database Update Interval

Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings.

Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system.

For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation

Update Interval = (a - b)

- a = Completion Date & Time of Database Update
- b = Submission Date and Time of Database Change

Average Update Interval = (c / d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience

- Database File Submission Time

- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

Relating to BellSouth Performance

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Database Type	
- LIDB	Parity by Design
- Directory Listings	Parity by Design
- Directory Assistance	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

D-2: Percent Database Update Accuracy

Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB) Directory Assistance and Directory Listings using a statistically valid sample of ~~LSRs/Orders~~ completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth ~~Retail~~ Service Orders.

Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

For each update ~~completed~~ reviewed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

A statistically valid sample of completed CLEC Service Orders ~~will be~~ is pulled each month. ~~The sample will be used to test the accuracy of the database update process. This is a manual process.~~

Calculation

Percent Update Accuracy = (a / b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

Note: Code in parentheses is the corresponding header found in the ~~raw data file~~Supporting Data Files (SDF)..

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Database Type
  - LIDB ..... 95% Accurate
  - Directory Listings ..... 95% Accurate

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded and tested in new end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date.
- Expedite requests

Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration -Dispatch In database.

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = (a / b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)

Data Retained

Relating to CLEC Experience

- Company Name
- Company Code
- NPA/NXX
- LERG Effective Date
- Loaded Date

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Geographic Scope - Region	100% by LERG Effective Date

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 8: E911

E-1: Timeliness

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth 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 (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Timeliness = (a / b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

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 (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Accuracy = (a / b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

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 BellSouth retail records.

Calculation

E911 Interval = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

E911 Mean Interval = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 9: Trunk Group Performance

TGP-1: Trunk Group Performance-Aggregate

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Trunk Groups blocked due to CLEC delayed or refused orders
- Trunk Groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

Business Rules

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

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

This report displays, over a reporting cycle, aggregate, 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 1	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
  - State

Data Retained

Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC Aggregate	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth
• BellSouth Aggregate	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC Aggregate	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10 (where applicable),16 for CLECs and 1, 9, and 10 (where applicable) and 16 for BellSouth
• BellSouth Aggregate	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth

TGP-2: Trunk Group Performance – CLEC Specific

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

Business Rules

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

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, 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 1	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office

Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
  - State

Data Retained

Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC Trunk Group	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC Trunk Group	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth

- BellSouth Trunk Group ..... Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth

Section 10: Collocation

C-1: Collocation Average Response Time

Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within 10 the number of calendar days as designated by the Collocation Order after having received a bona fide application for physical collocation, BellSouth must respond ~~as to whether space is available or not~~ with space availability and a price quote.

Exclusions

Any application canceled by the CLEC

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all Response Times
- d = Count of Responses Returned within Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- State
- Virtual-Initial
- Virtual-Augment
- Physical Caged-Initial
- Physical Caged-Augment
- Physical-Cageless-Initial
- Physical Cageless-Augment

SQM Analog/Benchmark (see below)

SQM Analog/Benchmark

- Virtual - 15 Calendar Days
- Physical Caged - 15 Calendar Days
- Physical Cageless - 15 Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

C-2: Collocation Average Arrangement Time

Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the ~~CLEC and the CLEC~~ accepts the arrangement.

Exclusions

Any Bona Fide firm order canceled by the CLEC

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC. The cable assignments associated with the specific collocation request will be provided prior to completion of the arrangement.

Calculation

Arrangement Time = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

Average Arrangement Time = (c / d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark (see below)**

- State
- Virtual-Initial
- Virtual-Augment
- Physical Caged-Initial
- Physical Caged-Augment
- Physical Cageless-Initial
- Physical Cageless-Augment

SQM Analog/Benchmark

- Virtual - 60 Calendar Days
- Virtual-Augment - ~~45~~ 60 Calendar Days (Without Space Increase)
- Virtual-Augment - 60 Calendar Days (With Space Increase)
- Physical Caged - 90 Calendar Days (Ordinary)
- Physical Caged-Augment - 45 Calendar Days (Without Space Increase)
- Physical Caged-Augment - 90 Calendar Days (With Space Increase)
- Physical Cageless - 90 Calendar Days
- Physical Cagedless-Augment - 45 Calendar Days (Without Space Increase)

- Physical Cagedless-Augment - 90 Calendar Days (With Space Increase)

