Robert A. Culpepper
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January 28, 2005

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: **Docket No. 000121A-TP**
In Re: Investigation into the establishment of operations support systems permanent incumbent local exchange Telecommunications companies

Dear Ms. Bayó:

Enclosed are BellSouth Telecommunications, Inc.'s Responses to Action Items raised during the SQM Workshop Call on January 13, 2005, which we ask that you file in the captioned docket. A copy of the same is being provided to all parties as reflected in the attached certificate of service.

Sincerely,

Robert A. Culpepper /DS

Robert A. Culpepper

Enclosures

cc: All parties of record
    Marshall M. Criser, III
    Nancy B. White
    R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Electronic Mail and U.S. Mail this 28th day of January, 2005 to the following:

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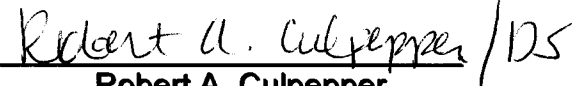Fax. No. (253) 851-6474
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Robert A. Culpepper /DS
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**(+) Signed Protective
Agreement**

#502166

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to 1/13/05 Workshop
Action Items
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REQUEST: BellSouth to provide a revised redline page of CM-11, Percentage of Change Requests Implemented within 60 Weeks of Prioritization, after discussions regarding reprioritization of change requests. Revised redline should show process changes disaggregated from software changes and measured separately.

RESPONSE: BellSouth has attached redline pages of CM-11, Percentage of Change Requests Implemented within 60 Weeks of Prioritization to reflect the removal of process change requests, and CM-11A, Percentage of Process Change Requests Implemented On Time, to separately measure process change requests in the document "CM 11-11A proposed sqm.doc".

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REQUEST: BellSouth and CLECs to work together to provide a definition of
            processes vs. system change requests for measurement CM-11 –
            Percentage of Change Requests Implemented within 60 Weeks of
            Prioritization.

RESPONSE: At the Change Control Process (CCP) meeting on Jan 26, 2005, the CLEC
            community was invited to participate in a separate meeting to discuss the
            definition of a "Process Change". Subsequent to that special meeting
            (near the end of February 2005), BellSouth will be able to provide a more
            accurate definition and will file a revised response and red-lined SQM
            pages for CM-11A, Percentage of Process Change Requests Implemented
            On Time, at that time.

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REQUEST: BellSouth to provide feedback on Staff's proposed numbering system for the SQM measurements.

RESPONSE: Bellsouth has already developed the CAT codes included in BellSouth's last proposal; however, BellSouth could implement Staff's suggested codes.

BellSouth Telecommunications, Inc.
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REQUEST: How is the average interval for OSS-4 Response Interval calculated? Is the length of the individual transactions available?

RESPONSE: The only data provided to PMAP by TAFI is the total number of seconds and total transactions, separately for wholesale and retail.
The interval for each transaction is not available.

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REQUEST: BellSouth is to determine if it is possible to combine OSS-2, Interface Availability with the UNE Bulk Migration Scheduler Availability process. If so, provide a revised redline page.

RESPONSE: Yes, it is possible to combine the two measures, OSS-2, Interface Availability and BMIA UNE Bulk Migration Scheduler Availability (Pre-Ordering) but BellSouth believes they should remain separate measurements because the UNE Bulk Migration Scheduler is not part of the same architecture as the other OSS systems nor is it managed the same way. In addition, the Bulk Migration Scheduler application represents a temporary process until the Bulk Migration of UNE-P to UNE-L is complete.
This process has little, if any, end user customer impact, since the customer already has service. It is simply a process that allows CLECs to organize large volume migrations from UNE-P to UNE-L.

BellSouth Telecommunications, Inc.
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REQUEST: BellSouth to provide revised redline SQM pages for O-12, Speed of
Answer in Ordering Center, M&R-6, Average Answer Time – Repair
Centers, specifying the split for Small Business, showing how the retail
analog is being calculated.

