

BellSouth and CLEC Proposed Florida SQM Modifications

000121A

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
<b>SQM Introduction/Report Publication Date/Report Delivery Methods</b>			
Introduction (BST Matrix, p. 1-2)	1) Revise to update documentation references. 2) Revise to more accurately define the nature of the SQM and include references to the FCC and Courts of Law. 3) Add a section to address implementation schedule after a Commission order.		
Report Publication Dates (BST Matrix p. 2)	1) Clarify existing process 2) Remove SEEM requirements 3) <b>Reference SEEM Admin Plan</b>		
Report Delivery Methods (BST Matrix p. 2)	Updated and word clarification.		
<b>SQM – ALL Measures</b>			
SQM Disagg. (BST Matrix p. 1)	<b>Delete line sharing in SQM/SEEM disagg.</b>		
Data Retained (BST Matrix p. 1)	<b>Delete Data Retained section</b> -replace with sentence in the SQM referring to SDUM		
SEEM Disagg. (BST Matrix p. 1)	<b>Delete entire SEEM Disagg section</b> - replace with "note" in the introduction reference to the SEEM plan.		
<b>Pre-Ordering</b>			
OSS-1 (BST matrix, p.3 )	<b>-Delete Measure</b> -Modified OSS-2 to monitor degraded service that would have been captured in this measure.		
OSS-2 (BST matrix, p.3-5 ) (CLEC Response, Appendix B)	<b>-Title:</b> Modified Title <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Remove exclusions for degraded service; 2) Remove exclusion for Scheduled OSS Maintenance. <b>-Business Rules:</b> 1) Wording clarifications; 2) Added language to define degraded service; 3) Delete note on hours of schedule maintenance. <b>-Calculation:</b> 1) Clarify full outage calculation; 2) Added total outage calculation <b>-Report Structure:</b> Wording modifications. <b>-Disagg:</b> 1) Added Total Outage; 2) Modified Appendix D. <b>-Standard:</b> Added Total Outage as a diagnostic measure.	<b>-Disagg:</b> Modify Appendix D to include Batch Scheduler, Exact SGG, SOEG, LMU, and LQS as OSS Interface types.	<b>Title:</b> <b>Definition:</b> <b>Exclusions:</b> <b>Business Rules:</b> <b>Calculation:</b> <b>Report Structure:</b> <b>Disagg:</b> <b>Standard:</b> <b>SEEM:</b>

DOCUMENT NUMBER - DATE

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FPSC-COMMISSION CLERK

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
OSS-3 (BST matrix, p. 5-8)	<p><b>-SEEM:</b> No changes.</p> <p><b>-Title:</b> Modified Title</p> <p><b>-Definition:</b> Wording clarification.</p> <p><b>-Exclusions:</b> Remove exclusion for degraded service.</p> <p><b>-Business Rules:</b></p> <ol style="list-style-type: none"> <li>1) Wording clarifications;</li> <li>2) Added language to define degraded service.</li> </ol> <p><b>-Calculation;</b></p> <ol style="list-style-type: none"> <li>1) Clarify full outage calculation;</li> <li>2) Added total outage calculation.</li> </ol> <p><b>-Report Structure;</b> Wording modifications.</p> <p><b>-Disagg:</b></p> <ol style="list-style-type: none"> <li>1) Added Total Outage;</li> <li>2) Modified Appendix D.</li> </ol> <p><b>-Standard:</b> Added Total Outage as a diagnostic measure.</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
OSS-4 (BST matrix, p.9 )	<p><b>-Delete Measure.</b></p> <p>-Modified OSS-3 to monitor degraded service that would have been captured in this measure.</p>		
PO-1 (BST matrix, p.9 )	<p><b>-Delete Measure</b> (low volume and low impact).</p>		
PO-2 (BST matrix, p. 9-11 )	<p><b>-Title:</b> Modified title.</p> <p><b>-Definition:</b> Remove capturing of average interval. It's a redundant way of stating performance—percent of response returned is used for monitoring performance.</p> <p><b>-Exclusions:</b> Added exclusions for Scheduled OSS Maintenance and Test Transactions/Records.</p> <p><b>-Business Rules:</b>Wording clarifications.</p> <p><b>-Calculations:</b> Delete calculation for average interval.</p> <p><b>-Report Structure:</b></p> <ol style="list-style-type: none"> <li>1) Delete regional report;</li> <li>2) Delete irrelevant report buckets.</li> </ol> <p><b>-Disagg:</b> Wording Clarification.</p> <p><b>-Standard:</b> No changes.</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
Bulk Migration Response Time (BST matrix, p.11-12)	<p><b>-New Measure</b></p> <p>-Captures response time for bulk migration orders.</p> <p>-Not proposed to be added as a Tier 1 or Tier 2 measure.</p>		