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

C-3: Collocation Percent of Due Dates Missed

Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements

Exclusions

Any Bona Fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required. 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 = (a / b) X 100

- a = Number of Completed Orders that were not completed within BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• State	>=95% on time
• Virtual-Initial	>=95% on time
• Virtual- Augment	>=95% on time
• Physical Caged- Initial	>=95% on time
• Physical Caged- Augmen	>=95% on timet
• Physical Cageless- Initial	>=95% on time
• Physical Cageless- Augment	>=95% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	x

SEEM Disaggregation	SEEM Analog/Benchmark
• All Collocation Arrangements	>=95% on time

Section 11: Change Management

CM-1: Timeliness of Change Management Notices

Definition

Measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications Sent Within Required Time frames
- b = Total Number of Change Management Notifications Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	98% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	98% on time

CM-2: Change Management Notice Average Delay Days

Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system vendor
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to compute ~~measure~~ the average delay days for ~~percent~~ of change management notices sent to the CLECs outside the ~~according to notification standards and~~ time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features

Calculation

Change Management Notice Delay Days = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

Change Management Notice Average Delay Days = (c / d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	<=5 Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-3: Timeliness of Documents Associated with Change

Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change~~, as set forth in the Change Control Process governed by the CLEC/BellSouth Review Board.~~

Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Timeliness of Documents Associated with Change = (a / b) X 100

- a = Change Management Documentation Sent Within Required Time frames after Notices
- b = Total Number of Change Management Documentation Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	98% on Time

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	98% on Time

CM-4: Change Management Documentation Average Delay Days

Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

Business Rules

This metric is designed to compute the average delay days for ~~measure the percent of requirements or~~ business rule documentation sent to the CLECs outside the ~~according to documentation standards and~~ time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Change Management Documentation Delay Days = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

Change Management Documentation Average Delay Days = (c / d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	<=5 Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-5: Notification of CLEC Interface Outages

Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

Exclusions

None

Business Rules

~~This measure is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place. This metric will be expressed as a percentage.~~

This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process Documentation. BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported error.

2. BellSouth finds an error message within the system error log that identifiably matches a CLEC reported outage.

3. When 3 or more CLECs report the identical type of outage.

4. BellSouth detects a problem due to the loss of functionality for users of a system.

Note: The 15 minute clock begins once a CLEC reported or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the clock begins at the point of verification.

This metric will be expressed as a percentage.

Calculation

Notification of CLEC Interface Outages = (a / b) X 100

- a = Number of Interface Outages where CLECS are notified within 15 minutes
- b = Total Number of Interface Outages

Report Structure

- CLEC Aggregate

Data Retained

Relating to CLEC Experience

- Number of Interface Outages
- Number of Notifications <=15 minutes

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• By interface type for all interfaces accessed by CLECs	.....97% <=15 Minutes

Interface	Applicable to

EDI ..... CLEC

CSOTS ..... CLEC

LENS ..... CLEC

TAG ..... CLEC

ECTA ..... CLEC

TAFI ..... CLEC/BellSouth

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation **SEEM Analog/Benchmark**

- Not Applicable ..... Not Applicable

CM-6: Percent of Software Errors Corrected in X (10, 30, 45) Business Days

Definition

Measures the percent of Software Errors corrected by BellSouth in X (10, 30, 45) business days within the report period.

Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software error. (BellSouth must report the number of rejected or reclassified software errors disputed by the CLEC s.)

Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error is validated per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops when the error is corrected and notice is posted to the Change Control Website. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percent of software Errors Corrected in X (10, 30, 45) Business Days (a / b) x 100

- a Total number of Software Errors corrected where "X" 10, 30, or 45 business days.
- b Total number of Software Errors requiring correction where "X" 10, 30, or 45 business days.

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 30 Business Days
- Severity 4 45 Business Days

Data Retained

- Report Period
- Total Completed
- Total Completed Within X Business Days
- Disputed, Rejected or Reclassified Software Errors

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% within interval

CM-7: Percent of Change Requests Accepted or Rejected Within 10 days

Definition

Measures the percent of Change Requests other than Type 1 or Type 6 Change Requests, submitted by CLECs that are Accepted or Rejected by BellSouth in 10 business days within the report period.

Exclusions

Change Requests that are canceled or withdrawn before a response from BellSouth is due.

