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*Place in dbt*

*Jerry Hallenstein / CMP*

October 23, 2002

Ms. Lisa S. Harvey  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Ms. Harvey:

Enclosed is a replacement page for BearingPoint's BellSouth Permanent Metrics Adequacy Study, in reference to Docket No. 000121A.

Due to a typographical error in the original, the enclosure should replace page 60 of the BearingPoint analysis for the "Billing: Mean Time to Deliver Usage" Service Quality Measurement (SQM).

Very truly yours,

BearingPoint, Inc.

David B. Wirsching

*Enclosure*

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
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- OPC \_\_\_\_\_
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## B-6: Mean Time to Deliver Usage

**SQM 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.

**Recommended SQM Changes:****Definition**

- ◆ The Definition documentation should be modified to remove references to the retail CMDS comparison, based on the proposed performance standard.

**Performance Standard**

- ◆ The Performance Standard documentation should be changed from a retail analog to an average number of days.

The Definition section states the following:

“A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS.”

The performance standard for this SQM is Parity with Retail. While CMDS is the closest equivalent in the retail process for delivering usage, KPMG Consulting has confirmed that it is not a similar process. KPMG Consulting recommends a benchmark of three business days for this SQM.