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November 14, 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 37 of the BearingPoint analysis for the "Provisioning: Coordinated Customer Conversions Interval" Service Quality Measurement (SQM).

Sincerely,

BearingPoint, Inc.

David B. Wirsching

Enclosure

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P-7: Coordinated Customer Conversions Interval

SQM 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.

Documentation Improvements (Red-line changes):**Report Structure**

- ◆ The Report Structure documentation should be updated to reflect the red-line SQM changes associated with the Florida Third Party OSS Test.
As part of FL Exception 154, BellSouth submitted a red-line SQM to address time bucket modifications. The modifications are not present in the Permanent Metrics.
- ◆ The Report Structure documentation should be updated to reflect geographic scope.
KPMG Consulting notes that no geographic scope designation (region or state) is present in the Permanent Metrics SQM. This designation is important to determine at what level the SQM report results are presented. KPMG Consulting notes that BellSouth's current SQM report is reported on a regional and state-specific basis.