RESPONSE: BellSouth has attached revised redline SQM pages for O-12, Average
Answer Times in Ordering Centers, in the attached document "O-12 FL
proposed sqm.doc" and for M&R-6, Average Answer Time – Repair
Centers in the document "MR-6 FL proposed sqm.doc".

The Residence and BBS ordering centers and repair centers were not
combined and the fact that they are still separate allows us to add their
response times and call volumes together for the ordering centers and the
repair centers, then compute a retail analog for ordering which is pure
ordering and another one for repair which is pure repair.
But for Small Business, the centers have been combined and the PMAP
report calculation allocates 20% of the calls and answer time to ordering
and 80% (100-20%) to repair. SQM pages for both O-12 and M&R-6
have been updated to include this information.

BellSouth Telecommunications, Inc.
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REQUEST: BellSouth to provide revised redline pages for P-2A, (formerly Jeopardy Notice Interval) and P-2B, Percentage of Orders Given Jeopardy Notices in accordance with Staff recommendations.

RESPONSE: BellSouth has attached the revised red-line pages for P-2A, Percentage of Orders given Jeopardy Notices >= 48 Hours, and P-2B, Percentage of Orders Given Jeopardy Notices, in the attached document "P-2A and P-2B Proposals.doc"
The revised for P-2A reflects the change to the title as well as the changes to the business rules and calculation recommended by Staff.
The redline for P-2B, Percentage of Orders Given Jeopardy Notices, reflects BellSouth's red-line changes to the existing P-2B measurement in the Florida SQM Version 3.0.

BellSouth Telecommunications, Inc.
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REQUEST: BellSouth to provide more specific language for the Exclusion: "Troubles outside of BellSouth's control" listed in P-7C, Hot Cut Conversions; P-9, Percent Provisioning Troubles within 5 Days of a Service Order Completion; and M&R-1 through M&R-4.

RESPONSE: BellSouth proposes the following language to add to the present Exclusion "Troubles outside of BellSouth's control" in measures P-7C, P-9, and M&R-1 through M&R-4:

- A cut or damaged cable, caused by other than BellSouth Employees or contractors.
- Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents by parties other than BellSouth.

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
Responses to 1/13/05 Workshop
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REQUEST: BellSouth to provide a revised redline page of P-9, Percent Provisioning
            Troubles within 5 Days of a Service Order Completion, changing the title
            to "Percent Provisioning Troubles within "X" Days of Service Order
            Completion" and also changing the calculation to "X" instead of 5 days.
            "X" is to be explained in the Business Rules.

RESPONSE: BellSouth has attached revised redline SQM pages for P-9, Percent
            Provisioning Troubles within "X" Days of Service Order Completion, in
            the attached document "P9 sqm proposal.doc" where "X" is explained in
            the Business Rules.

BellSouth Telecommunications, Inc.
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REQUEST: BellSouth is to determine if non-completed calls are included in ODUF or ADUF for the measurement, B-5, Usage Data Delivery Timeliness". If non-completed calls are included in ODUF or ADUF, BellSouth is also to provide a percentage breakdown.

RESPONSE: Non-completed calls (Attempts) are required to be sent to the CLECs included in ODUF and ADUF.
In ODUF (UNEP Originating Only) these calls are Operator Attempts. BellSouth sends Operator Attempts because BellSouth bills Operator Work Time. In ADUF BellSouth provides Attempts on Originating Access Records. The CLEC may use these records for billing.
The percentage of attempts for ADUF was 6.48% and for ODUF was .12% for a one week period in January 2005.

BellSouth Telecommunications, Inc.
FPSC Dkt. No. 00121A-TP
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REQUEST: BellSouth is to identify what is reported as Type 6 Severity 1 in CM-9, Number of Defects in Production Releases (Type 6 CR). How are Severity 1 defects being captured?

RESPONSE: There is no data reported because BellSouth does not implement a production release with any potential Severity 1 defects that would cause a system outage.