Business Rules

The Acceptance/Rejection interval starts when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at **http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.** The clock ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

Calculation

Percent of Change Requests Accepted or Rejected within 10 Business Days = (a / b) x 100

a = Total number of Change Requests accepted or rejected within 10 business days
b = Total number of Change Requests submitted in the reporting period

Report Structure

BellSouth Aggregate

Data Retained

Report Period
Requests Accepted or Rejected
Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	95% within interval

CM-8: Percent Change Requests Rejected

Definition

Measures the percent of Change Requests other than (Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period

Exclusions

Change Requests that are cancelled or withdrawn by CLEC before a response from BellSouth is due.

Business Rules

This metric includes any rejected change requests in the reporting period regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at **http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html**. These reasons are: Cost, Technical Feasibility, and Industry Direction. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

Calculation

Percent Change Requests Rejected = (a / b) x 100

a = Total number of Change Requests rejected
b = Total number of Change Requests submitted within the report period

Report Structure

BellSouth Aggregate
Cost
Technical Feasibility
Industry Direction

Data Retained

Report Period
Requests Rejected
Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	Diagnostic
• Reason Cost	Diagnostic
• Reason Technical Feasibility	Diagnostic
• Reason Industry Direction	Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-9: Number of Defects in Production Releases (Type 6 CR)

Definition

Measures the number of defects in Production Releases. This measure will be presented as the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Prodution Release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, and Severity 3 defects can be found in the Change Control Process Document.

Exclusions

None

Business Rules

This metric measures the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Prodution Release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, and 3 defects can be found in the Change Control Process, which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_hve/index.html.

Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, and the number of Type 6 Severity 3 defects.

Report Structure

- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

Data Retained

- Region
- Report Period
- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region--Number of Type 6 Severity 1 defects	• 0 Defects
• Region--Number of Type 6 Severity 2 defects	• 0 Defects without a mechanized work around
• Region--Number of Type 6 Severity 3 defects	• 0 Defects

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

CM-10: Software Validation

Definition

Measures software validation test results for Production Releases of BellSouth Local Interfaces.

Exclusions

None

Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software Production Releases work as designed. Each transaction in the test deck is assigned a weight factor which is based on the weights that have been assigned to the metrics. Within the software validation metric weight factors will be allocated among transaction types (e.g. Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a Production Release. Test deck transactions will be executed using Production Release software in the CAVE environment. Within seven (7) business days following completion of the Production Release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or the results in incorrect or improperly formatted data.

Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using Production Release software in CAVE to the sum of the weights of all transaction in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Production Release Number
- Test Deck Weights
- % Test Deck Weight Failure

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• <= 5%

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

CM-11: Percent of Change Requests Implemented Within 60 weeks of Prioritization

Definition

Measures whether BellSouth provides CLEC's timely implementation of prioritized change requests.

Exclusions

Change requests that are implementated later than 60 weeks with the consent of the CLECs
Change requests for which BellSouth has regulatory authority to exceed the interval

Business Rules

This metric is designed to measure BellSouth's performance in implementing prioritized change requests. The clock starts when a change request has been prioritized as described in the Change Control Process. The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure

Calculation

Percent of Type 5 CLEC initiated Change Requests implemented on time = (a / b) x 100

a = Total number of prioritized Type 5 CLEC initiated Change Requests that are less than or equal to 60 weeks of age from the date of the release prioritization list
b = Total number of prioritized Type 5 CLEC initiated Change Requests from the date of the release prioritization list

Percent of Type 4 CLEC initiated Change Requests implemented on time = (a / b) x 100

a = Total number of prioritized Type 4 CLEC initiated Change Requests that are less than or equal to 60 weeks of age from the date of the release prioritization list
b = Total number of prioritized Type 4 CLEC initiated Change Requests from the date of the release prioritization list

Report Structure

BellSouth Aggregate
Type 4 requests implemented
Type 5 requests implemeted
% implemented within 16, 32, 48, and 60 weeks

Data Retained

Region
Report Month
Total implemented by type
Total implemented within 60 weeeks

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	95% within interval
• Type 4 requests implemented	95% within interval
• Type 5 requests implemented	95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	95% within interval

Appendix A: Reporting Scope

A-1: Standard Service Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic BellSouth/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.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

Appendix B: Glossary of Acronyms and Terms

Symbols used in calculations

Σ
A mathematical symbol representing the sum of a series of values following the symbol.