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<b>Ordering</b>			
O-1 (BST matrix, p.13 )	<p><b>-Delete Measure.</b> -This measure is of minimal use to evaluate performance. An acknowledgement is simply an electronic signal that tells a CLEC's computer that a transaction was successfully received.</p>		
O-2 (BST matrix, p.13-14 )	<p><b>-Title:</b> Modified title. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> Added exclusion for Test Transactions/Records. <b>-Business Rules:</b> Wording clarification and deletion of irrelevant note. <b>-Calculation:</b> Wording clarification. <b>-Report Structure:</b> Deletion of irrelevant note. <b>-Disagg:</b> Combined interfaces types (EDI and TAG). <b>-Standard:</b> Revised benchmark from 99.9% to 99.5% <b>-SEEM:</b> Remove from Tier 1.</p>		<p><b>Title:</b> <b>Definition:</b> <b>Exclusions:</b> <b>Business Rules:</b> <b>Calculation:</b> <b>Report Structure:</b> <b>Disagg:</b> <b>Standard:</b> <b>SEEM:</b></p>
O-3 (BST matrix, p.14-17 ) (CLEC Response, Appendix B)	<p><b>-Title:</b> Modified title. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Remove exclusion for Scheduled OSS Maintenance; 2) Add exclusions for Test Transactions/Records and LSRs that receive a Z status. <b>-Business Rules:</b> 1) Wording clarifications; 2) Removed categories for manual fallout and make categories available on PMAP website; 3) Remove flow-through matrix and provided PMAP website where it can be found. <b>-Calculation:</b> Remove Achieved Flow-through calculation. Not used to measure performance. <b>-Report Structure:</b> Add CLEC Specific report (0-4 combined into this measure) <b>-Disagg:</b> 1) Roll-up Res and Bus into Resale; 2) Roll-up UNE-L and UNE-P into UNE <b>-Standard:</b> 1) Delete Res benchmark of 95% and Business benchmark of 90%</p>	<p><b>-Disagg:</b> Add UNE-L with LNP as a level of disagg. <b>Standard:</b> 1) Increase benchmark for UNE-L from 85% to 95%; 2) Increase benchmark for LNP from 85% to 95%; 3) Add benchmark of 95% to UNE-L with LNP. <b>SEEM:</b> Add UNE-L with LNP to SEEM Tier 2.</p>	<p><b>Title:</b> <b>Definition:</b> <b>Exclusions:</b> <b>Business Rules:</b> <b>Calculation:</b> <b>Report Structure:</b> <b>Disagg:</b> <b>Standard:</b> <b>SEEM:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes 28/04)	CLEC's Proposed SQM Changes: (7/28/04)	Response (Agree/Disagree)
	<p>Both rolled-up into Resale with 90% benchmark;            2) Delete UNE-L benchmark of 85% and UNE-P benchmark of 90%.            Both rolled-up into UNE with a benchmark of 85%.  <b>-SEEM:</b> No changes  <b>-MISC:</b> Note provided to explain availability of flow-through error analysis and CLEC LSR information.</p>		
O-4 (BST matrix, p. 17)	<p><b>-Delete Measure.</b>  <b>-Data will be captured in proposed modifications to O-3.</b></p>		
Flow-Through Error Analysis (BST matrix, p. 17)	<p><b>-Delete Measure (not a measure) .</b>  <b>-Will post error analysis with the flow-through report and add information for obtaining error analysis in a footnote to O-3.</b></p>		
O-6 (BST matrix, p. 17)	<p><b>-Delete Measure.</b>  <b>-BST will provide website where CLEC LSR info can be found for CLECs who elect to subscribe for info. Add footnote to O-3 describing how to obtain CLEC LSR info.</b></p>		
O-7 (BST matrix, p. 17 ) (CLEC Response, Appendix B)	<p><b>-Delete Measure.</b>  <b>-Info can be ascertained by reviewing data from Reject Interval.</b></p>	<p><b>Exclusions:</b> Modify project exclusion so batch hot cuts will not be excluded.</p>	
O-8 (BST matrix, p. 18-22) (CLEC Response, Appendix B)	<p><b>-Title:</b> Modified title.  <b>-Definition:</b> Wording clarification  <b>-Exclusions:</b>            1) Remove exclusion for Center specific hours;            2) Modified project exclusion so that valid project IDs for LSRs that are identified as Bulk Migrations will not be excluded;            3) Add exclusions for Scheduled OSS/Maintenance and Test Transactions/Records.  <b>-Business Rules:</b>            1) Wording Clarifications;            2) Provided web address for hours of operations;            3) Added note to reflect the Bulk Migration process.  <b>-Calculation:</b> Delete Average Reject Interval Calculation, not used to state performance.  <b>-Report Structure:</b> Delete interval buckets not relevant to standard--- can be obtained from raw data.  <b>-Disagg:</b> Delete product disagg.---little to no volume for many products. Product level can be obtained from raw data.  <b>Standard:</b>            1) Revise Partially Mech benchmark from 95%&lt;=10 hours to 90%&lt;=10 hours;            2) Revise Non-Mech benchmark from 95%&lt;=24 hours to 85%&lt;=18 hours;</p>	<p><b>Exclusions:</b> Modify project exclusion so batch hot cuts will not be excluded.</p>	<p><b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b></p>

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O-9 (BST matrix, p. 22-28) (CLEC Response, Appendix B)	<p>3) Revise LIT from 95%&lt;=36 hours to 85%&lt;=4 days</p> <p>-Benchmarks revised in attempt to regionalize benchmarks for all BST states.</p> <p><b>-SEEM:</b> Remove from Tier 1 and Tier 2</p> <p><b>-Title:</b> Modified title.</p> <p><b>-Definitions:</b> Wording clarifications</p> <p><b>-Exclusions:</b> 1) Remove exclusion for Center specific hours; 2) Modified project exclusion so that valid project IDs for LSRs that are identified as Bulk Migrations will not be excluded; 3) Add exclusions for Scheduled OSS/Maintenance and Test Transactions/Records.</p> <p><b>-Business Rules:</b></p> <ol style="list-style-type: none"> <li>1) Wording Clarifications;</li> <li>2) Provided web address for hours of operations;</li> <li>3) Added note to reflect the Bulk Migration process.</li> </ol> <p><b>-Calculation:</b> Delete of Average FOC Interval calculation, not used to state performance.</p> <p><b>-Report Structure:</b> Delete interval buckets---can be obtained from raw data</p> <p><b>-Disagg:</b> Delete product disagg.---little to no volume for many products. Product level can be obtained from raw data.</p> <p><b>-Standard:</b></p> <ol style="list-style-type: none"> <li>1) Revise Partially Mech benchmark from 95%&lt;=10 hours to 90%&lt;=10 hours;</li> <li>2) Revise Non-Mech benchmark from 95%&lt;=24 hours to 90%&lt;=24 hours;</li> <li>3) Revise LIT from 95%&lt;=48 hours to 95%&lt;=10 days.</li> </ol> <p>-Benchmarks revised in attempt to regionalize benchmarks for all BST states.</p> <p><b>-SEEM:</b> Remove from Tier 1 and Tier 2.</p> <p><b>-Delete Measure.</b></p> <p>-This measure captures an extremely small number of orders and the</p>	<p><b>Exclusions:</b> Modify project exclusion so that LNP (standalone) and batch hot cuts will not be excluded.</p> <p><b>Disagg:</b> Add LNP Standalone (Projects) as a level of disagg.</p> <p><b>Standard:</b> Add benchmarks for LNP Standalone(Projects)--95% within 24 hours (1-10 numbers), 95% within 48 hours (11-999 numbers).</p> <p><b>SEEM:</b> Include new LNP Standalone disagg. in SEEM Tier 1 and Tier 2.</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
O-10 (BST matrix, p. 29 )	<p><b>-Delete Measure.</b></p> <p>-This measure captures an extremely small number of orders and the</p>	<p><b>Exclusions:</b> Modify project exclusion so batch hot cuts will not be excluded.</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p>
O-11 (BST matrix, p. 29-31 ) (CLEC Response, Appendix B)	<p><b>-Title:</b> Modified title.</p> <p><b>-Definition:</b> Wording clarification.</p> <p><b>-Exclusions:</b></p> <ol style="list-style-type: none"> <li>1) Modified project exclusion so that valid project IDs for LSRs that are identified as Bulk Migrations will not be excluded;</li> <li>2) Add exclusion for Test Transactions/Records.</li> </ol> <p><b>-Business Rules:</b></p> <ol style="list-style-type: none"> <li>1) Wording Clarifications;</li> <li>2) Added note</li> </ol>	<p><b>Exclusions:</b> Modify project exclusion so batch hot cuts will not be excluded.</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p>

