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October 1, 2002

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

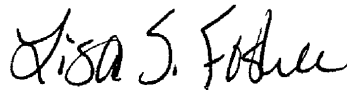
**RE: FPSC Docket No. 000121A-TP**

Dear Mrs. Bayo:

Enclosed is BellSouth Telecommunications, Inc.'s Notification of Proposed Changes to November 2002 Data and Preliminary Changes to December 2002 Data in the above-referenced docket.

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

Sincerely,

  
Lisa S. Foshee (LRF)

Enclosures

cc: All Parties of Record  
Marshall M. Criser III

DOCUMENT NUMBER-DATE  
10590 OCT-18  
FPSC-COMMISSION CLERK

**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 1st day of October, 2002 to the following:

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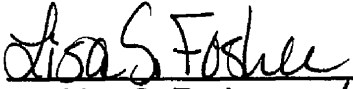
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Lisa S. Foshee (LRF)

**(+) Signed Protective  
Agreement**

#237366

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October 1, 2002

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, Georgia 30334-5701

Re: *Investigation Into Development of Electronic Interfaces for BellSouth's  
Operations Support Systems; Docket 8354-U*

*Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale; Docket No. 7892-U*

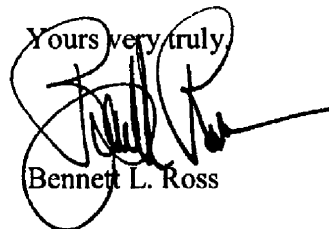
Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the November 2002 data month and a Preliminary Notification Report for the data month of December 2002. These proposed changes will be discussed at the October 7, 2002 industry conference call.

Enclosed please find an original and eighteen (18) copies, as well as an electronic version, of these Notification Reports, and I would appreciate your filing same and returning the three (3) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your assistance in this regard.

Yours very truly

A handwritten signature in black ink, appearing to be "Bennett L. Ross", written over the typed name.

Bennett L. Ross

BLR:nvd  
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)  
Parties of Record (w/enclosure) (via electronic mail)

464491/464569/464570

## **PROPOSED NOVEMBER 2002 DATA NOTIFICATION**

BellSouth proposes making the changes described in this document to generate results for the November 2002 data month. Results for the November 2002 data month will be posted as follows:

Preliminary results    December 21, 2002  
Final results            December 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### **Ordering Measurements**

- (1) *Affected Measures:* O-7, O-8, O-9, O-11, O-13, O-14, & O-15

*Description of Change:* The State ID for a service request is identified by the second character of the service order number. One TIRKS processor handles both North Carolina and South Carolina and populates an "X" in the second character of all C orders for designed services. Currently, all orders with "X" in the second position of the order number are assigned a state ID of "NC". Therefore, SC orders for designed services are assigned NC service order numbers and are reported in the NC results. BellSouth proposes a coding change to properly assign the state identification to designed orders in North and South Carolina. This proposed change was Item (1) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ826)

*Impact of Change:* For March 2002, 135 fully mechanized and 90 partial mechanized LSRs for designed services in South Carolina were identified as "NC" in the data.

- (2) *Affected Measures:* O-8 & O-9

*Description of Change:* In addition to reporting the percent of Rejects and Firm Order Confirmation (FOCs) returned within the Commission's benchmarks, the

SQM also requires that BellSouth report the average interval for return of FOCs or Rejects. BellSouth currently reports the average interval for Non-Mechanized Rejects and all FOCs in days. For non-Trunk products the report should be in hours, consistent with the SQM, and BellSouth proposes a change to comply with this requirement. This proposed change was Item (2) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ975)

*Impact of Change:* No impact on performance relative to the benchmark

(3) *Affected Measure:* O-12

*Description of Change:* Currently, BellSouth reports Residence and Business service center results separately, and reports the Local Carrier Service Center (LCSC) results for CLECs as one number. BellSouth is proposing reporting combined Business and Residence service center results in addition to the existing reporting of separate results. This proposed change was Item (3) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ997)

*Impact of Change:* None.