CM-11 <u>PSCRIP</u>: Percentage of <u>Software</u> Change Requests Implemented within 60 Weeks of Prioritization

Definition

<u>This report</u> Mmeasures whether BellSouth provides CLECs timely implementation of prioritized <u>Software</u> change requests.

Exclusions

- <u>Software</u> Change requests ~~that are~~ implemented later than 60 weeks with the consent of the CLECs
- <u>Software</u> Change requests <u>where</u> ~~for which~~ BellSouth has regulatory authority to exceed the interval

Business Rules

~~This metric is designed to measure BellSouth's monthly performance in implementing prioritized change requests.~~ The ~~clock starts~~ <u>interval</u> ~~when a~~ <u>for each Software</u> change request <u>begins when it</u> has first been prioritized as described in the Change Control Process, <u>and ends</u> ~~The clock stops~~ when the <u>Software</u> change request has been implemented by BellSouth and made available to the CLECs. <u>However, the 60-week clock may be restarted if a reprioritization is requested solely at the discretion of the CLECs and a CR is moved to a later release</u> ~~BellSouth will begin reporting this monthly measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.~~

Calculation

Percent of Type 5 CLEC initiated <u>Software</u> Change Requests implemented on time = (a / b) X 100

- a = Total number of prioritized Type 5 <u>Software</u> Change Requests implemented each month that are less than or equal to 60 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.

- b = All entries in "a" above plus all Type 5 <u>Software</u> Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

Percent of Type 4 BellSouth initiated <u>Software</u> Change Requests implemented on time = ~~(a / b)~~ <u>(c / d)</u> X 100

- ~~a~~ <u>c</u> = Total number of prioritized Type 4 <u>Software</u> Change Requests implemented each month that are less than or equal to 60 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.

- ~~B~~<u>d</u> = All entries in "~~a~~<u>c</u>" above plus all Type 4 <u>Software</u> Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

Report Structure

- BellSouth Aggregate
- Type 4 requests implemented <u>within release month</u>
- Type 5 requests implemented <u>within release month</u>
- ~~%~~ <u>Percent</u> implemented within 16, 32, 48, and 60 weeks <u>within release month</u>
- <u>Geographic Scope</u>
    - <u>Region</u>

~~Data Retained~~

- ~~Region~~
- ~~Report Month~~

~~• Total implemented by type~~
~~• Total implemented within 60 weeks~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**

~~• Region...95% within interval~~
• Type 4 requests implemented.......................................95% within interval
• Type 5 requests implemented.......................................95% within interval

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes		X	

~~**SEEM Disaggregation**   **SEEM Analog/Benchmark**~~

~~• Region...95% within interval~~

CM-11: PSCRIP Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

BELLSOUTH®

CM-11A (PPCRIP): Percentage of Process Change Requests Implemented On Time

Definition

This report measures whether BellSouth provides CLECs timely implementation of prioritized Process Change Requests.

Exclusions

- Process Change Requests implemented later than the required date with the consent of the CLECs
- Process Change Requests where BellSouth has regulatory authority to exceed the interval

Business Rules

The interval for each Process Change Request begins when it has been first prioritized as described in the Change Control Process and ends when the Process Change Request has been implemented by BellSouth and made available to the CLECs. However, the interval may be restarted if a reprioritization is requested solely at the discretion of the CLECs and a CR is moved to a later release

Calculation

Percentage of Type 5 CLEC initiated Process Change Requests implemented on time $= (a / b) \times 100$

- a = Total number of prioritized Type 5 Process Change Requests implemented within the data month having an implementation interval less than or equal to the required interval from the most recent release prioritization date

- b = Total number of prioritized Type 5 Process Change Requests implemented within the data month

Percentage of Type 4 BellSouth initiated Process Change Requests implemented on time $= (c / d) \times 100$

- c = Total number of prioritized Type 4 Process Change Requests implemented within the data month having an implementation interval less than or equal to the required interval from the most recent release prioritization date

- d = Total number of prioritized Type 4 Process Change Requests implemented within the data month