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	<p><b>-Calculation:</b> No changes.</p> <p><b>-Report Structure:</b> 1) Wording clarifications; 2) Delete regional report.</p> <p><b>-Disagg:</b> Delete product disagg.---little to no volume for many products. Product level can be obtained from raw data.</p> <p><b>-Standard:</b> No changes.</p> <p><b>-SEEM:</b> Remove from Tier 1.</p>		<p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
O-12 (BST matrix, p. 32)	<p><b>-Delete Measure</b> -Timeliness of answer in the LCSC is not directly affecting CLECs ability to provide service. Orders are not placed by phone; CLEC is calling to get info.</p>		
P-11 (BST matrix, p. 32-35)	<p><b>-Title:</b> Modified title (Move measure from Provisioning to Ordering)</p> <p><b>-Definition:</b> Wording clarifications</p> <p><b>-Exclusions:</b> 1) Remove exclusion for CLEC LSRs submitted manually; 2) Add exclusion for LSRs identified as projects.</p> <p><b>-Business Rules:</b> Wording clarifications.</p> <p><b>-Calculation:</b> Wording Clarification</p> <p><b>-Disagg:</b> No changes</p> <p><b>-Standard:</b> No changes</p> <p><b>-SEEM:</b> No changes</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<b>Provisioning</b>			
P-1 (BST matrix, p. 36)	<p><b>-Delete Measure.</b> -Orders captured in this measure would be included in the proposed FOCI and proposed PIAM measures. -Transaction volumes are too small to be useful to evaluate performance.</p>		
P-2A (BST matrix, p. 36)	<p><b>-Delete Measure</b> -Performance for Jeopardy has not been a problem. -The interval captured in this measure is included in the proposed FOCI</p>		
P-2B (BST matrix, p. 37 )	<p><b>-Delete Measure</b> -Minimal impact on CLECs</p>		
P-3 (BST matrix, p.37-40 )	<p><b>-Title:</b> Modified title (from % missed to % met)</p> <p><b>-Definition:</b> Changed to reflect percent of installation appointments</p>		<p><b>Title:</b></p>