(4) *Affected Measures:* O-9, O-11 & O-15

*Description of Change:* Several months ago, BellSouth began including "dummy" FOCs in the measurement data. A "dummy" FOC is an acknowledgment to the CLEC that a request to cancel an LSR has been processed. Some "dummy" FOCs are not being included in the data. As a result, these canceled LSRs are reflected in the measure as if they did not receive a response. To fix this problem, each cancellation must have an accompanying FOC record as well, and BellSouth proposes modifying the code to make this change so that these additional "dummy" FOCs will be included in the measure. This proposed change was Item (4) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1660)

BellSouth provided further clarification following the September 9, 2002 Data Notification workshop: The "dummy" FOCs not being included are those sent via LEO. BellSouth has determined that the current field from the LEO table that is being used to identify when a "dummy" FOC has been sent is not always reliable because the table can be overwritten upon subsequent order activity. The proposed change being considered would involve utilizing two fields from the LEO table to ensure all "dummy" FOCs are being captured.



*Impact of Change:* For the 502,537 FOC records for July data, 2408 records were cancels, but did not show an accompanying FOC. Less than 0.5% impact for O-9 and O-11 July data. For the 20,909 LNP FOC records for July data, 448 records were cancels, but did not show an accompanying FOC. Less than 0.5% impact for O-15 July data.

(5) *Affected Measures:* O-3 & O-4

*Description of Change:* All LNP LSRs submitted as Expedites are currently counted as Planned Manual Fallout on the Flow-Through Report. However, the LNP system does not drop all Expedites for Planned Manual handling, since standalone LNP Expedites are eligible to flow through. BellSouth proposes modifying the LNP Flow-Through script to reflect this fact. This proposed change was Item (5) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1742)

*Impact of Change:* Less than 0.5% change in results.

(6) *Affected Measures:* O-3 & O-4

*Description of Change:* Currently, supplemental LSRs, except those with an entry of 04 in the SUP field, are treated as planned manual fallout. A change is being considered to treat supplemental LSRs as eligible to flow through if they meet the flow through eligibility requirements that apply to an original LSR. In addition, a supplemental LSR with an entry of 05 in the SUP field, where the only change being made is a change in the due date, is also proposed to be treated as eligible to flow through. This proposed change was Item (6) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1743)

After the September 9, 2002 Data Notification workshop, BellSouth clarified that this proposed change would only affect LNP Flow Through.

*Impact of Change:* Less than 1% of 20,604 Total Mechanized LSRs received in May 2002 were classified as Planned Manual Fallouts but should have been classified as Issued Service Orders in the May 2002 LNP Flow Through Report.

(7) *Affected Measures:* O-3, O-4, O-5, & O-6

*Description of Change:* Although the BellSouth business rules specify that a purchase order number (PON) should not be reused for two years, mechanized systems will accept reused numbers after 6 months. When an LSR is processed, data required to classify that LSR on the Flow Through report is sometimes placed in the LNOTE and LEOERR tables in PMAP. For example, the LNOTE

table may have a value of 'MANUALP,' indicating that the LSR was planned manual fallout. Or the LEOERR table may indicate that the LSR was clarified back to the CLEC. The LNOTES and LEOERR tables retain data longer than 6 months, which means that if the PON is reused, data used to classify the previous LSR using that PON may be used to classify a current LSR using the same PON. These old messages may result in incorrect classification of LSRs in the Flow-Through report, and these messages may be included in the Error Analysis report and LSR Detail reports. BellSouth proposes a change to include a filter in the Flow-Through scripts to select only those messages that were generated in the reporting month or later. This proposed change was Item (7) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1744)

*Impact of Change:* Based on May 2002 data less than 0.5% of LSRs had notes in the LEOERR or LNOTE tables that were from previous months.

(8) *Affected Measures:* O-8, O-9, O-14 & O-15

*Description of Change:* Currently, the interval for FOCs and Rejects is measured from the time that BellSouth receives the LSR until the CLEC actually receives the response. This method elongates the interval by including time when BellSouth attempted to send the response, but the CLEC was unable to receive it. BellSouth proposes a change in the calculation to end the interval when BellSouth first attempts to send the response. This proposed change was Item (9) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1813)

*Impact of Change:* The FOC and Reject intervals will be reduced for less than 1% of LSRs.