Report Structure

- BellSouth Aggregate
- Type 4 Process Change Requests implemented
- Type 5 Process Change Requests implemented
- Geographic Scope
  - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Type 4 Process Change Requests implemented	Diagnostic
• Type 5 Process Change Requests implemented	Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
NO		

~~P-2A~~ <u>JNI</u>: <u>Percentage of Orders given</u> Jeopardy-Notices ~~Interval~~ <u>>= 48 Hours</u>

Definition

~~When BellSouth can determine, in advance, that a committed due date is in jeopardy for facility delay, it BellSouth will provide advance notice to the CLEC.~~ <u>This report measures the percentage of jeopardy notices that BellSouth provides in advance to the CLECs indicating a committed due date is in jeopardy due to a facility delay.</u>

~~The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the due date of the order.~~

Exclusions

- ~~Orders held for CLEC end user reasons~~
- <u>Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).</u>
- Disconnect ~~(D) and From (F)~~ <u>o</u>Orders
- Orders ~~with~~ jeopard<u>yized</u> ~~Notice when jeopardy is identified~~ on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with a due date of ~~<=~~ <u>less than</u> 48 hours
- <u>Listing Orders</u>

Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. ~~The number of committed orders in a report period is the number of~~ <u>o</u>Orders that have a due date in the reporting period <u>are included in the calculation. The interval is calculated using the date/time the notice is released to the CLEC/BellSouth systems until 5 PM on the due date of the order.</u> ~~Jeopardy notices for interconnection trunk results are usually zero as these trunks seldom experience facility delays. The Committed Due Date is considered the Confirmed Due Date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.~~

Calculation

~~Jeopardy Interval = a - b~~

- ~~a = Date and time of scheduled due date on service order~~
- ~~b = Date and time of jeopardy notice~~

~~Average Jeopardy Interval = c / d~~

- ~~c = Sum of all jeopardy intervals~~
- ~~d = Number of orders notified of jeopardy in reporting period~~

<u>Percentage of Orders Given Jeopardy Notice >= 48 Hours = (a / b) X 100</u>

- <u>a= Number of orders given jeopardy notice >= 48 hours in the reporting period</u>
- <u>b = Number of orders given jeopardy notices in the reporting period</u>

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Mechanized Orders~~
- ~~Non-Mechanized Orders~~

- ~~Dispatch/Non-Dispatch~~
- Geographic Scope
  - State
  - ~~Region~~

~~Data Retained~~

~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Order Number and PON~~
- ~~Date and Time Jeopardy Notice Sent~~
- ~~Committed Due Date~~
- ~~Service Type~~

~~Relating to BellSouth Performance~~

- ~~Report Month~~
- ~~BellSouth Order Number~~
- ~~Date and Time Jeopardy Notice Sent~~
- ~~Committed Due Date~~
- ~~Service Type~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**