-
A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division.

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

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

ADSL
Asymmetrical Digital Subscriber Line

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

BFR:
Bona Fied Request

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 (Front-end to the CRIS database.)

BRI
Basic Rate ISDN

BRC
Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.

BellSouth
BellSouth Telecommunications, Inc.

BST-SDF:
BST Supporting (a.k.a. "Raw") Data Files contain records captured in BellSouth Legacy Systems about activity initiated by BST customers. Supporting Data has been transformed from raw data to information (data with meaning). This supporting data represents records generated by BST Retail customers that are used in the calculation of SQM reports. These files contain confidential and proprietary business information. CLECs must submit a BST-SDF request form and sign a non-disclosure agreement before receiving these files.

C

CABS
Carrier Access Billing System

CCC
Coordinated Customer Conversions

CCP
Change Control Process

Centrex
A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CKTID
A unique identifier for elements combined in a service configuration

CLEC
Competitive Local Exchange Carrier

CLP
Competitive Local Provider = NC CLEC

CM
Change Management

CMDS
Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

COFFI
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/SONGS. It indicates all services available to a customer.

CRIS
Customer Record Information System - This system is used to retain customer information and render bills for telecommunications service.

CRSACCTS
CRIS software contract for CSR information

CRSG
Complex Resale Support Group

C-SOTS
CLEC Service Order Tracking System

CSR
Customer Service Record

CTTG
Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

D

DA
Directory Assistance

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 - A report that gives detailed line record information on records maintained in LMOS

DS-0
The worldwide standard speed for one digital voice signal (64000 bps).

DS-1
24 DS-0s (1.544Mb/sec., i.e. carrier systems)

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 Unbundled Network Elements.

DSAPDDI
DSAP software contract for schedule information.

DSL
Digital Subscriber Line

DUI
Database Update Information

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.

ESSX
BellSouth Centrex Service

F G

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 BellSouth 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.

FX
Foreign Exchange

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

HDSL
High Density Subscriber Loop/Line

I J K

ILEC
Incumbent Local Exchange Company

INP
Interim Number Portability

ISDN
Integrated Services Digital Network

IPC
Interconnection Purchasing Center

L

LAN
Local Area Network

LAUTO
The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

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.

LERG
Local Exchange Routing Guide

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.

LFACS
Loop Facilities Assessment and Control System

LIDB
Line Information Database

LMOS
Loop Maintenance Operations System - A system that provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports.

LMOS HOST
LMOS host computer

LMOSupd
LMOS update allows trouble tickets on line records to be entered into LMOS.

LMU
Loop Make-up

LMUS
Loop Make-up Service Inquiry

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.

LNP Gateway
Local Number Portability (gateway)- A system that provides both internal and external communications with various interfaces and process including:

(1). Linking BellSouth to the Number Portability Administration Center (NPAC).

(2). Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.

(3). Providing interface between NPAC and AIN SMS for LNP routing processes.

LOOPS
Transmission paths from the central office to the customer premises.

LRN
Location Routing Number

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 memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.

N

NBR
New Business Request

NC

"No Circuits" - All circuits busy announcement.

NIW
Network Information Warehouse - A system that stores central office blockage data for use in processing trouble reports.

NMLI
Native Mode LAN Interconnection

NPA
Numbering Plan Area

NXX
The "exchange" portion of a telephone number.

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.

Order Types
The following order types are used in this document:

(1). T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A "T" Order Type is always pared with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different states.

(2). N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another such as when changing from PBX to Centrex.

(3). C - Order Type used for the following conditions: changes or partial connections or disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of

address); temporary suspension and restoration of service at customer's request.

(4). R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no "field work" is involved.

OSDF:
Other Supporting Data Files contain a CLEC's initiated data/records "excluded" from the measures in each segment of the SQMP reports (Ordering, Provisioning and Maintenance, etc.). The OSDFs will also include partial and/or incomplete records if the CLEC can be identified. These files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible. These files contain confidential and proprietary business information. CLECs must submit a OSDF request form to receive OSDFs.

OSPCM
Outside Plant Contract Management System - A system that provides scheduling and completion information on outside plant construction activities.