(9) *Affected Measure:* O-12

*Description of Change:* Beginning with July 2002 data, Ordering and Repair calls for Retail Small Business customers were combined into a single universal call receipt center. Consequently, the data for Retail Small Business includes call volumes for both Ordering and Repair. Instead of reporting Small Business separately as stated in the Preliminary notice, Small Business volume can now be included in the total Ordering and Repair volumes, as appropriate. BellSouth Retail Small Business has implemented a change in the source data supplied, which represents the number of customers choosing the repair option. This source system change will correctly report call volumes for this measure with no impact on duration. This proposed change was Item (10) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1868)

BellSouth further clarified after the September 9, 2002 Data Notification workshop that there is no specific delineation between large and small BellSouth retail business customers, although generally "small business customers" would be those with up to 20 access lines. However, customers with fewer than 20 access lines can be considered "large business customers" depending upon the complexity of the services being provided or the revenue being generated.

*Impact of Change:* Reduction in reported call volumes for Ordering and Repair Centers.

### **Provisioning Measurements**

- (10) *Affected Measures:* P-1, P-2, P-3, P-4, P-5, P-6, P-9, P-10, P-12 & P-14

*Description of Change:* To remain consistent with the SQM, administrative orders should be excluded from these measures. However, BellSouth has determined that a type of administrative order associated with administrative changes to a large volume of existing customer accounts is not being excluded. This type of administrative order, called a MECHSO order, is typically necessary to change USOCs or FIDs. It is commonly issued as an automatic completion (ACY), both for BellSouth retail and wholesale customers. An example of a MECHSO order is when a state public service commission mandates a change in the class of service in a calling area to include an entire county. BellSouth is proposing a change to exclude MECHSO orders from these provisioning measures as required by the SQM. This proposed change was Item (11) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ606)

*Impact of Change:* BellSouth is unable to quantify the impact for each of the affected measures, but expects it to be minimal, as the base of orders should be reduced by less than 1%.

- (11) *Affected Measures:* P-1, P-2, P-3, P-4, P-5, P-6, P-9, & P-10

*Description of Change:* With PMAP 4.0, certain orders issued to establish COIN service for Coin Providers are being identified as CLEC Resale Business instead of as Retail Business when their RESH identifiers match to a CLEC Company Code. BellSouth proposes a change to ensure that these orders are correctly captured as BellSouth Retail Business. This proposed change was Item (13) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1639)

*Impact of Change:* Less than 0.5% change in volume and smaller change in results.

- (12) *Affected Measures:* P-1, P-3, P-4, P-5, P-6, P-9, & P-10

*Description of Change:* With PMAP 4.0, certain administrative orders that only change account information (such as a CLEC name change) were being included in the Provisioning reports. BellSouth proposes a change to exclude these orders consistent with the SQM. This proposed change was Item (14) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1696)

*Impact of Change:* Minimal impact, 0.2% of orders.

- (13) *Affected Measure:* P-9

*Description of Change:* This item only affects raw data for this measure in Louisiana due to a lack of time interval information for each record in the raw data views. BellSouth proposes a change that will add a new column to the PMAP raw data views that will allow the calculation of the time interval between the time a service order completes and the time the first trouble is received. This proposed change was Item (15) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1699)

*Impact of Change:* No impact on results.

- (14) *Affected Measure:* P-6

*Description of Change:* Orders that have received an L appointment code are being excluded from this measure. BellSouth proposes a change to include these records. This proposed change was Item (16) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1715)

*Impact of Change:* **Based on April data, implementing this change would improve reported performance for the region from an average of 14.1% to 6.7%**

### **Maintenance & Repair Measurements**

- (15) *Affected Measure:* MR-2

*Description of Change:* In anticipation of system changes scheduled for next year, BellSouth is developing a new methodology for determining line counts for 2-Wire Analog Loop Non-Design, UNE Copper Loop-Non-Designed (UCL-ND), and Retail ADSL. The coding change for 2-Wire Analog Loop Non-Design and UCL-ND will utilize a new feed from the WFA Network Services Database (NSDB). The coding change for Retail ADSL will utilize a new feed from the Strategic Information Warehouse (SIW). Initially BellSouth will utilize the new

data feeds for line count information for Alabama, with other states moving to the new feeds in the future. This proposed change was Item (17) on the Preliminary November 2002 Data Notification filed on September 3, 2002. In addition, this change incorporates the requirements for RQ1708, Item (19) on the Preliminary November 2002 Data Notification, thus negating the need for a separate notification. (RQ1134 & RQ1976)

BellSouth provided further clarification after the September 9, 2002 Data Notification workshop to indicate that this change is required in connection with the phased in replacement for BellSouth's legacy system LMOS.

