

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

APRIL 1, 2003

RE: Docket No. 000121A-TP - Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BELLSOUTH TRACK) (Deferred from March 18, 2003 Commission conference; revised recommendation filed.)

ISSUE 1: Should the Commission order BellSouth to implement staff's proposed revisions to the Performance Assessment Plan presented in Attachment 1 of its memorandum dated March 20, 2003?

RECOMMENDATION: Yes. Staff recommends that BellSouth be ordered to implement the proposed changes to the Performance Assessment Plan as reflected in Attachment 1 for implementation within 60 days of the Commission's Proposed Agency Action Order if the changes are not protested. Staff recommends that the implementation of the penalty for measurement *B-10 Percent Billing Errors Corrected in X Days* be deferred until conclusion of the Commission proceeding on the remedy structure of the SEEM plan or 120 days, whichever comes first. Additionally, staff recommends that the Commission, on its own motion, require that an Industry Task Force be established to address the problems encountered in calculating the Service Order Accuracy performance measurement.

**APPROVED**

COMMISSIONERS ASSIGNED: Full Commission

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

*Charles M. David*  
*Mark S. ...*  
*...*  
*J. ...*  
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REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

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ISSUE 2: Should Change Management metrics (CM-6 and CM-11) be modified to clarify Commission intent?

RECOMMENDATION: Yes. Staff recommends that BellSouth be ordered to implement the proposed changes to the Performance Assessment Plan. In addition, BellSouth should be ordered to include in CM-11 any "CLEC affecting" changes and August 2002 data as previously ordered. If the Commission approves staff's recommended changes, staff recommends that BellSouth be required to implement them within 60 days of the Commission's Proposed Agency Action Order, if the changes are not protested.

**APPROVED**

ISSUE 3: Should the Commission adopt Performance Measures for special access services for BellSouth?

RECOMMENDATION: Yes. Staff recommends that the Commission approve the diagnostic special access measures and benchmarks included in Attachment 3 of its March 20, 2003 memorandum, and that BellSouth be required to implement them within 60 days of the Commission's Proposed Agency Action Order unless protested.

**APPROVED**

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ISSUE 4: Should the Commission approve the BellSouth policy on reposting of performance data and recalculation of SEEM payments?

RECOMMENDATION: No. Staff recommends that BellSouth be ordered to revise its reposting policy to include all SQM measurements and to eliminate the 100-transaction threshold. Additionally, BellSouth should be required to provide the reason for any reposting. If the Commission approves staff's recommended changes, staff recommends that BellSouth be required to implement them within 60 days of the Commission's Proposed Agency Action Order unless protested.

**APPROVED**

ISSUE 5: Should the Commission provide an implementation date for the revisions to the Performance Assessment Plan required by Order No. PSC-02-1736-PAA-TP, issued December 10, 2002?

RECOMMENDATION: Yes. Staff recommends that the changes required in Order No. PSC-02-1736-PAA-TP should also be implemented within 60 days of the Commission's Proposed Agency Action Order relating to Issues 1 through 4 above, except where stated otherwise for measure *B-10 Percent Billing Errors in X Days*.

**APPROVED**

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ISSUE 6: Should this docket be closed?

RECOMMENDATION: No. If no person whose substantial interests are affected files a protest within 21 days of the issuance date of the Order, the Order will become final upon the issuance of a Consummating Order. If no timely protest of the Commission's Proposed Agency Action Order is filed, the approved changes should be implemented within 60 days of the Proposed Agency Action Order. Thereafter, this Docket should remain open to conduct the periodic six-month reviews of the performance assessment plan outlined in Order No. PSC-01-1819-FOF-TP. Any protest of the Commission's decision in this matter should identify with specificity the item or measure being protested, and any such protest should not prevent the remainder of the Order from becoming final and effective.

**APPROVED**