- ~~Resale Residence~~ .... ~~95% >= 48 hours~~
- ~~Resale Business~~ .... ~~95% >= 48 hours~~
- ~~Resale Design~~ .... ~~95% >= 48 hours~~
- ~~Resale PBX~~ .... ~~95% >= 48 hours~~
- ~~Resale Centrex~~ .... ~~95% >= 48 hours~~
- ~~Resale ISDN~~ .... ~~95% >= 48 hours~~
- ~~LNP (Standalone)~~ .... ~~95% >= 48 hours~~
- ~~INP (Standalone)~~ .... ~~95% >= 48 hours~~
- ~~2W Analog Loop Design~~ .... ~~95% >= 48 hours~~
- ~~2W Analog Loop Non-Design~~ .... ~~95% >= 48 hours~~
- ~~2W Analog Loop with LNP - Design~~ .... ~~95% >= 48 hours~~
- ~~2W Analog Loop with LNP - Non-Design~~ .... ~~95% >= 48 hours~~
- ~~2W Analog Loop with INP-Design~~ .... ~~95% >= 48 hours~~
- ~~2W Analog Loop with INP-Non-Design~~ .... ~~95% >= 48 hours~~
- ~~UNE Digital Loop < DS1~~ .... ~~95% >= 48 hours~~
- ~~UNE Digital Loop >= DS1~~ .... ~~95% >= 48 hours~~
- ~~UNE Loop + Port Combinations~~ .... ~~95% >= 48 hours~~
  - ~~Dispatch In~~ .... ~~Dispatch In~~
  - ~~Switch Based~~ .... ~~Switch Based~~
- ~~EELs~~ .... ~~95% >= 48 hours~~
- ~~UNE Combo Other~~ .... ~~95% >= 48 hours~~
- ~~UNE xDSL (HDSL, ADSL and UCL)~~ .... ~~95% >= 48 hours~~
- ~~UNE ISDN (Includes UDC)~~ .... ~~95% >= 48 hours~~
- ~~UNE Line Sharing~~ .... ~~95% >= 48 hours~~
- ~~UNE Line Splitting~~ .... ~~95% >= 48 hours~~
- ~~UNE Other Design~~ .... ~~95% >= 48 hours~~
- ~~UNE Other Non-Design~~ .... ~~95% >= 48 hours~~
- ~~Local Transport (Unbundled Interoffice Transport)~~ .... ~~95% >= 48 hours~~
- Local Interconnection Trunks .... ~~95% >= 48 hours~~
- Jeopardy Notices .... 95% >= 48 hours

SEEM Measure

SEEM   **Tier I**   **Tier II**

No............................ ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation——————————————————————SEEM Analog/Benchmark

- Not Applicable .... Not Applicable
-

P-2A JNI: Percentage of Orders given Jeopardy Notices Interval >= 48 Hours

~~P-2B~~ <u>JEP</u>: Percentage of Orders Given Jeopardy Notices

Definition

<u>This report measures the percentage of orders given jeopardy notices.</u> ~~When BellSouth can determine in advance that a committed~~ due ~~date is in jeopardy for~~ <u>to</u> facility delay, <u>out of the total orders completed in the reporting period.</u> ~~it will provide advance notice to the CLEC.~~

~~The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.~~

Exclusions

- ~~Orders held for CLEC end user reasons~~
- <u>Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).</u>
- Disconnect ~~(D) and From (F)~~ <u>o</u>Orders
- <u>Listing Orders</u>
- <u>Orders jeopardized on the due date</u>
- <u>Orders issued with a due date of less than or equal to 48 hours</u>

Business Rules

~~When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of~~ <u>o</u>Orders that have a due date in the reporting period <u>are included in the calculation.</u> ~~Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.~~

Calculation

Percent of Orders Given Jeopardy Notice = (a / b) X 100

- a = Number of orders given jeopardy notices in <u>the</u> reporting period
- b = Number of orders ~~confirmed (due) in~~ <u>completed during the</u> reporting period

~~**Percent of Orders Given Jeopardy Notice >= 48 hours** = (c / d) X 100~~

- ~~c = Number of Orders Given Jeopardy Notice >= 48 hours in Reporting Period (electronic only)~~
- ~~d = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Mechanized Orders~~
- ~~Non-Mechanized Orders~~
- ~~Dispatch/Non-Dispatch~~
- Geographic Scope
  - State
  - ~~Region~~