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 Q

PMAP
Performance Measurement Analysis Platform

PON
Purchase Order Number

POTS
Plain Old Telephone Service

PREDICTOR
A system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports.

Preordering
The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI
Primary Rate ISDN

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.

R

RNS
Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

ROS
Regional Ordering System

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

SAC
Service Advocacy Center

SDF:
Supporting (a.k.a. "Raw") Data Files contain records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Supporting Data has been transformed from raw data to information (data with meaning). This supporting data represents records generated by the CLEC's that are used in the calculation of SQM and SEEM metrics, and, records that are specifically noted as exclusions in the "Exclusions" section of the SQM, if applicable.

SEEM
Self Effectuating Enforcement Mechanism

SOCS
Service Order Control System - A system which routes service order images among BellSouth drop points and BellSouth OSS 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

SONGS
Service Order Negotiation and Generation System.

Syntactically Incorrect Query
A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, A CLEC would like to query the legacy system for the following address: 1234 Main ST. Entering "1234 Main ST" will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main ST" will be considered syntactically incorrect because invalid characters (i.e., alpha characters were entered in numeric slots) were used in the address field.

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 V

UNE
Unbundled Network Element

UCL
Unbundled Copper Link

USOC
Universal Service Order Code

W X Y Z

WATS
Wide Area Telephone Service

WFA
Work Force Administration

WMC
Work Management Center

WTN
Working Telephone Number.

Appendix C: BellSouth Audit Policy

C-1: BellSouth's Internal Audit Policy

BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.

The plan consists of three sections:

1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.
2. Production addresses the quality assurance steps used to create monthly SQM reports.
3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.

C-2: BellSouth's External Audit Policy

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. 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 current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001 - 2005), to be conducted by an independent third party auditor jointly selected by BellSouth and the CLEC. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Requested audits include the following specifications:

1. The cost shall be borne by BellSouth.
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 CLECs shall jointly determine the scope of the audit.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually beginning in 4Q01.

Appendix D: Tables

Table 1: Legacy System Access Times For RNS

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x	x
~~OASIS~~	~~OASISCAR~~	~~Feature/Service~~	~~x~~	~~x~~	~~x~~	~~x~~	~~x~~
~~OASIS~~	~~OASISLPC~~	~~Feature/Service~~	~~x~~	~~x~~	~~x~~	~~x~~	~~x~~
~~OASIS~~	~~OASISMTN~~	~~Feature/Service~~	~~x~~	~~x~~	~~x~~	~~x~~	~~x~~
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 2: Legacy System Access Times For ROS

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSOCSR	CSR	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 3: Legacy System Access Times For LENS

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSECSRL	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 4: Legacy System Access Times For TAG

System	Contract	Data	<2.3 sec.	>6 sec.	<=6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x
ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	TAG-CSR	CSR	x	x	x	x	x
P/SIMS	PSIM/ORB	Feature/Service	x	x	x	x	x

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS

RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS	TAG LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRI		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIC	RNS, ROS	
PSIMS/ORB, COFFI		LENS, TAG

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SOG	CLEC	x
DOM	CLEC	x
DOE	CLEC/BellSouth	x
CRIS	CLEC/BellSouth	x
ATLAS/COFFI	CLEC/BellSouth	x
BOCRIS	CLEC/BellSouth	x
DSAP	CLEC/BellSouth	x
RSAG	CLEC/BellSouth	x
SOCS	CLEC/BellSouth	x
SONGS	CLEC/BellSouth	x
RNS	BellSouth	x
ROS	BellSouth	x

SEEM OSS Interface Availability

OSS Interface	Applicable to	% Availability

EDI	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SOG	CLEC	x
DOM	CLEC	x

OSS Interface Availability (M&R)

OSS Interface	% Availability
BellSouth TAFI	x
CLEC TAFI	x
CLEC ECTA	x
BellSouth & CLEC	**x**
CRIS	x
LMOS HOST	x
LNP Gateway	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

SEEM OSS Interface Availability (M&R)

OSS Interface	% Availability
CLEC TAFI	x
CLEC ECTA	x

Legacy System Access Times for M&R

System	BellSouth & CLEC	Count <=4	>4 <=10	<=10	>10	>30	Avg. Int.
CRIS	x	x		x	x	x	x
DLETH	x	x		x	x	x	x
DLR	x	x		x	x	x	x
I MOS	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