*Impact of Change:* None.

(16) *Affected Measure:* MR-2

*Description of Change:* BellSouth currently joins records from the TIRKS system to the WFA database to identify additional information for product determination. In this process a small number of line count records are duplicated. BellSouth proposes developing a unique key to obtain the needed product derivation information without creating duplicate records. This proposed change was Item (18) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1291)

*Impact of Change:* Less than 0.1% reduction in the number of lines in service and a smaller change in results across all states based on the April report months' data.

(17) *Affected Measure:* MR-6

*Description of Change:* Beginning with July 2002 data, Ordering and Repair calls for Retail Small Business customers were combined into a single universal call receipt center. Consequently, the data for Retail Small Business includes call volumes for both Ordering and Repair. Instead of reporting Small Business separately as stated in the Preliminary notice, Small Business volume can now be included in the total Ordering and Repair volumes, as appropriate. BellSouth Retail Small Business has implemented a change in the source data supplied, which represents the number of customers choosing the repair option. This source system change will correctly report call volumes for this measure with no impact on duration. This proposed change was Item (20) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1868)

*Impact of Change:* Reduction in reported call volumes for Ordering and Repair Centers.

### Third Party Testing

BellSouth is making the following changes to address Observations and Exceptions issued by KCI in connection with the third-party test:

(18) *Affected Measure:* O-8

*Description of Change:* This item addresses KCI Georgia Amended Exceptions 148 and 150, and Florida Amended Exception 182, for the "Ordering: LNP-Reject Interval Distribution and Average Reject Interval" SQM. Currently, the denominator for this measure captures duplicate reject records where the duration equals 0. This report has overlapping report buckets, e.g., 0 - <=4 minutes and 0 - <=1 hour. In order to correctly determine the denominator so that records are only counted once, an aggregate indicator is used. For 0 duration records the aggregate indicator is being set incorrectly. BellSouth will change the code to accurately count the number of 0 duration records in the denominator of the calculation. This problem and subsequent fix affects the Average Reject Interval Duration only. (RQ1690)

*Impact of Change:* Increase in average reject interval by approximately 1% on SQM; no impact on MSS.

(19) *Affected Measures:* O-7, O-8, O-9, O-11, O-13, O-14, & O-15

*Description of Change:* This item addresses KCI Florida Exceptions 114 and 145, for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" SQM. At present, a minimal number of LSR records are not being counted in these measures when the record indicates that a FOC or Reject was sent, but there is no timestamp indicating when it was sent, or vice versa. This coding change will cause PMAP to perform additional checks to locate a timestamp for the response when the record indicates that a response was sent, and indicate that the response was sent, if a timestamp exists for it. This proposed change was Item (8) on the Preliminary November 2002 Data Notification filed on September 3, 2002. (RQ1752)

*Impact of Change:* For the 602,110 FOC and Clarification records for July data, 57 records were shown as receiving a FOC, with no accompanying stop time OR as having a stop time, with no accompanying FOC/Clarification indicator set. For the 25,769 LNP FOC and Clarification records for July data, 3 records were shown as receiving a FOC, but did not show an accompanying stop time. Based on these data, the change should have less than 0.1% impact on the results for the affected measures.

(20) *Affected Measure: O-8 & O-9*

*Description of Change:* This item addresses KCI Florida Exception 114 for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" SQM, and Exception 192 for the "Ordering: Reject Interval" SQM. The LCSC will schedule overtime hours as needed to handle the load, which results in some orders being received and processed during these overtime hours. These LSRs are reflected with inaccurate durations. For fully mechanized LSRs received after posted OSS downtime on Saturday but before the system is actually down and responded to on Sunday, a negative duration is being calculated. Also, a duration of one minute instead of the actual duration is being calculated for fully mechanized LSRs responded to after the posted system downtime but before the system actually goes down. These LSRs are currently reflected in the measurements with inaccurate durations when the durations are positive and excluded when the durations are negative. BellSouth is changing the code to correct both of these situations. (RQ1757)

*Impact of Change:* Of 564,635 FOC & REJECT records with durations for May Data, 5514 records had incorrect durations. Less than 1% impact for O-8 and O-9 based on May data.