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**

- Resale Residence (Non-Design) .... Retail Residence (Non-Design)
- Resale Business (Non-Design) .... Retail Business (Non-Design)
- Resale Design .... Retail Design
- Resale PBX .... Retail PBX
- Resale Centrex .... Retail Centrex
- Resale ISDN .... Retail ISDN
- LNP/INP (Standalone) .... Retail Residence and Business (POTS)
- INP (Standalone) .... Retail Residence and Business (POTS)
- 2W UNE Analog Loop (Design) .... Retail Residence, and Business, and Design (Dispatch)
- 2W UNE Analog Loop (Non-Design) .... Retail Residence and Business – (POTS (Excluding Switch Based Orders)
- 2W Analog Loop with LNP - Design .... Retail Residence and Business Dispatch
- 2W Analog Loop with LNP - Non-Design .... Retail Residence and Business - (POTS Excluding Switch-Based Orders)
- 2W Analog Loop with INP-Design .... Retail Residence and Business Dispatch
- 2W Analog Loop with INP-Non-Design .... Retail Residence and Business - (POTS Excluding Switch-Based Orders)
- UNE Digital Loop < DS1 .... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 .... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations .... Retail Residence and Business
  - Dispatch In .... - Dispatch In
  - Switch-Based .... - Switch Based
- UNE EELs .... Retail DS1/DS3
- UNE Switch Ports .... Retail Residence and Business (POTS)
- UNE Combo Other .... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) .... ADSL Provided to Retail
- UNE ISDN (Includes UDC) .... Retail ISDN - BRI
- UNE Line Splitting .... ADSL Provided to Retail
- UNE Line Sharing .... ADSL Provided to Retail
- UNE Other Design .... Retail Design Diagnostic
- UNE Other Non-Design .... Retail Residence and Business Diagnostic
- Local Transport (Unbundled Interoffice Transport) .... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .... Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   SEEM Analog/Benchmark

• Not Applicable .... Not Applicable

P-2B JEP: Percentage of Orders Given Jeopardy Notices

~~P-9~~ <u>PPT</u>: ~~%~~ <u>Percent</u> Provisioning Troubles within ~~30~~ <u>"X"</u> Days of Service Order Completion

Definition

<u>This report measures</u> ~~percent Provisioning troubles within 30 days of service order Completion~~ ~~measures~~ the quality and accuracy of the <u>provisioning process by calculating the percentage of troubles received within "X" days of</u> service order <u>completion</u> ~~activities~~.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, ~~Listing Orders,~~ Test Orders, etc.,~~)~~ ~~Test order types~~ <u>which</u> may be <u>order types</u> C, N, R, or T<u>)</u>
- ~~D & F~~ <u>Disconnect</u> O<u>o</u>rders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)<u> or CLEC Equipment</u>
- <u>Listing Orders</u>
- <u>Troubles outside of BellSouth's control</u>
  - <u>A cut or damaged cable, caused by other than BellSouth employees or contractors</u>
  - <u>Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth</u>

Business Rules

~~Measures the quality and accuracy of completed orders.~~ The first trouble report received after <u>the completion of</u> a service order ~~completion~~ is counted in this measure. ~~Subsequent trouble reports are measured in Repeat Report Rate.~~ <u>When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator.</u> ~~Reports are calculated~~ <u>Candidates are identified by</u> searching ~~in~~ the prior report period for <u>all</u> completed service orders <u>and then searching for all trouble reports received within 5 days (POTS Non-Designed services) or 14 days (Designed services) of the service order completion date.</u> ~~following 30 days after completion of the service order for a trouble report issue date~~

~~D & F orders are excluded as there is no subsequent activity following a disconnect.~~

~~Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).~~

Calculation

~~%~~ <u>Percent</u> Provisioning Troubles within ~~30~~ <u>"X"</u> Days of Service Order ~~Activity~~ <u>Completion</u> = (a / b) X 100

- ◆ a = ~~Trouble Reports on all~~ <u>Total</u> completed orders <u>receiving a trouble report</u> within <u>"X"</u> ~~30~~ days <u>of the</u> ~~following~~ service order(s) completion
- b = All service orders completed in the previous report<u>ing period</u> ~~calendar month~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ◆ ~~Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks)~~
- ◆ ~~Dispatch /Non-Dispatch (except trunks)~~
- Geographic Scope
  - State
  - ~~Region~~