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	<p>met.</p> <p><b>-Exclusions:</b> Removed Exclusion for End User Misses</p> <p><b>-Business Rules :</b> Changed to reflect percent of installation appointments met.</p> <p><b>-Calculation:</b> Changed to reflect percent of installation appointments met.</p> <p><b>-Report Structure:</b></p> <p>1) Changed to eliminate categories with little to no volume;</p> <p>2) Delete regional report.</p> <p><b>-Disagg:</b> Remove products with low volume</p> <p><b>-Standard:</b> parity (see disagg changes)</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
FOCI- FOC Average Completion Interval (BST matrix, p. 40-44 )	<p><b>-New measure</b></p> <p>-Combines intervals to return a FOC and to complete a service order into a single interval measure.</p> <p>-Added to SEEM Tier 1 and Tier 2.</p>		
P-4 (BST matrix, p. 44 ) (CLEC Response, Appendix B)	<p><b>-Delete Measure</b></p> <p>-This info is now included in the proposed FOCI measure.</p>	<p><b>Disagg:</b> Add disagg for batch hot cuts.</p> <p><b>Standard:</b> Batch Hot Cuts 98% in 5 days.</p>	
P-5 (BST matrix, p. 45 )	<p><b>-Delete Measure</b></p> <p>-CLECs can check order status in CSOTS. This is parity measure, but actually better service than that provided to retail because retail does not get a notification that a service order is complete.</p>		
P-6 (BST matrix, p. 45 )	<p><b>-Delete Measure</b></p> <p>-Another measure of FOC Timeliness which is already measured in FOCT and proposed FOCI.</p>		
P-7 (BST matrix, p. 45-47) (CLEC Response, Appendix B)	<p><b>-Title:</b> Modified title.</p> <p><b>-Definition:</b> Wording clarification to include time to notify CLEC after hot cut is complete.</p> <p><b>-Exclusions:</b></p> <p>1) Remove exclusion for Unbundled Loops where there is no existing subscriber loop;</p> <p>2) Add exclusion for non-coordinated conversions;</p> <p>3) Add exclusion for BellSouth or CLEC internal or administrative orders;</p> <p>4) Add exclusion for listing orders.</p> <p><b>-Business Rules:</b> Revised to reflect start and stop times which includes CLEC notification time.</p> <p><b>Calculation:</b> Revised to include CLEC notification time.</p>	<p><b>Title:</b> Include Non-Coordinated Conversions in this measure.</p> <p><b>Business Rules:</b> Stop time is notification to the CLEC that the cut is complete</p> <p><b>Calculation:</b> Include Non-Coordinated Conversions .</p> <p><b>Disagg:</b> Add additional migration types (CLEC comments p. 5)</p> <p><b>Standard:</b> Revise benchmark of 95%≤15 minutes to</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	<p><b>-Report Structure:</b> 1) Delete unnecessary interval buckets. 2) Delete regional report.</p> <p><b>-Disagg:</b> Roll-up INP and LNP loops into one disagg. category. CCC (loops)</p> <p><b>-Standard:</b> Revise benchmark of 95%&lt;=15 minutes to 95%&lt;=20 minutes to account for adding CLEC notification time to the interval.</p> <p><b>-SEEM:</b> No changes.</p>	<p>95%&lt;=10 minutes.</p>	<p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<p>P-7A (BST matrix, p.47-50) (CLEC Response p. 5 and Appendix B)</p>	<p><b>-Title:</b> Delete reference to average interval in title. Average interval not used to evaluate performance.</p> <p><b>-Definition:</b> Wording clarification.</p> <p><b>-Exclusions:</b> 1) Remove exclusion for test orders; 2) Add exclusion for BellSouth or CLEC internal or administrative orders; 3) Add exclusion for listing orders.</p> <p><b>-Business Rules:</b> Modified to identify intervals for IDLC and non-IDLC loops</p> <p><b>-Calculation:</b> Delete calculations for interval and average interval, not used to evaluate performance.</p> <p><b>-Report Structure:</b> 1) Remove requirement to report results in three separate distributions; 2) Delete regional report; 3) Delete unnecessary interval buckets.</p> <p><b>-Disagg:</b> 1) Delete SL1 and SL2 time and non-time specific. 2) New disagg of Non-IDLC and IDLC.</p> <p><b>-Standard:</b> Benchmark for IDLC 95% within + or -2 hours of scheduled start time.</p> <p><b>-SEEM:</b> No changes.</p>	<p><b>Disagg:</b> Add additional migration types</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<p>P-7B (BST matrix, p. 50-51) (CLEC Response p. 5 and Appendix B)</p>	<p><b>-Title:</b> Modified Title</p> <p><b>-Definition:</b> Wording clarification (simplified)</p> <p><b>-Exclusions:</b> 1) Wording Clarification; 2) Remove exclusion for test orders; 3) Add exclusion for BellSouth or CLEC internal or administrative orders; 4) Add exclusion for listing orders.</p> <p><b>-Business Rules:</b> 1) Wording clarification; 2) Add language to capture the overall percentage of orders.</p> <p><b>-Calculation:</b> 1) Wording clarification; 2) Add calculation for overall percentage.</p>	<p><b>-Title:</b> Include Non-Coordinated Customer Conversions in this measure.</p> <p><b>-Definition:</b> Include Non-Coordinated Customer Conversions.</p> <p><b>-Exclusions:</b> Add exclusion for test orders.</p> <p><b>-Business Rules:</b> Include Non-Coordinated Customer Conversions.</p> <p><b>Disagg:</b> Add additional migration types <b>-Standard:</b> Revise benchmark of &lt;= 5</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p>