(21) *Affected Measure: O-8 & O-9*

*Description of Change:* This item addresses KCI Florida Exception 189 for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" SQM and Exception 196 for the "Ordering: Reject Interval" SQM. Currently, for LEO-sourced LSRs where the start times are within one minute of the OSS Downtime of 10:50 P.M. e.g., (10:50:01 – 10:50:59) one day, and the stop times are during OSS System Hours of Availability (6:00 A.M. – 10:50 P. M.) the next day, the code is subtracting time (START\_TIME – 10:50 P.M.) from the correct durations. BellSouth will change the code to correct the duration to the STOP\_TIME – 6:00 A.M. This change is related to Item 20. (RQ2026)

*Impact of Change:* Of 564,635 FOC & REJECT records with durations for May Data, 36 records had incorrect durations due to this situation.

(22) *Affected Measure: O-9 & O-11*

*Description of Change:* This item addresses KCI Florida Exception 114 for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" SQM. Currently, PMAP uses the FOC\_CONFIRM\_DATE in the LEO LSR table to determine whether an LSR has a FOC. If the FOC\_CONFIRM\_DATE field is populated, the record is marked as having a FOC, regardless of the date. If the

field is NULL, the LSR is not marked as having a FOC, which causes some LSRs with a FOC not to be counted in the FOC measurements. BellSouth will enhance the code so that PMAP uses two other fields found in LEO to determine whether a FOC has been issued. (RQ1884)

*Impact of Change:* Out of 504,051 FOCs for July data, 685 LEO FOCs were not counted because of this situation.

(23) *Affected Measures:* O-13

*Description of Change:* This item addresses KCI Florida 2<sup>nd</sup> Amended Exception 163 for the "Ordering: LNP-Percent Rejected Service Requests" SQM report. Currently, the LNP-% Reject Service Requests (LRSR) reports are incorrect due to the denominator calculation. Currently, the calculations for the SQM numerator and denominator are the same. Because the calculations are the same the percentage is always 100%. BellSouth will change the code to correct the denominator calculation, which will improve reported performance. (RQ1961)

*Impact of Change:* This change will impact SQM reports only; no impact on the MSS. For July, the SQM report for LNP -% Reject Service Requests Fully Mech, Product Specific % Rejected reads:

2W Analog Loop w/LNP - Non-Design = 100%  
2W Analog Loop w/LNP - Design = 100%  
LNP (Standalone) = 100%

The report should read:

2W Analog Loop w/LNP - Non-Design = 98.97%  
2W Analog Loop w/LNP - Design = 69.57%  
LNP (Standalone) = 9.55%

(24) *Affected Measure:* P-3

*Description of Change:* This item addresses KCI Georgia Draft Exception 221 for the "Provisioning: Percent Missed Installation Appointments" SQM report. Currently, Subscriber Late (SL) missed appointment codes are being counted as missed appointments in this measure. An SL code is used when the customer/CLEC requests a later due date appointment change prior to the current due date on the service order. Because the due date is changed prior to the current due date, the order has not been missed, and BellSouth will modify PMAP so that an SL code will not be considered as a missed appointment. (RQ1619)



*Impact:* In Georgia in May 2002, there were 7247 orders with SL missed appointment codes out of 606,318 wholesale and retail records.

(25) *Affected Measure:* P-1

*Description of Change:* This item addresses KCI Georgia Exception 173 and Florida Exception 194 for the "Provisioning: Mean Held Order Interval and Distribution Intervals" SQM. Currently, the Held Order Interval is being calculated incorrectly using the "End of Report Date" minus the "Subsequent Due Date". BellSouth will change the calculation to the "End of Report Date" minus the "Original Committed Due Date". (RQ1887)

*Impact of Change:* BellSouth is unable to quantify the impact of this change, but expects it to be minimal, particularly since both retail and wholesale were calculated in the same manner.

(26) *Affected Measure:* O-13, O-14, & O-15

*Description of Change:* This item addresses an issue identified by KCI's Data Integrity Test for FOC Timeliness - LNP. Currently, ISDN is being listed on the LNP reports, which is inconsistent with the SQM. This change will remove the ISDN listing from these reports. (RQ1834)

*Impact:* None.

(27) *Affected Measure:* O-7, O-8, O-9, O-11, O-13, O-14, & O-15.

*Description of Change:* This item addresses an issue identified in KCI's Data Integrity Test for FOC and Reject Response Completeness for LON records. In certain situations the same CC/PON/VER may be received multiple times in LON. In the PMAP 4.0 warehouse, a CC/PON/VER received for the first time more than 60 days before the start of the reporting month is not captured in the data. The coding will be changed to only exclude from the warehouse those CC/PON/VER received for the last time more than 60 days from the start of the reporting month. This change only affects non-mechanized LSRs. (RQ1889)

*Impact:* Seven LSRs were excluded from May 2002 FOC and Reject Completeness raw data because they were first received prior to March 1, 2002 and last received after March 1, 2002.

- (28) *Affected Measures:* P-3, P-4, P-5, P-6, P-9, & P-10.

*Description of Change:* This item addresses KCI Florida Observation 176 for "Provisioning: Average Completion Notice Interval" SQM report, and replaces RQ1277, which was Item 16 on the Proposed October 2002 Data Notification filed on September 3, 2002. The SQM requires exclusion of all disconnects. Currently, C orders with disconnect entries are not being excluded. This includes partial port-outs (partial disconnect of service being ported out on separate order). This change will exclude all C orders with no inward activity or change activity requiring work on the order. (RQ1292)

*Impact:* Expected impact in volumes is less than 2%.

- (29) *Affected Measure:* P-2

*Description of Change:* This item addresses KCI Georgia Exception 142 for "Provisioning: Jeopardy Interval and % Jeopardy Non-Mechanized" SQM report and Georgia Exception 155 for "Provisioning: Average Jeopardy Interval and Percentage of Orders Given Jeopardy Notices" SQM report. When the Jeopardy Interval measure was fixed in February and March 2002, two aspects of the fix were not implemented for the SQM reports posted on the web, which were: (i) exclusion of orders when the jeopardy notice is issued less than 48 hours before the commitment date; and (ii) exclusion of orders when the jeopardy condition was not identified in advance of the commitment date. With this change the performance results reflected in the SQM reports posted on the web will be calculated in the same manner as the MSS. (RQ1873)

*Impact:* Calculation changes will cause more records to be included in the original Jeopardy Notice Interval measure. Date ranges (start and end) will increase and more records will get marked for inclusion.

- (30) *Affected Measure:* D-2

*Description of Change:* This item addresses KCI Florida Observation 180 for the "Database Update Information: Percent Database Update Accuracy" SQM. Currently, "Listing only" orders are not included in the sample of orders for this measure. As a result of this change, BellSouth will include "Listing only" orders in the stratified random sampling of completed orders, used for reporting database update accuracy. (RQ1812)

*Impact:* None.

## **PRELIMINARY DECEMBER 2002 DATA NOTIFICATION**

BellSouth is considering making the changes described in this document to generate results for the December 2002 data month. Results for the December 2002 data month will be posted as follows:

Preliminary results    January 21, 2003  
Final results            January 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### **Ordering Measurements**

- (1) *Affected Measures:* O-1, O-8, O-9, O-14, & O-15

*Description of Change:* Currently, BellSouth uses hard coded exclusions for OSS Scheduled Downtime and non-office hours in the Local Carrier Service Center ("LCSC"). BellSouth is considering using a table instead of the hard coded exclusions, which would allow more flexibility in reporting changes of hours to be excluded, as well as for reporting releases outside of the regularly scheduled OSS downtime. (RQ1018 & RQ1986)

*Impact of Change:* None.

- (2) *Affected Measures:* All Ordering Measures

*Description of Change:* In anticipation of Release 11.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth is considering changes to PMAP to ensure that data is being correctly captured and reported. (RQ1952)

*Impact of Change:* None.

### **Provisioning Measurements**

(3) *Affected Measure:* P-1

*Description of Change:* The SQM requires that BellSouth disaggregate the P-1 report for the particular missed appointment description, which BellSouth does on the MSS. BellSouth is considering adding columns labeled "Equipment, Facilities and Other" to the SQM reports. (RQ1683)

*Impact:* None.

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