~~Data Retained~~

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Resale Residence (Non-Design) .... Retail Residence (Non-Design)
- Resale Business (Non-Design) .... Retail Business (Non-Design)
- Resale Design .... Retail Design
- Resale PBX .... Retail PBX
- Resale Centrex .... Retail Centrex
- Resale ISDN .... Retail ISDN
- LNP (Standalone) .... Retail Residence and Business (POTS)
- INP (Standalone) .... Retail Residence and Business (POTS)
- 2W UNE Analog Loop (Design) .... Retail Residence, and Business and Design (Dispatch)
- 2W UNE Analog Loop (Non-Design) .... Retail Residence and Business - (POTS (Excluding Switch Based Orders)
- 2W Analog Loop with LNP Design .... Retail Residence and Business Dispatch
- 2W Analog Loop with LNP Non-Design .... Retail Residence and Business - (POTS Excluding Switch-Based Orders)
- 2W Analog Loop with INP Design .... Retail Residence and Business Dispatch
- 2W Analog Loop with INP Non-Design .... Retail Residence and Business (POTS - Excluding Switch-Based Orders)
- UNE Digital Loop < DS1 .... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 .... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations .... Retail Residence and Business
- UNE EELs .... Retail DS1/DS3
- UNE xDSL (HDSL, ADSL and UCL) .... ADSL Provided to Retail
- UNE ISDN (Includes UDC) .... Retail ISDN-BRI
- UNE Line Sharing .... ADSL Provided to Retail
- UNE Line Splitting .... ADSL Provided to Retail
  - Dispatch In .... - Dispatch In
  - Switch-Based .... - Switch-Based
- UNE Switch Ports .... Retail Residence and Business (POTS)
- UNE Combo Other .... Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
- Local Transport (Unbundled Interoffice Transport) ...... Retail DS1/DS3 Interoffice
- UNE Other Design .... Retail Design Diagnostic
- UNE Other Non-Design .... Retail Residence and Business Diagnostic

P-9 PPT: % Percent Provisioning Troubles within 30 5 Days of Service Order Completion

- Local Interconnection Trunks..~~Parity with~~ Retail <u>Trunks</u>

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
~~• Resale Residence~~	~~Retail Residence~~
~~• Resale Business~~	~~Retail Business~~
~~• Resale Design~~	~~Retail Design~~
~~• Resale PBX~~	~~Retail PBX~~
~~• Resale Centrex~~	~~Retail Centrex~~
~~• Resale ISDN~~	~~Retail ISDN~~
~~• LNP (Standalone)~~	~~Retail Residence and Business (POTS)~~
~~• INP (Standalone)~~	~~Retail Residence and Business (POTS)~~
~~• 2W Analog Loop Design~~	~~Retail Residence, and Business Dispatch~~
~~• 2W Analog Loop Non-Design~~	~~Retail Residence and Business - (POTS Excluding Switch-Based Orders)~~
~~• 2W Analog Loop with LNP Design~~	~~Retail Residence and Business Dispatch~~
~~• 2W Analog Loop with LNP Non-Design~~	~~Retail Residence and Business - (POTS Excluding Switch-Based Orders)~~
~~• 2W Analog Loop with INP Design~~	~~Retail Residence and Business Dispatch~~
~~• 2W Analog Loop with INP Non-Design~~	~~Retail Residence and Business (POTS - Excluding Switch-Based Orders)~~
~~• UNE Digital Loop < DS1~~	~~Retail Digital Loop < DS1~~
~~• UNE Digital Loop >= DS1~~	~~Retail Digital Loop >= DS1~~
~~• UNE Loop + Port Combinations~~	~~Retail Residence and Business~~
~~- Dispatch In~~	~~- Dispatch In~~
~~- Switch-Based~~	~~- Switch-Based~~
~~• UNE Switch Ports~~	~~Retail Residence and Business (POTS)~~
~~• UNE Combo Other~~	~~Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)~~
~~• EELs~~	~~Retail DS1/DS3~~
~~• UNE xDSL (HDSL, ADSL and UCL)~~	~~ADSL Provided to Retail~~
~~• UNE ISDN (Includes UDC)~~	~~Retail ISDN-BRI~~
~~• UNE Line Splitting~~	~~ADSL Provided to Retail~~
~~• UNE Line Sharing~~	~~ADSL Provided to Retail~~
~~• Local Transport (Unbundled Interoffice Transport)~~	~~Retail DS1/DS3 Interoffice~~
~~• Local Interconnection Trunks~~	~~Parity with Retail~~
~~• UNE Other Non-Design~~	~~Retail Residence and Business~~
~~• UNE Other Design~~	~~Retail Design~~