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	<p><b>-Report Structure:</b> Delete regional report.</p> <p><b>-Disagg:</b> Roll-up INP and LNP loops to CCC (loops).</p> <p><b>-Standard:</b> Remove benchmark of &lt;=5 hours and make diagnostic for CCC (loops).</p> <p><b>-SEEM:</b> No changes.</p>	<p>hours to &lt;= 2 hours.</p> <p><b>-SEEM:</b> Add to SEEM Tier 1 and Tier 2.</p>	<p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<p>P-7C (BST matrix, p. 52-53 ) (CLEC Response p. 5 and Appendix B)</p>	<p><b>-Title:</b> Changed from 7 days to 5 days.</p> <p><b>-Definition:</b> Wording clarifications and change from 7 days to 5 days</p> <p><b>-Exclusions:</b></p> <ol style="list-style-type: none"> <li>1) Wording clarifications;</li> <li>2) Add exclusion for listing orders;</li> <li>3) add exclusion for BellSouth or CLEC internal or administrative orders;</li> <li>4) Add exclusion for troubles outside of BellSouth's control;</li> <li>5) Add exclusion for disconnect orders.</li> </ol> <p><b>-Business Rules:</b> Wording clarification and change from 7 days to 5 days.</p> <p><b>-Calculation:</b> Wording clarification and change from 7 days to 5 days.</p> <p><b>-Report Structure:</b></p> <ol style="list-style-type: none"> <li>1) Delete dispatch/non-dispatch reports</li> <li>2) Delete regional report.</li> </ol> <p><b>-Disagg:</b> Roll-up UNE loops design and non-design into UNE loops.</p> <p><b>-Standard:</b> Revise benchmark of &lt;=3% to &lt;=5%</p> <p><b>-SEEM:</b> Remove from SEEM Tier 1 and Tier 2.</p>	<p><b>-Definition:</b> Include Non-Coordinated Customer Conversions.</p> <p><b>-Exclusions:</b> Add exclusion for test orders.</p> <p><b>-Business Rules:</b> Include Non-Coordinated Customer Conversions.</p> <p><b>Disagg:</b> Add additional migration types</p> <p><b>Calculation:</b> Include Non-Coordinated Customer Conversions.</p>	<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<p>CNDD: Non-CCC Percent Completed and Notified Due Date (BST matrix, p. 53-54 )</p>	<p><b>-New measure.</b> Measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLECs on the due date.</p>		
<p>P-7D: Coordinated/Non- coordinated Customer Conversions-Percent Without Service Disruption (CLEC Response, Appendix A, p. 5-6)</p>		<p><b>-New Measure</b> Measures the percentage of hot cuts that are completed without a loss of service due to BellSouth caused service interruptions outside of the initial customer cutover.</p>	
<p>P-8 (BST matrix, p. 54)</p>	<p><b>-Delete Measure</b> -represents a small number of orders and the customer impacting event (trouble) is captured in Percent Provisioning Troubles.</p>		
<p>P-9 (BST matrix, p. 54-56 )</p>	<p><b>-Title:</b> Changed from 30 days to 5 days.</p> <p><b>-Definition:</b> Wording clarification and change from 30 days to 5 days.</p> <p><b>-Exclusions:</b> Add exclusion for troubles outside of BellSouth's control.</p> <p><b>-Business Rules:</b></p>		<p><b>Title:</b></p> <p><b>Definition:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	1) Wording clarifications; 2) Removed reference to D&F orders; 3) Removed reference to Standalone LNP. <b>-Calculations:</b> Wording clarification and change in conversion interval from 30 days to 5 days. <b>-Report Structure:</b> 1) Delete separate volume reports (< 10 circuits and >= 10 circuits); 2) Delete dispatch/non dispatch reports; 3) Delete regional report. <b>-Disagg:</b> 1) Remove products with low volume. 2) Modified product categories so that each product is only reported once. <b>-Standard:</b> Parity (see disagg. changes) <b>-SEEM:</b> No changes		<b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
P-11 (BST matrix, p. 57)	<b>Revised and moved to Ordering Section.</b>		
P-13B (BST matrix, p. 57-58)	<b>-Title:</b> Wording clarification. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) add exclusion for BellSouth or CLEC internal or administrative orders; 2) Add exclusion for listing orders; 3) Add exclusion for Scheduled OSS Maintenance <b>-Business Rules:</b> Wording clarifications. <b>-Calculations:</b> Wording clarification. <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> No changes <b>-Standard:</b> Revise benchmark from 96.5% to 95%. <b>-SEEM:</b> Remove from SEEM Tier 1		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
P-13C (BST matrix, p. 58-59)	<b>-Title:</b> Wording clarification. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Add exclusion for Remote Call Forwarding, DIDs, and ISDN Data TNs; 2) Add exclusion for BellSouth or CLEC internal or administrative orders; 3) Add exclusion for zero due dated expedited orders requested by the CLEC;		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	4) Add exclusion for listing orders; Maintenance <b>-Business Rules:</b> Wording clarifications. <b>-Calculations:</b> Wording clarification. <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> Remove Standalone <b>-Standard:</b> insert >= sign <b>-SEEM:</b> Remove from SEEM Tier 1		<b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
P-13D (BST matrix, p. 59-60)	<b>-Title:</b> Wording clarification-measure is not an interval rather a percent within interval <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Wording clarifications; 2) Remove exclusion for orders which are candidates for 10 digit triggers. <b>-Business Rules:</b> Wording clarifications. <b>-Calculations:</b> 1) Revise calculation to be based on number of non-triggerable orders. 2) Delete interval calculation, performance is based on percentage. <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> Roll-up LNP Working Hours and LNP Unscheduled After hours into LNP. <b>-Standard:</b> Revise benchmark from 95% <= 4 hours to 95% <= 12 hours. <b>-SEEM:</b> Remove from SEEM Tier 1		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
P-14 Percent of Customer Trouble Tickets Closed Electronically (CLEC Response, Appendix A, p. 3-4)		<b>-New Measure</b> Measures the percent of customer trouble tickets during the reporting period that are closed electronically by a BellSouth technician.	
P-14 Percent of Batch Hot Cuts Started On Time (CLEC Response, Appendix A pps. 7-8)		<b>-New Measure</b> Measures the percentage of time that BellSouth begins performing batch hot cuts within 15 minutes of the committed start time. Add to SEEM Tier 1 and Tier 2.	
M&R-1 (BST matrix, p. 61-62)	<b>-Title:</b> Changed title (from % missed to % met) <b>-Definition:</b> Changed to reflect percent of repair appointments met. <b>-Exclusions:</b>		<b>Title:</b>  <b>Definition:</b>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	1) Add exclusion for Informational Tickets; 2) Add exclusion for Troubles Outside BellSouth's Control. <b>-Business Rules:</b> 1) Wording clarification; 2) Remove note. <b>-Calculations:</b> Revise calculation to reflect percent met. <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> 1) Roll-up products with low volume into another category; 2) Modify product categories so that each category is reported only once. <b>-Standard:</b> Parity (see disagg. changes) <b>-SEEM:</b> No changes		<b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
M&R-2 (BST matrix, p. 62-64 )	<b>-Title:</b> Modify title. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Add exclusion for Informational Tickets; 2) Add exclusion for Troubles Outside BellSouth's Control. <b>-Business Rules:</b> Wording clarification. <b>-Calculations:</b> Wording clarification. <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> 1) Roll-up products with low volume into another category; 2) Modify product categories so that each category is reported only once. <b>-Standard:</b> Parity (see disagg. changes) <b>-SEEM:</b> Remove from SEEM Tier 1 and Tier 2.		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
M&R-3 (BST matrix, p. 64-66)	<b>-Title:</b> Wording clarification. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Add exclusion for Informational Tickets; 2) Add exclusion for Troubles Outside BellSouth's Control. <b>-Business Rules:</b> 1) Wording clarification; 2) Add note clarifying time that has already been excluded. <b>-Calculations:</b> No changes <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> 1) Roll-up products with low volume into another category;		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	2) Modify product categories so that each category is reported only once. <b>-Standard:</b> Parity. (see disagg. changes) <b>-SEEM:</b> No changes.		<b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
M&R-4 (BST matrix, p. 66-68)	<b>-Title:</b> Wording clarification. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> 1) Add exclusion for Informational Tickets; 2) Add exclusion for Troubles Outside BellSouth's Control. <b>-Business Rules:</b> Wording clarification. <b>-Calculations:</b> 1) Wording clarification to specify repeat troubles; 2) Replaced cleared date with closed date. <b>-Report Structure:</b> Delete regional report. <b>-Disagg:</b> 1) Roll-up products with low volume into another category; 2) Modify product categories so that each category is reported only once. <b>-Standard:</b> Parity (see disagg. changes) <b>-SEEM:</b> No changes.		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
M&R-5 (BST matrix, p.68 )	<b>-Delete Measure</b> Duplicative measure. Information captured in M&R-3, since maintenance durations greater than 24 hours normally involve an out service condition.		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
M&R-6 (BST matrix, p. 69)	<b>-Title:</b> Wording clarification. <b>-Definition:</b> No changes. <b>-Exclusions:</b> Clarify that abandoned calls represents the "volume" of abandoned calls.		<b>Title:</b>  <b>Definition:</b>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	<p><b>-Business Rules:</b> Wording clarification noting that abandoned calls are not counted in volume but the time is included.</p> <p><b>-Calculation:</b> Wording clarification.</p> <p><b>-Report Structure:</b> No changes.</p> <p><b>-Disagg:</b> Wording clarification</p> <p><b>-Standard:</b> No changes-parity</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
M&R-7 (BST matrix, p. 70 )	<p><b>-Delete Measure</b></p> <p>-Few CLECs want this process anymore. BellSouth will continue to offer this service to any customer who asks for their name to be put on</p>		
B-1 (BST matrix, p. 70-71 )	<p><b>-Title:</b> Wording clarification.</p> <p><b>-Definition:</b> Wording clarification.</p> <p><b>-Exclusions:</b> Wording clarification.</p> <p><b>-Business Rules:</b> Wording clarification.</p> <p><b>-Calculation:</b> Delete calculation for Measure of Adjustments (not a meaningful measurement).</p> <p><b>-Report Structure:</b></p> <ol style="list-style-type: none"> <li>1) Delete Regional Report;</li> <li>2) Delete Number of Adjustments report.</li> </ol> <p><b>-Disagg:</b> Wording clarification.</p> <p><b>-Standard:</b> No changes- parity.</p> <p><b>-SEEM:</b> No changes</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
B-2 (BST matrix, p. 71-73	<p><b>-Title:</b> Wording Clarification</p> <p><b>-Definition:</b> Wording Clarification</p> <p><b>-Business Rules:</b></p> <ol style="list-style-type: none"> <li>1) Wording clarification;</li> <li>2) Add language noting that CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity.</li> </ol> <p><b>-Calculation:</b> Wording clarification.</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	<p><b>-Report Structure:</b> Delete Regional report.  <b>-Disagg:</b> Wording clarification.  <b>-Standard:</b> No changes-parity.  <b>-SEEM:</b> No changes.</p>		<p><b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b></p>
B-3 (BST matrix, p. 73)	<p><b>-Delete Measure</b>  Not a key measurement since it captures the accuracy of the packs, not the content of the packs.</p>		
B-4 (BST matrix, p. 73)	<p><b>-Delete Measure</b>  Measurement is similar to B-5. Both measure usage data delivery, but at different points. B-4 at 30 days and B-5 at 6 days.</p>		
B-5 (BST matrix, p. 73-74) (CLEC Response, Appendix B)	<p><b>-Title:</b> Wording clarification.  <b>-Definition:</b> Wording clarification and removal of last sentence which refers to a retail comparison which is not appropriate given that this measurement uses a benchmark.  <b>-Exclusions:</b> No changes.  <b>-Business Rules:</b> Wording clarification.  <b>-Report Structure:</b> Wording clarification  <b>-Calculation:</b> No changes.  <b>-Report Structure:</b> No changes.  <b>-Disagg:</b> Wording clarification  <b>-Standard:</b> Wording clarification.  <b>-SEEM:</b> No changes.</p>	<p><b>Exclusion:</b> Add exclusion for non-completed calls.  <b>Business Rules:</b> Add language to make clear the type of billable usage, particularly third party, that should be covered in this metric.</p>	<p><b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b></p>
B-6 (BST matrix, p. 74) (CLEC Response, Appendix B)	<p><b>-Delete Measure'</b>  -Measure is correlated to B-5 timeliness. B-6 is average days to deliver, but is not measuring anything additional that is meaningful.</p>	<p><b>Exclusion:</b> Add exclusion for non-completed calls.  <b>Business Rules:</b> Add language to make clear the type of billable usage, particularly third party, that should be covered in this metric.</p>	
B-7 (BST matrix, p. 74)	<p><b>-Delete Measure</b>  BellSouth does not bill the CLEC end user and BellSouth's recurring and non-recurring charges have little impact on the CLECs billing to</p>		



Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	the end user.		
B-8 (BST matrix, p. 74)	<b>-Delete Measure</b> BellSouth does not bill the CLEC end user and BellSouth's recurring and non-recurring charges have little impact on the CLECs billing to the end user.		
B-9 (BST matrix, p. 74)	<b>-Delete Measure</b> -Measure has had no activity in last 12 months.		
B-10 (BST matrix, p. 75)	<b>-Delete Measure</b> Dollar value of most of volume for this measure is very small. This measurement evaluates all disputes equally, regardless of the value. BellSouth is willing to consider another dispute timeliness metric.		
B-11: Billing Completion Notice Timeliness (CLEC response Appendix A, p. 1-2)		<b>-New Measure</b> Measures the percent of completed orders for which BellSouth sent a timely billing completion notice to the CLEC. Add to SEEM Tier 1 and Tier 2.	
<b>Operator Services/Directory Assistance</b>			
OS-1 (BST matrix, p. 75)	<b>-Delete Measure</b> Measure is Parity by Design.		
OS-2 (BST matrix, p. 75)	<b>-Delete Measure</b> Measure is Parity by Design.		
DA-1 (BST matrix, p. 75)	<b>-Delete Measure</b> Measure is Parity by Design.		
DA-2 (BST matrix, p. 75)	<b>-Delete Measure</b> Measure is Parity by Design.		
D-1 (BST matrix, p. 75)	<b>-Delete Measure</b> Process is essentially Parity by Design.		
D-2 (BST matrix, p. 76)	<b>-Delete Measure</b> Accuracy of databases is also being assessed by the mechanized service order accuracy measurement.		
D-3 (BST matrix, p. 76)	<b>-Delete Measure</b> Not a key measurement and BellSouth's performance has been excellent. If problems loading NXX and LRNs, problems would affect the M&R measurements.		
E-911			
E-1 (BST matrix, p. 76)	<b>-Delete Measure</b> Measure is Parity by Design		
E-2 (BST matrix, p. 76)	<b>-Delete Measure</b> Measure is Parity by Design		



Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
E-3 (BST matrix, p. 76)	<b>-Delete Measure</b> Measure is Parity by Design		
<b>Trunk Group Performance</b>			
TGP-1 (BST matrix, p. 76-78) (CLEC Response, Appendix B)	<b>-Title:</b> Modified title to combine TGP-1 (aggregate) and TGP-2 (CLEC Specific). <b>-Definition:</b> Wording clarifications. <b>-Exclusions:</b> Wording clarifications. <b>-Business Rules:</b> Wording clarifications. <b>-Report Structure:</b> Add CLEC specific report. <b>-Disagg:</b> Add CLEC specific. <b>-Standard:</b> wording clarifications. <b>-SEEM:</b> Added to Tier 1	<b>Business Rules:</b> Add phrase to notification process that states, BellSouth should notify the CLEC's traffic planning group or representatives via email when such blocking meets this exclusion criteria..	<b>Title:</b> <b>Definition:</b> <b>Exclusions:</b> <b>Business Rules:</b> <b>Calculation:</b> <b>Report Structure:</b> <b>Disagg:</b> <b>Standard:</b> <b>SEEM:</b>
TGP-2 (BST matrix, p. 78) (CLEC Response, Appendix B)	<b>-Delete Measure</b> Combined into TGP-1	<b>Business Rules:</b> Add phrase to notification process that states, BellSouth should notify the CLEC's traffic planning group or representatives via email when such blocking meets this exclusion criteria..	
<b>Collocation</b>			
C-1 (BST matrix, p. 78-79)	<b>-Title:</b> Modified title <b>-Definition:</b> Wording clarifications. <b>-Exclusions:</b> No changes. <b>-Business Rules:</b> Wording clarifications. <b>-Calculation:</b> No changes <b>-Report Structure:</b> Wording clarifications. <b>-Disagg:</b> Wording clarifications. <b>-Standard:</b> No changes. <b>-SEEM:</b> No changes.		<b>Title:</b> <b>Definition:</b> <b>Exclusions:</b> <b>Business Rules:</b> <b>Calculation:</b> <b>Report Structure:</b> <b>Disagg:</b> <b>Standard:</b>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
C-2 (BST matrix, p. 79-80)	<p><b>-Title:</b> Modified title</p> <p><b>-Definition:</b> Wording clarifications</p> <p><b>-Exclusions:</b> Add exclusion for any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval.</p> <p><b>-Business Rules:</b></p> <p>1) Wording clarifications;</p> <p>2) Delete sentence referring to cable assignments.</p> <p><b>-Calculations:</b> No changes.</p> <p><b>-Report Structure:</b> Wording clarification.</p> <p><b>-Disagg:</b> Revise to conform to FPSC collocation order.</p> <p><b>-Standard:</b> See disagg. changes.</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>SEEM:</b></p> <p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
C-3 (BST matrix, p. 80-81)	<p><b>-Title:</b> Modified title.</p> <p><b>-Definition:</b> Wording clarifications.</p> <p><b>-Exclusions:</b> No changes.</p> <p><b>-Business Rules:</b> Wording clarification.</p> <p><b>-Calculation:</b> Wording clarification.</p> <p><b>-Report Structure:</b> Wording clarification.</p> <p><b>-Disagg:</b> Wording clarification.</p> <p><b>-Standard:</b> No changes</p> <p><b>-SEEM:</b> No changes</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
(BST matrix, p. 81-82)	<p><b>-Definition:</b> Wording clarification (added definition of CCP)</p> <p><b>-Exclusions:</b> Wording clarification</p> <p><b>-Business Rules:</b> Wording clarification.</p> <p><b>-Calculation:</b> No changes</p> <p><b>-Report Structure:</b> No changes.</p>		<p><b>Definition:</b></p> <p><b>Exclusions:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	<p><b>-Disagg:</b> Wording clarification.  <b>-Standard:</b> No changes.  <b>-SEEM:</b> No changes.</p>		<p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<p>CM-2 (BST matrix, p. 82)</p>	<p><b>-Delete Measure</b>  -CM-2 is not needed because it only measures those notices missed in the CM-1 measurement.</p>		
<p>CM-3 (BST matrix, p. 82-83)</p>	<p><b>-Title:</b> Modified title.  <b>-Definition:</b> Wording clarification (add definition of CCP).  <b>-Exclusions:</b> Wording clarification  <b>-Business Rules:</b> Wording clarification  <b>-Calculation:</b> Wording clarification  <b>-Report Structure:</b> No changes  <b>-Disagg:</b> Wording clarification  <b>-Standard:</b> No changes.  <b>-SEEM:</b> No changes.</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
<p>CM-4 (BST matrix, p. 83)</p>	<p><b>-Delete Measure</b>  --CM-4 is not needed because it only measures those notices missed in the CM-3 measurement.</p>		
<p>CM-5 (BST matrix, p. 83)</p>	<p><b>-Title:</b> Modified title.  <b>-Definition:</b> Wording clarification.  <b>-Exclusions:</b> No changes.  <b>-Business Rules:</b> Wording clarification.  <b>-Calculation:</b> No changes.  <b>-Report Structure:</b> No changes.  <b>-Disagg:</b> No changes.  <b>-Standard:</b> No changes.  <b>-SEEM:</b> No changes.</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
			<b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
CM-6 (BST matrix, p. 83-84)	<b>-Title:</b> Modified title. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> No changes. <b>-Business Rules:</b> Wording clarifications. <b>-Calculation:</b> Wording clarifications. <b>-Report Structure:</b> Report scope changed to region. <b>-Disagg:</b> Wording clarification. <b>-Standard:</b> No changes. <b>-SEEM:</b> No changes.		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
CM-7 (BST matrix, p. 84-85)	<b>-Title:</b> Modified title. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> Wording clarification. <b>-Business Rules:</b> Wording clarification. <b>-Calculation:</b> Wording clarification. <b>-Report Structure:</b> Report scope changed to region. <b>-Disagg:</b> Wording clarification. <b>-Standard:</b> No changes. <b>-SEEM:</b> No changes.		<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
CM-8	<b>-Title:</b> Modified title.		<b>Title:</b>

Measure/ Reference (BST matrix, p. 85-86)	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
CM-9 (BST matrix, p. 86-87)	<p><b>-Definition:</b> Wording clarification.</p> <p><b>-Exclusions:</b> Wording clarification.</p> <p><b>-Business Rules:</b> Wording clarification.</p> <p><b>-Calculation:</b> Wording clarification.</p> <p><b>-Report Structure:</b> Report scope changed to region.</p> <p><b>-Disagg:</b> Wording clarification.</p> <p><b>-Standard:</b> No changes.</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>
CM-10 (BST matrix, p. 87)	<p><b>-Title:</b> Modified title.</p> <p><b>-Definition:</b> Wording changes to correct a mistake in labeling the severity defects.</p> <p><b>-Exclusions:</b> No changes.</p> <p><b>-Business Rules:</b></p> <p>1) Wording changes to correct severity level numbers;</p> <p>2) Wording clarification of the CCP.</p> <p><b>-Calculation:</b> Wording changes to correct severity level numbers.</p> <p><b>-Report Structure:</b></p> <p>1) Wording clarifications to correct severity level numbers ;</p> <p>2) Report scope changed to region.</p> <p><b>-Disagg:</b> Wording clarifications to correct severity level numbers.</p> <p><b>-Standard:</b> No changes.</p> <p><b>-SEEM:</b> No changes.</p>		<p><b>Title:</b></p> <p><b>Definition:</b></p> <p><b>Exclusions:</b></p> <p><b>Business Rules:</b></p> <p><b>Calculation:</b></p> <p><b>Report Structure:</b></p> <p><b>Disagg:</b></p> <p><b>Standard:</b></p> <p><b>SEEM:</b></p>

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
			<b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
CM-11 (BST matrix, p. 88-89) (CLEC Response, Appendix B)	<b>-Title:</b> Modified title. <b>-Definition:</b> Wording clarification. <b>-Exclusions:</b> No changes. <b>-Business Rules:</b> No changes. <b>-Calculation:</b> No changes. <b>-Report Structure:</b> Report scope changed to region. <b>-Disagg:</b> Wording clarification. <b>-Standard:</b> No changes. <b>-SEEM:</b> No changes.	<b>Title:</b> Modified Title ( Delete within 60 weeks of prioritization and replace with "specified interval") <b>Exclusions:</b> Delete 60 days and replace with specified interval. <b>Business Rules:</b> Add language stating that BellSouth will implement software related changes within 60 weeks and process related changes within 60 calendar days. <b>Calculation:</b> Delete 60 weeks/days from calculation	<b>Title:</b>  <b>Definition:</b>  <b>Exclusions:</b>  <b>Business Rules:</b>  <b>Calculation:</b>  <b>Report Structure:</b>  <b>Disagg:</b>  <b>Standard:</b>  <b>SEEM:</b>
<b>Appendices</b>			
Appendix A (BST matrix, p. 89)	<b>Delete Appendix A</b> <b>-Reporting Scope</b>		
Appendix B (BST matrix, p. 89)	<b>Title:</b> Change from Appendix B to A <b>-Updates and corrections</b>		
Appendix C (BST matrix, p. 90-91)	<b>Title:</b> Change from Appendix C to Appendix B. <b>C-1:</b> -Delete info regarding BellSouth's internal audit policy. <b>C-2:</b> 1) Wording clarifications; 2) Insert language that states it is not necessary for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract; 3) Remove reference to undergo an audit each year for the next five years and replace with every other year for the next five years; 4) Remove reference to third party auditor being jointly selected by BellSouth and the CLEC. 5) Insert language that states, "the costs shall be borne 50% by BellSouth and 50% by the CLEC...If no party is sharing the costs of this audit, BellSouth may utilize its internal auditing organization;		

Measure/ Reference	BellSouth Proposed SQM Changes (7/28/04)	CLEC's Proposed SQM Changes (7/28/04)	Response (Agree/Disagree)
	<p>6) Revise language to state that independent third party auditor shall be selected by BellSouth, with input from PSC, and other parties bearing the cost of the audit.</p> <p>7) Delete referenced to BellSouth, PSC, and CLECs jointly determining scope of audit and add language that states, "Due to the regional nature of the processes used to generate performance metric data, BellSouth will agree to no more than one regional third party audit within its region per year.</p> <p>8) Remove the word SEEM from paragraph noting the intention of the audits.</p>		
Appendix D (BST matrix, p. 91)	<p><b>-Title:</b> Change from Appendix D to Appendix C</p> <p>-Update interface tables</p> <p>-Remove OSS-1 and OSS-4 from Appendix—propose to delete measures.</p>		
New Appendix (BST matrix, p. 92)	<p><b>-New Appendix D to add new Reposting Policy.</b></p>		
New Appendix (BST matrix, p. 92)	<p><b>-New Appendix E to add Description of Raw Data and other Supporting Data Files.</b></p>		
Flow Through Matrix (BST matrix, p. 93)	<p><b>-Remove Flow Through Matrix from SQM and make available through BellSouth website.</b></p>		
Performance Plans to improve wholesale performance (CLEC Response, p. 6-7).		performance that may be in parity, but of poor quality can be brought to BellSouth's attention with a request that such performance be improved.	