~~O-12~~ <u>SOA</u>: ~~Speed of~~ <u>Average</u> Answer <u>Time</u> ~~in~~ -Ordering <u>Center</u><u>s</u>

Definition

<u>This report</u> measures the average time a customer is in queue <u>when calling a BellSouth Ordering Center</u>.

Exclusions

~~None~~

- <u>Volume of abandoned calls</u>

Business Rules

The ~~clock~~ <u>duration</u> starts when ~~the~~ <u>a CLEC representative or BellSouth customer makes a choice on the ordering center's menu</u> ~~appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.)~~ and <u>is put in</u> ~~the call enters the~~ queue for ~~that particular group in the LCSC~~ <u>the next service representative and.</u> ~~The clock~~ stops when a BellSouth service representative ~~in the LCSC~~ answers the call. ~~The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.~~ <u>Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Twenty percent of these calls stem from ordering related activity and are reported in this measurement.</u>

Calculation

~~Speed of~~ **Answer** <u>Time for BellSouth</u> ~~in~~ **Ordering Center**<u>s</u> = (a ~~/~~ <u>-</u>b)

- a ~~=Total seconds in queue~~ <u>Time BellSouth service representative answers call</u>
- b ~~=Total number of calls answered in the reporting period~~ <u>Time of entry into queue</u>

Average Answer Time for BellSouth Ordering Centers = (c / d)

- <u>c = Sum of all answer times</u>
- <u>d = Total number of calls answered in the reporting period</u>

Report Structure

~~Aggregate~~

- CLEC ~~– Local Carrier Service Center~~ <u>Aggregate</u>
- BellSouth <u>Aggregate</u>
    - Business Service Center <u>and Residence Service Center</u>
- Geographic Scope
    - Region

~~Data Retained~~

~~Relating to CLEC Experience~~
  ~~• Mechanized Tracking through LCSC Automatic Call Distributor~~
~~Relating to BellSouth Performance~~
  ~~• Mechanized Tracking through BellSouth Retail Center Support System~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• ~~CLEC Local Carrier Service Center~~	~~Parity with Retail (Business Service Center)~~
• <u>CLEC Average Answer Time</u>	<u>BellSouth Average Answer Time</u>

SEEM Measure

SEEM	Tier I	Tier II

~~Yes~~ No.................... .... ~~X~~

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation   SEEM Analog/Benchmark~~

~~• CLEC - Local Carrier Service Center... Parity with Retail (Business Service Center~~

O-12 SOA: Speed of Average Answer Time- in Ordering Centers

~~M&R-6~~ AAT: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth repair center.

Exclusions

Volume of abandoned calls

Business Rules

The duration ~~clock~~ starts when a CLEC representative or BellSouth customer makes a choice on the repair center's menu and is put in queue for the next repair attendant. ~~The~~ and ~~clock~~ stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Eighty percent of these calls stem from maintenance related activity and are reported in this measurement.

> ~~Note: The Total Column is a combined BellSouth Residence and Business number.~~

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth repair attendant answers call
- b = Time of entry into queue ~~after ACD selection~~

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls ~~by~~ in the reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

~~Data Retained~~

~~Relating to CLEC Experience~~

> ~~• CLEC Average Answer Time~~

~~Relating to BellSouth Performance~~

> ~~• BellSouth Average Answer Time~~

SQM Disaggregation - Analog/Benchmark

~~SQM Level of Disaggregation~~

> ~~• Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.~~

~~SQM Analog/Benchmark~~

• For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC Average Answer Time	BellSouth Average Answer Time

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable