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February 18, 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 is an original and fifteen copies of BellSouth Telecommunications, Inc.'s response to the request of the Commission Staff to produce a redlined version of BellSouth's proposed SQM that is compliant with the Staff's SQM recommendations. For the Staff's convenience, a word version of the same will be provided to the Staff.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Robert A. Culpepper /RN
Robert A. Culpepper

Enclosures

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

573009

**CERTIFICATE OF SERVICE**
**Docket No. 000121A-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via FedEx*, Electronic Mail and/or U.S. Mail this 18th day of February, 2005 to the following:

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Robert A. Culpepper

**(+) Signed Protective Agreement**

**(*) Via FedEx**

#502166

# BellSouth Service Quality Measurement Plan (SQM)

## Florida Performance Metrics

## Measurement Descriptions
## Version ~~3.00~~ 4.00

**Issue Date: ~~July 1, 2003~~ February 18, 2005**

## Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers ~~both wholesale and retail~~. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] ~~and their Retail Customers~~. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. ~~The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. This version of the SQM reflects the Florida Public Service Commission Order Nos. PSC-02-1736-PAA-TP, issued December 10, 2002, PSC-03-0529-PAA-TP, issued April 22, 2003 and PSC-03-0603-CO-TP, May 15, 2003.~~ This specific SQM is based on Order No. (to be determined) in FPSC Docket No. Docket No. 000121A-TP dated (to be determined).

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets ~~for them~~ develop and the processes stabilize. The measurements ~~are also~~ will be changed to reflect the dynamic changes ~~in systems,~~ described above and to correct errors, ~~and~~ respond to ~~both~~ 3rd Party audits, ~~requirements and the Florida PSC~~ Orders of the FPSC, FCC and the appropriate Courts of Law.

Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law relieves BellSouth of the obligations to provide any UNE or UNE combination pursuant to Section 251 of the Act, then upon providing the Commission with 30 days written notice, BellSouth may cease reporting data or paying remedies in accordance with the change of law. Performance measurements and remedy plans that have been ordered by the Commission can currently be accessed via the Internet on BellSouth's PMAP website (http://pmap.bellsouth.com) in the Documentation/ Exhibits folder. Should there be any difference between the performance measurement and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

[1] *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by ~~the~~ BellSouth Performance Measurements and the reports that flow from them.

~~Once it is approved, the most current copy of this document can be found on the web at URL: http://pmap.bellsouth.com in the Documentation/Exhibits folder.~~

## Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's ~~SQM~~ PMAP website (http://pmap.bellsouth.com) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month. ~~Reports not posted by this time will be considered late for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21st. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month.~~

For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth shall retain the performance measurement ~~raw~~ Supporting ~~d~~Data ~~f~~Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

## Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The ~~Florida Public Service Commission (FPSC) has~~ State/Federal Commissions have been given access to the website. ~~In addition, a copy of the SQM and Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.~~

# Revision History

| Version | Issue Date | Changes |
|---|---|---|
| V0.01 | Feb. 27, 2001 | Initial BellSouth Proposal |
| V1.00 DRAFT | Sep. 20, 2001 | This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP. |
| V1.01 | Oct. 25, 2001 | This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP). |
| V1.02 | Nov. 29, 2001 | This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001. |
| V2.00 | Jan. 23, 2002 | This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.)<br><br>This is the final version, which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002. |
| V3.00 | June 20, 2003 | This version incorporates changes based on the 6 month review of FL PAP beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP.<br><br>This is the final version, which will be filed in Florida, August 8, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22, 2003 and May 15, 2003. |
| V4.00 | February 18, 2005 | Preliminary Staff Recommendation 02-04-05 SQM |

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## Section 1: Operations Support Systems (OSS)



## Section 2: Ordering



## Section 3: Provisioning

## Section 4: Maintenance & Repair



## Section 5: Billing



## Section 6: (Deleted) Operator Services and Directory Assistance



## Section 7: (Deleted) Database Update Information



## Section 8: (Deleted) E911



## Section ~~9~~6: Trunk Group Performance



## Section ~~10~~7: Collocation

## Section ~~11~~8: Change Management

# Section 1: Operations Support Systems (OSS)

## ~~OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)~~

### ~~Definition~~

~~The average response interval and percent within the Interval is the average times and percent of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service and feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).~~

### ~~Exclusions~~

- ~~Syntactically incorrect queries~~
- ~~Scheduled OSS Maintenance~~
- ~~Retail usage of LENS~~

### ~~Business Rules~~

~~The average response interval for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.~~

~~The response interval starts when the application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application. The percent of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the percent of accesses which take more than 6 seconds, and the percent which are less than or equal to 6.3 seconds are also captured. BellSouth will not schedule maintenance during the hours from 8:00 a.m. until 9:00 p.m., Monday through Friday.~~

### ~~Calculation~~

~~**Response Interval** = (a – b)~~

- ~~a = Date and Time of Legacy Response~~
- ~~b = Date and Time of Legacy Request~~

~~**Average Response Interval** = c / d~~

- ~~c = Sum of Response Intervals~~
- ~~d = Number of Legacy Requests During the Reporting Period~~

~~**Percent within Interval** = (e / f) X 100~~

- ~~e = Count of requests within the designated Interval within the reporting period.~~
- ~~f = Number of Legacy Requests during the Reporting Period for System for which a response was provided.~~

### ~~Report Structure~~

- ~~Interface Type~~
- ~~Not CLEC Specific~~
- ~~Not Product/Service Specific~~
- ~~Regional Level~~

~~OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)~~

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

**Relating to BellSouth Performance**

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

## SQM Disaggregation - Analog/Benchmark

**SQM Level of Disaggregation**

- RSAG – Address (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- RSAG – TN (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system.
- ATLAS (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system.
- COFFI (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system.
- DSAP (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system.
- CRIS (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.
- P/SIMS (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.
- OASIS (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.

**SQM Analog/Benchmark**

- Parity + 2 seconds

**(See Appendix D: Tables for SQM OSS Legacy Access Times)**

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| Yes | | X | |

## SEEM Disaggregation - Analog/Benchmark

**SEEM Disaggregation**

- RSAG – Address (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- RSAG – TN (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system.
- ATLAS (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system.

- ~~COFFI (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system.~~
- ~~DSAP (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system.~~
- ~~CRIS (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.~~
- ~~P/SIMS (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.~~
- ~~OASIS (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.~~

## ~~SEEM Analog/Benchmark~~

- ~~Parity + 2 Seconds~~

**~~(See Appendix D: Tables for SEEM OSS Legacy Systems)~~**

**~~OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)~~**

# OSS-1 [PRR]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)



## Definition

The response interval is the average/percentage of time to retrieve pre-order/order/maintenance and repair information from a given legacy system.

## Exclusions

- Syntactically Incorrect queries
- Scheduled OSS Maintenance
- Test Transactions/Records

## Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth interface systems to obtain, from BellSouth's legacy systems, the information required to handle Pre-Ordering/Ordering/Maintenance and Repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the appropriate response has been transmitted through same point to the requester.

The average response interval for retrieving Pre-Order/Order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, and CRIS.

The percent response interval for retrieving Maintenance and Repair information from a given legacy system is determined by dividing the number of responses returned within 10 seconds by the total number of queries submitted in the reporting period and multiplying by 100.

The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP ESI, MARCH, OSPCM, Predictor, SOCS, and NIW.

## Calculation

**Pre-Ordering/Ordering OSS Response Interval** = (a - b)

- a = Date and time of legacy response
- b = Date and time of legacy request

**Pre-Ordering/Ordering Average Response Interval** = (c / d)

- c = Sum of response intervals
- d = Number of legacy requests during the reporting period

**Maintenance & Repair OSS Response Interval** = (a - b)

- a = Query Response date and time
- b = Query Request date and time

**Maintenance & Repair Percent Response Interval (per category)** = (c / d) X 100

- c = Number of responses returned within 10 seconds
- d= Number of queries submitted in the reporting period

OSS-1 [PRR]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

## Report Structure

- Pre-Ordering/Ordering OSS Average Response Interval
- Maintenance & Repair OSS Percent Response Interval
- Legacy System/Interface Specific
- Geographic Scope
  - Region

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Legacy System/Interface | |
| • Pre-Ordering/Ordering OSS Response Average Interval | |
| - Regional Level | Parity + 2 seconds |
| • Maintenance and Repair OSS Response Percent within 10 Seconds | |
| - Regional Level, Per OSS Interface | Parity with Retail |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

# OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

## Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface and for all Legacy systems accessed by them are captured. ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.)

Scheduled availability is posted on the Interconnection website~~:~~ (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

## Exclusions

networks owned by telecommunications companies other than BellSouth, etc.

- **Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is** normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.

## Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.

- Full outages are defined as occurrences of either of the following:
  - Application/Interface application is down or totally inoperative
  - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- Loss of Functionality outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

~~Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems.~~

~~(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m through 9:00 p.m. Monday through Friday.)~~

## Calculation

**OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)** = (a~~-~~ ~~/~~b) / a X 100

- a = Functional Availability
- b = Scheduled Availability

## Report Structure

- ~~Interface Type~~
- ~~Not CLEC Specific~~
- Legacy System/Interface Specific
- ~~Not Product/Service~~ Specific
- Geographic Scope
  - Regional ~~Level~~

~~Data Retained~~

~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Legacy Contract Type (per reporting dimension)~~
- ~~Regional Scope~~
- ~~Hours of Downtime~~

~~Relating to BellSouth Performance~~

- ~~Report Month~~
- ~~Legacy Contract Type (per reporting dimension)~~
- ~~Regional Scope~~
- ~~Hours of Downtime~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Interface Availability (Full Outages) ~~Regional Level, Per OSS Interface~~ | >= 99.5% |

**(See Appendix ~~D~~ C: OSS Interface Availability Tables for SQM)**

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SE~~ |
|---|---|
| ~~• Regional Level, Per OSS Interface~~ | ~~>= 99.~~ |

~~(See Appendix D: Tables for SEEM OSS Availability)~~

OSS-2 IA: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

# OSS-3: OSS Availability (Maintenance & Repair)



## Definition

Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. "Functional Availability" is defined as the number of hours in the reporting period that the applications/interfaces are available to users. "Scheduled Availability" is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available.

Scheduled availability is posted on the Interconnection website: (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

## Exclusions

- CLEC-impacting trouble caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time

## Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculations for this measure.

- Full outages are defined as occurrences of either of the following:
  - Application/Interface application is down or totally inoperative
  - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application
  - Loss of Functionality outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of maintenance and repair systems.

## Calculation

**OSS Availability** (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

## Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
  - Regional Level

## Data Retained

**Relating to CLEC Experience**

- Availability of CLEC TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
- ECTA

**Relating to BellSouth Performance**

- Availability of BellSouth TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Regional Level, Per OSS Interface | >= 99.5% |

**(See Appendix D: Tables for OSS Availability - M&R)**

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregatio | SEEM Analog/Benchmark |
|---|---|
| • Regional Level, Per OSS Interface | >= 99.5% |

**(See Appendix D: Tables for SEEM OSS Availability - M&R)**

OSS-3: OSS Availability (Maintenance & Repair)

# OSS-4: Response Interval (Maintenance & Repair)

## Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

## Exclusions

None

## Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the response has been transmitted through that same point to the requester.

Note: The OSS Response Interval BellSouth Total Report is a combination of BellSouth Residence and Business Total.

## Calculation

**OSS Response Interval** = (a – b)

- a = Query Response Date and Time
- b = Query Request Date and Time

**Percent Response Interval (per category)** = (c / d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where, "X" is <= 4, > 4 <= 10, <= 10, > 10, or > 30 seconds.

**Average Interval** = (e / f)

- e = Sum of Response Intervals
- f = Number of Queries Submitted in the Reporting Period

## Report Structure

- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

## Data Retained

### Relating to CLEC Experience

- CLEC Transaction Intervals

### Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals

## ~~SQM Disaggregation - Analog/Benchmark~~

| ~~SQM Level of Disaggregation~~ | ~~SQM Analog/Benchmark~~ |
|---|---|
| ~~• Regional Level, Per OSS Interface~~ | ~~Parity with Retail~~ |

~~(See Appendix D: Tables for Legacy System Access Times for M&R)~~

~~Note: BellSouth's Appendix D lists the query functions and the appropriate legacy systems that the queries travel through to return a response.~~

## ~~SEEM Measure~~

| ~~SEEM~~ | ~~Tier I~~ | ~~Tier II~~ |
|---|---|---|
| ~~Yes~~ | | ~~X~~ |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Region Level, Per OSS Interface~~ | ~~Parity with Retail~~ |

~~OSS-4: Response Interval (Maintenance & Repair)~~

# PO-1: Loop Makeup - Response Time – Manual

## Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

## Exclusions

- Inquiries, which are submitted electronically
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Inquiries

## Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via E-mail or FAX to BellSouth's Complex Resale Support Group (CRSG)

This measurement combines three intervals:

1. From receipt of a valid Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

## Calculation

**Response Interval** = (a – b)

- a = Date the LMUSI returned to CLEC
- b = Date the LMUSI is received

**Average Interval** = (e / d)

- e = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

**Percent within interval** = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

PO-1: Loop Makeup – Response Time – Manual

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for manual LMUs:
  - 0 – <= 1 day
  - >1 – <= 2 days
  - >2 – <= 3 days
  - 0 - <= 3 days
  - >3 – <= 6 days
  - >6 – <= 10 days
  - > 10 days
- Average Interval in days

## Data Retained

### Relating to CLEC Experience

Report Month

- Total Number of Inquiries
- SI Intervals
- State and Region

### Relating to BellSouth Performance

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Loops | Benchmark: 95% <= 3 Business Days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Loops | Benchmark: 95% <= 3 Business Days |

# PO-2 [ERT]: Loop Makeup - Response Time - Electronic

## Definition

This report measures the ~~average interval and the~~ **percent within the interval from the** electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

## Exclusions

- Manually Submitted Inquiries
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records

## Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ~~Operational Support Systems~~ ordering interface~~;~~ ~~TAG~~ gateways. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ~~TAG~~ ordering interface gateways. ~~LSRs submitted via LENs will be reflected in the results for the TAG interface.~~

> **Note**: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order ~~or not~~ and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an ~~firm order~~ LSR ~~is~~ must be submitted by the CLEC. ~~EDI is not a pre-ordering system, and, therefore, is not applicable in this measure~~.

## Calculation

**Response Interval** = (a - b)

- a = Date and time the LMUSI returned to CLEC
- b = Date and time the LMUSI is received

~~**Average Interval** = (e / d)~~

- ~~c = Sum of all response intervals~~
- ~~d = Total number of LMUSIs received within the reporting period~~

**Percent within Interval** = ~~(e / f)~~ (c / d) X 100

- ~~e~~ c = Total LMUSIs received within the interval
- ~~f~~ d = Total number of LMUSIs processed within the reporting period

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - ~~Region~~
- Interval for electronic LMUSIs:
  0 - <= 1 minute
  ~~>1 - <= 5 minutes~~
  ~~0 - <= 5 minutes~~
  ~~> 5 - <= 8 minutes~~

~~> 8 <= 15 minutes~~
~~> 15 minutes~~
- ~~Average Interval in minutes~~

## ~~Data Retained~~

**~~Relating to CLEC Experience~~**

- ~~Report Month~~
- ~~Total Number of Inquires~~
- ~~SI Interval~~
- ~~State and Region~~

**~~Relating to BellSouth Performance~~**

- ~~Not Applicable~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Loops | Benchmark: 95% <= 1 Minute |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Loop~~ | ~~Benchmark: 95% <= 1 Minute~~ |

PO-2 [ERT]: Loop Makeup – Response Time - Electronic

# PO-3 [BMIA]: UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)

## Definition

This measure captures the functional availability of the UNE Bulk Migration Batch Scheduler application as a percentage of scheduled availability for the same system. Scheduled availability is posted on the PMAP website (http://pmap.bellsouth.com/content/documentation.aspx).

## Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Scheduled Downtime for Maintenance

## Business Rules

The Interface Availability calculations are based upon availability of UNE Bulk Migration Batch Scheduler application utilized by CLECs for pre-ordering "Functional Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is available to users. "Scheduled Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is scheduled to be available. Outages occur when: The application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)

## Calculation

**Interface Availability** = (a - b) / a X 100)

- a = Scheduled Availability Minutes
- b = Full Outage Minutes

## Report Structure

- Geographic Scope
  - Region

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • UNE Bulk Migration Batch Scheduler Availability | Diagnostic |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

# Section 2: Ordering

## ~~O-1: Acknowledgement Message Timeliness~~

### ~~Definition~~

~~This measurement provides the response interval and percent within the interval from the time an LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG until an acknowledgement notice is sent by the system.~~

### ~~Exclusions~~

- ~~Scheduled OSS Maintenance~~
- ~~Manually Submitted LSRs~~

### ~~Business Rules~~

~~The process includes EDI and TAG system functional acknowledgements for all Local Service Requests (LSRs) which are electronically submitted by the CLEC. The start time is the receipt time of the LSR at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented.~~

### ~~Calculation~~

~~**Response Interval** = (a – b)~~

- ~~a = Date and Time Acknowledgement Notices returned to CLEC~~
- ~~b = Date and Time Messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively~~

~~**Average Response Interval** = (c / d)~~

- ~~c = Sum of all Response Intervals for returned acknowledgements~~
- ~~d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period.~~

~~**Percent within Interval** = (e / f) X 100~~

- ~~e = Total number of electronically submitted messages/LSRs received, from CLEC via EDI or TAG respectively, in the Reporting Period.~~
- ~~f = Total number of electronically submitted messages/LSRs acknowledged in the Reporting Period.~~

### ~~Reporting Structure~~

- ~~CLEC Aggregate~~
- ~~CLEC Specific~~
- ~~Geographic Scope~~
  - ~~Region~~
- ~~Electronically Submitted LSRs~~
  - ~~0 – <=10 minutes~~
  - ~~> 10 – <= 20 minutes~~
  - ~~> 20 – <= 30 minutes~~
  - ~~0 – <= 30 minutes~~
  - ~~> 30 – <= 45 minutes~~
  - ~~> 45 – <= 60 minutes~~

~~O-1: Acknowledgement Message Timeliness~~

- > 60 <= 120 minutes
- > 120 minutes
- Average interval for electronically submitted LSRs in minutes

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Record of Functional Acknowledgements

**Relating to BellSouth Performance**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • EDI | EDI 95% <= 30 Minutes |
| • TAG | TAG 95% <= 30 Minutes |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • EDI | EDI 95% <= 30 Minutes |
| • TAG | TAG 95% <= 30 Minutes |

O-1: Acknowledgement Message Timeliness

# O-2 [AKC]: Acknowledgement Message Completeness

## Definition

This measurement provides the percent of ~~Messages~~ transmissions/LSRs received via ~~EDI or TAG~~ ordering interface gateways, which are acknowledged electronically.

## Exclusions

- Manually Submitted LSRs
- Test Transactions/Records

## Business Rules

~~EDI and TAG~~ Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. ~~For those CLECs using~~ Users of EDI, may package many LSRs from multiple states in one transmission. ~~I~~If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. ~~The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.~~

## Calculation

**Acknowledgement Completeness** = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for ~~Messages~~ transmissions/LSRs electronically submitted by ~~EDI or TAG~~ ordering interface gateways respectively
- b = Total number of electronically submitted ~~Messages~~ transmissions/LSRs received in the reporting period by ~~EDI or TAG~~ ordering interface gateways respectively

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

~~Note: Acknowledgement Message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized.~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Record of Functional Acknowledgements~~

### ~~Relating to BellSouth Performance~~

- ~~Not Applicable~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~EDI~~ Acknowledgments | Benchmark: 99.975% |
| ~~TAG~~ | ~~Benchmark: 99.5%~~ |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• EDI~~ | ~~Benchmark: 99.9%~~ |
| ~~• TAG~~ | ~~Benchmark: 99.5%~~ |

O-2 [AKC]: Acknowledgement Message Completeness

# O-3 [PFT]: Percent Flow-Through Service Requests (~~Summary~~)

## Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability ~~Local Service Requests (LNP LSRs)~~ submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

## Exclusions

- Fatal Rejects
- Auto Clarification
- Planned Manual Fallout ~~for Percent Flow-Through only~~
- CLEC System Fallout
- ~~Scheduled OSS Maintenance~~
- Test Transactions/Records
- LSRs that received a Z Status

## Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) ~~which are~~ submitted through one of the ~~three gateway interfaces~~mechanized ordering interface gateways ~~(TAG, EDI and LENS)~~, that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example: fax and courier) or are not designed to flow through (for example: Planned Manual Fallout).

~~**Definitions:**~~

**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed ~~further~~ initially. When an LSR is submitted by a CLEC, source systems ~~LEO/LNP Gateway~~ will perform basic edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, source systems ~~LEO/LNP Gateway~~ will reject the LSR and the CLEC will receive a Fatal Reject.

**Auto-Clarification:** Clarifications that are mechanically returned to the CLEC ~~occur~~ due to invalid data entry within the LSR. Edits contained within the source systems ~~LESOG/LAUTO~~ will perform data validity checks to ensure the data within the LSR is ~~complete correct~~ and accurate ~~valid~~. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

Planned **Manual Fallout***: ~~Planned~~ Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, the source systems ~~LESOG/LAUTO~~ will determine if the LSR should be forwarded to LCSC for manual handling. ~~Following are the categories for Manual Fallout:~~

~~1. Complex*~~
~~2. Special pricing plans~~
~~3. Some Partial migrations (All LNP Partial Migrations)~~
~~4. New telephone number not yet posted to BOCRIS~~
~~5. Pending order review required~~
~~6. CSR inaccuracies such as invalid or missing CSR data in CRIS~~
~~7. Expedites (requested by the CLEC)~~
~~8. Denials-restore and conversion, or disconnect and conversion orders~~
~~9. Class of service invalid in certain states with some types of service~~
~~10. Low volume such as activity type "T" (move)~~
~~11. More than 25 business lines, or more than 15 loops~~
~~12. Transfer of calls option for the CLEC end users~~
~~13. Directory Listings (Identions and Captions)~~
~~14. LNP Only – Supplement LSRs except supps of O-2 (Due Date Changes) on Req Type CB~~

*See LSR Flow-Through Matrix ~~in Appendix E~~ on BellSouth's PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. ~~The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.~~

**Total System Fallout:** Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is due to BellSouth ~~caused~~ system functionality, the LCSC representative will correct the error and the LSR will continue to be processed.

**Z Status:** LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

## Calculation

**Percent Flow Through** = a / [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through ~~LESOG/LAUTO~~ the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing ~~from LEO/LNP Gateway to LESOG/LAUTO~~
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC ~~clarification~~ data entry error
- f = The number of LSRs that receive a Z status

**Percent Achieved Flow Through** = a / [b - (c + d + e)] X 100

- a = The number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = The number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = The number of LSRs that are returned to the CLEC for auto clarification
- d = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = The number of LSRs that receive Z status

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Total number of LSRs received, by interface, by CLEC~~
  - ~~TAG~~
  - ~~EDI~~
  - ~~LENS~~
- ~~Total number of errors by type, by CLEC~~
  - ~~Fatal Rejects~~
  - ~~Auto Clarification~~
  - ~~CLEC Caused System Fallout~~
- ~~Total number of errors by error code~~
- ~~Total fallout for manual processing~~

### ~~Relating to BellSouth Performance~~

- ~~Report Month~~
- ~~Total number of errors by type~~
  - ~~BellSouth System Error~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark[a] |
|---|---|
| • Residence | Benchmark: 95% |
| • Business | Benchmark: 90% |
| • UNE-L (includes UNE-L with LNP) ~~Loops~~ | Benchmark: 85% |
| • UNE-P | Benchmark: ~~90~~ 95% |
| • LNP | Benchmark: ~~85~~ 95% |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/ Benchmark[a]~~ |
|---|---|
| ~~• Residence~~ | ~~Benchmark: 95%~~ |
| ~~• Business~~ | ~~Benchmark: 90%~~ |
| ~~• UNE – Loops~~ | ~~Benchmark: 85%~~ |
| ~~• UNE-P~~ | ~~Benchmark: 90%~~ |
| ~~• LNP~~ | ~~Benchmark: 85%~~ |

Notes:

- The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.
- The CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the "Resources" section on left side of PMAP website). Enter the name of the report in the Comments section.

~~*a Benchmarks do not apply to the "Percent Achieved Flow Through."*~~

O-3 [PFT]: Percent Flow-Through Service Requests (Summary)

# O-4: Percent Flow-Through Service Requests (Detail)

## Definition

A detailed list, by CLEC, of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

## Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout for Percent Flow-Through only
- CLEC System Fallout
- Scheduled OSS Maintenance

## Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

**Definitions:**

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations (All LNP Partial Migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Identions and Captions)
14. LNP Only – Supplement LSRs except supps of O-2 (Due Date Changes) on Req Type CB

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the

Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

## Calculation

**Percent Flow Through** = a / [b - (c + d + e + f)] X 100

- a = the total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fallout for manual processing
- d = the number of LSRs that are returned to the CLEC for auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- f = the number of LSRs that receive a Z status.

**Percent Achieved Flow Through** = a / [b - (c + d + e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = the number of LSRs that receive Z status

## Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:

- CLEC (by alias designation)
- Number of fatal rejects
- Mechanized interface used
- Total mechanized LSRs
- Total manual fallout
- Number of auto clarifications returned to CLEC
- Number of validated LSRs
- Number of BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation
- Region

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Total Number of LSRs Received, by Interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total Number of Errors by Type, by CLEC
  - Fatal Rejects
  - Auto Clarification
  - CLEC Errors
  - Total Number of Errors by Error Code
  - Total Fallout for Manual Processing

**Relating to BellSouth Performance**

- Report Month
- Total Number of Errors by Type
  - BellSouth System Error

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark[a] |
|---|---|
| • Residence | Benchmark: 95% |
| • Business | Benchmark: 90% |
| • UNE - Loops | Benchmark: 85% |
| • UNE-P | Benchmark: 90% |
| • LNP | Benchmark: 85% |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Residence | Benchmark: 95% |
| • Business | Benchmark: 90% |
| • UNE- Loops | Benchmark: 85% |
| • UNE-P | Benchmark: 90% |
| • LNP | Benchmark: 85% |

O-4: Percent Flow-Through Service Requests (Detail)

*a Benchmarks do not apply to the "Percent Achieved Flow-Through."*

# Flow-Through Error Analysis



## Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.

## Exclusions

Each Error Analysis is error code specific, therefore exclusions are not applicable.

## Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

## Calculation

Total for each error type

## Report Structure

Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:

- Error Type (by error code)
- Count of each error type
- Percent of each error type
- Cumulative percent
- Error Description
- CLEC Caused Count of each error code
- Percent of aggregate by CLEC caused count
- Percent of CLEC caused count
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count.

## Data Retained

### Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received
- Total Number of Errors by Type (by Error Code)
- CLEC caused error

### Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type (by Error Code)
  - BellSouth System Error

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# O-6: CLEC LSR Information



## Definition

A list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period.

## Exclusions

- Fatal Rejects
- LSRs Submitted Manually

## Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

## Calculation

Not Applicable

## Report Structure

Provides a list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period with an explanation of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR.

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Error Description

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record of LSRs Received by CC, PON and Ver
- Record of Timestamp, Type, Err # and Note or Error Description for Each LSR by CC, PON and Ver

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Not Applicable | |

~~SEEM Measure~~

| ~~SEEM~~ | ~~Tier I~~ | ~~Tier II~~ |
|---|---|---|
| ~~No~~ | | |

~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

~~O-6 CLEC LSR Information~~

# O-7: Percent Rejected Service Requests



## Definition

Percent Rejected Service Request is the percent of total Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] received which are rejected due to error or omission. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

## Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Fatal Rejects
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable
- LSRs identified as "Projects"

## Business Rules

**Fully Mechanized:** An LSR/Service Request is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, LENS, TAG, LESOG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.
Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.
An Auto Clarification occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO because it does not pass further edit checks for order accuracy.

**Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

**Non-Mechanized:** LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

## Calculation

**Percent Rejected Service Requests** = (a / b) X 100

- a = Total Number of Service Requests Rejected in the reporting period
- b = Total Number of Service Requests Received in the reporting period

## Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific percent Rejected
- Total percent Rejected

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

**Relating to BellSouth Performance RI**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Mechanized, Partially Mechanized and Non-Mechanized | |
| Resale - Residence | Diagnostic |
| Resale - Business | |
| Resale - Design (Special) | |
| Resale PBX | |
| Resale Centrex | |
| Resale ISDN | |
| LNP (Standalone) | |
| INP (Standalone) | |
| 2W Analog Loop Design | |
| 2W Analog Loop Non-Design | |
| 2W Analog Loop with INP Design | |
| 2W Analog Loop with INP Non-Design | |
| 2W Analog Loop with LNP Design | |
| 2W Analog Loop with LNP Non-Design | |
| UNE Digital Loop < DS1 | |
| UNE Digital Loop >= DS1 | |
| UNE Loop + Port Combinations | |
| UNE Combination Other | |
| UNE ISDN Loop | |
| UNE Other Design | |
| UNE Other Non-Design | |
| UNE Line Splitting | |
| EELs | |
| Switch Ports | |
| UNE xDSL (ADSL, HDSL, UCL) | |
| Line Sharing | |
| Local Interoffice Transport | |
| Local Interconnection Trunks | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| to | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Not Applicable | Not Applicable |

O-7: Percent Rejected Service Requests

# O-8 [RI]: Reject Interval

## Definition

~~Reject~~ The i~~I~~nterval ~~is the average reject~~ for the return of a reject is the response time from the receipt of a service request [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] to the distribution of a reject. ~~Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single version of an LSR, the first reject issued is used for the calculation of the interval duration.~~

## Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- ~~Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only.~~
- LSRs ~~which are~~ identified ~~and classified~~ as "Projects" with the exception of valid "Project IDs" for Bulk Migration

  ~~Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http://www.interconnection.bellsouth.com/centers/html/lcsc.html~~

  ~~Local Interconnection Service Center (LISC) - Monday through Friday 4:30 PM until 8:00 AM From 4:30 PM Friday until 8:00 AM Monday~~

  ~~The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.~~

  ~~The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.~~

  ~~In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.~~

- Scheduled OSS Maintenance
- Test Transaction/Records

## Business Rules

~~The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.~~

Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

For Partially Mechanized and Non-Mechanized LSR/ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (http://www.interconnection.bellsouth.com/centers).

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ~~EDI translator, or TAG~~ ordering interface gateways) until the LSR is rejected (date and time stamp ~~or~~ of reject in ~~EDI translator, or TAG~~ ordering interface gateways). Auto Clarifications are considered in the Fully Mechanized category.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp ~~in EDI translator, or TAG~~ ordering interface gateways) ~~until it~~ which falls out for manual handling. ~~The stop time on partially mechanized LSRs is when~~ until the LCSC Service Representative clarifies the LSR back to the CLEC via ~~EDI translator, or TAG~~ ordering interface gateways.

**Non-Mechanized:** The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems **(date and time stamp of** FAX or date and time ~~mailed~~ paper LSRs ~~is~~ are received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via ~~LON~~ FAX Server.

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Local Interconnection Service Center (LISC)~~ Carrier Interconnection Switching Center (CISC). ~~Trunks data is reported as a separate category.~~

**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

## Calculation

**Reject Interval** = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

~~**Average Reject Interval** = (e / d)~~

- ~~e = Sum of all reject intervals~~
- ~~d = Number of service requests rejected in reporting period~~

~~**Reject Interval Distribution**~~ **Percent within Interval** = ~~(e / f)~~ (c / d) X 100

- ~~e~~ c = Service requests rejected in reported interval
- ~~f~~ d = Total ~~number of~~ service requests rejected in report~~ing~~ period

## Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
  - ~~0 - <= 4 minutes~~
  - ~~> 4 - <= 8 minutes~~
  - ~~>8 - <= 12 minutes~~
  - ~~> 12 - <= 60 minutes~~
  - 0 - <= 1 hour
  - ~~> 1 - <= 4 hours~~
  - ~~> 4 - <= 8 hours~~
  - ~~> 8 - <= 12 hours~~
  - ~~> 12 - <= 16 hours~~
  - ~~> 16 - <= 20 hours~~
  - ~~> 20 - <= 24 hours~~
  - ~~> 24 hours~~
- Partially Mechanized:
  - ~~0 - <= 1 hour~~
  - ~~> 1 - <= 4 hours~~
  - ~~> 4 - <= 8 hours~~
  - ~~> 8 - <= 10 hours~~
  - 0 - <= 10 hours
  - ~~> 10 - <= 18 hours~~
  - ~~0 - <= 18 hours~~
  - ~~> 18 - <= 24 hours~~
  - ~~> 24 hours~~

- Non-Mechanized:
  ~~0 - <= 1 hour~~
  ~~> 1 - <= 4 hours~~
  ~~> 4 - <= 8 hours~~
  ~~> 8 - <= 12 hours~~
  ~~> 12 - <= 16 hours~~
  ~~> 16 - <= 20 hours~~
  ~~> 20 - <= 24 hours~~
  0 - <= 24 hours
  ~~> 24 hours~~
- Local Interconnection Trunks:
  0 - <= 4 days
  ~~0 - <= 36 hours~~
  ~~> 36 hours~~
- ~~Average Interval is reported in business hours.~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Reject Interval~~
- ~~Total Number of LSRs~~
- ~~Total Number of Rejects~~
- ~~State and Region~~
- ~~Total Number of ASRs (Trunks)~~

### ~~Relating to BellSouth Performance~~

- ~~Not Applicable~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Resale – Residence~~ Fully Mechanized | ~~Fully Mechanized:~~ 97% <= 1 Hour |
| ~~Resale – Business~~ Partially Mechanized | ~~Partially Mechanized:~~ 95% <= 10 Hours |
| ~~Resale – Design (Special)~~ Non-Mechanized | ~~Non Mechanized:~~ 95% <= 24 Hours |

- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~LNP (Standalone)~~
- ~~INP (Standalone)~~
- ~~2W Analog Loop Design~~
- ~~2W Analog Loop Non-Design~~
- ~~2W Analog Loop with INP Design~~
- ~~2W Analog Loop with INP Non-Design~~
- ~~2W Analog Loop with LNP Design~~
- ~~2W Analog Loop with LNP Non-Design~~
- ~~UNE Digital Loop < DS1~~
- ~~UNE Digital Loop >= DS1~~
- ~~UNE Loop + Port Combinations~~
- ~~UNE Combination Other~~
- ~~UNE ISDN Loop~~
- ~~UNE Other Design~~
- ~~UNE Other Non-Design~~
- ~~UNE Line Splitting~~

- ~~EELs~~
- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, UCL)~~
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- Local Interconnection Trunks ..... ~~Trunks: 95~~ 90% <= ~~36 Hours~~ 4 Days

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

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

- ~~Fully Mechanized ..... 97% <= 1 hour~~
- ~~Partially Mechanized ..... 95% <= 10 hours~~
- ~~Non-Mechanized ..... 95 % <= 24~~
- ~~Local Interconnection Trunks ..... 95% <= 36 hours~~

O-8 [RI]: Reject Interval

# O-9 [FOCT]: Firm Order Confirmation Timeliness

## Definition

The iInterval for return of a Firm Order Confirmation (FOC ~~Interval~~) is the ~~average~~ response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) ~~or ASR~~ to distribution of a FOC ~~Firm Order Confirmation.~~ The interval will include an electronic facilities check.

## Exclusions

- Service Requests canceled by CLEC prior to a FOC being ~~confirmed~~ returned
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs ~~which are~~ identified ~~and classified~~ as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations

  ~~Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http://www.interconnection.bellsouth.com/centers/html/lcsc.html~~

  ~~For ASRs processed in the Local Interconnection Service Center (LISC) - From 4:30 PM All hours outside of Monday – Friday 8:00 AM – 4:30 PM CST, should be excluded.~~

  ~~The hours excluded will be altered to reflect changes in the Center operating hours. The Centers will accept faxed LSRs only during posted hours of operation.~~

  ~~The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.~~

  ~~In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.~~

- Test Transactions/Records
- Scheduled OSS Maintenance

## Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

For Partially Mechanized and Non-Mechanized LSR/ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (http://www.interconnection.bellsouth.com/centers).

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ~~EDI or TAG~~ ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ~~EDI translator or TAG~~ ordering interface gateways.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ~~EDI, or TAG~~ ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via ~~EDI translator or TAG~~ ordering interface gateways.

**Non-Mechanized:** The elapsed time from receipt of a valid paper LSR not submitted via electronic systems (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via ~~LON~~ FAX Server.

Local **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Local Interconnection Service Center (LISC)~~ Carrier Interconnection Switching Center (CISC). ~~The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.~~

~~Note: When multiple FOCs occur on a single version of an LSR, the first FOC is used to measure the interval.~~

**Bulk Migrations**: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

## Calculation

**Firm Order Confirmation Interval** = (a - b)

- a = Date and time of Firm Order Confirmation
- b = Date and time of service request receipt

~~**Average FOC Interval** = (e / d)~~

- ~~e = Sum of all Firm Order Confirmation Times~~
- ~~d = Number of service requests confirmed in reporting period~~

~~**FOC Interval Distribution**~~ **Percent within Interval** = ~~(e / f)~~ (c / d) X 100

- ~~e~~ c = Service requests confirmed in ~~designated~~ reported interval
- ~~f~~ d = Total service requests confirmed in the report~~ing~~ period

## Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
  ~~0 - <= 15 minutes~~
  ~~> 15 - <= 30 minutes~~
  ~~> 30 - <= 45 minutes~~
  ~~> 45 - <= 60 minutes~~
  ~~> 60 - <= 90 minutes~~
  ~~> 90 - <= 120 minutes~~
  ~~> 120 - <= 180 minutes~~
  0 - <= 3 hours
  ~~> 3 - <= 6 hours~~
  ~~> 6 - <= 12 hours~~
  ~~> 12 - <= 24 hours~~
  ~~> 24 - <= 48 hours~~
  ~~> 48 hours~~
- Partially Mechanized:
  ~~0 - <= 4 hours~~
  ~~> 4 - <= 8 hours~~
  ~~> 8 - <= 10 hours~~
  0 - <= 10 hours
  ~~> 10 - <= 18 hours~~
  ~~0 - <= 18 hours~~
  ~~> 18 - <= 24 hours~~
  ~~> 24 - <= 48 hours~~
  ~~> 48 hours~~
- Non-mechanized:
  ~~0 - <= 4 hours~~

O- [FOCT]: Firm Order Confirmation Timeliness

~~> 4 - <= 8 hours~~
~~> 8 - <= 12 hours~~
~~> 12 - <= 16 hours~~
0 - <= 24 hours
~~> 16 - <= 20 hours~~
~~> 20 - <= 24 hours~~
~~> 24 - <= 36 hours~~
~~0 - <= 36 hours~~
~~> 36 - <= 48 hours~~
~~> 48 hours~~

- Local Interconnection Trunks:
  ~~- - = - - hours~~
  95% in 5 business days
  ~~> 48 hours~~
- ~~Average interval is reported in business hours~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Interval for FOC~~
- ~~Total Number of LSRs~~
- ~~State and Region~~
- ~~Total Number of ASRs (Trunks)~~

### ~~Relating to BellSouth Performance~~

- ~~Not Applicable~~

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

- Resale – Residence (Non-Design)
- Resale – Business (Non-Design)
- Resale – Design (Special)
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- LNP (Standalone)
- ~~LNP (Standalone)~~
- ~~2W~~ UNE Analog Loop ~~Design~~
- ~~2W Analog Loop Non-Design~~
- ~~2W Analog Loop with INP Design~~
- ~~2W Analog Loop with INP Non-Design~~
- ~~2W~~ UNE Analog Loop with LNP ~~Design~~
- ~~2W Analog Loop with LNP Non-Design~~
- ~~UNE Digital Loop < DS1~~
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- ~~UNE Combination Other~~
- UNE ISDN/UDC/IDSL ~~Loop~~
- UNE Other ~~Design~~
- ~~UNE Other Non-Design~~
- UNE Line Splitting
- UNE EELs

### SQM Analog/Benchmark

Fully Mechanized: 95% <= 3 Hours
Partially Mechanized: 95% <= 10 Hours
Non-Mechanized: 95% <= 24 Hours

- ~~Switch Ports~~
- UNE xDSL (ADSL, HDSL, UCL)
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- Local Interconnection Trunks ..... ~~Trunks: 95% <= 48 Hours~~ 95% in 5 business days

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Fully Mechanized~~ | ~~95% <= 3 Hours~~ |
| ~~Partially Mechanized~~ | ~~95% <= 10 Hours~~ |
| ~~Non-Mechanized~~ | ~~95% <= 24 Hours~~ |
| ~~Local Interconnection Trunks~~ | ~~95% <= 48 Hours~~ |

# O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[2]

## Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

## Exclusions

- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00 PM Friday until 8:00AM Monday are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests
- Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website: http//www.interconnection.bellsouth.com/centers/html/lesc.html

## Business Rules

This measurement combines four intervals:

1. From receipt of a valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop "Look-up".
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of a valid SI/LSR in the LCSC to Firm Order Confirmation.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

## Calculation

**FOC Timeliness Interval with SI** = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

**Average Interval** = (e / d)

- e = Sum of all FOC Timeliness Intervals with SI
- d = Total number of SIs with LSRs received in the reporting period

**Percent within Interval** = (e / f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Intervals
  - 0 - <= 3 days

*2See O-9 for FOC Timeliness*

- >3 <= 5 days
- = days
- >5 <= 7 days
- >7 <= 10 days
- >10 <= 15 days
- >15 days
- Average Interval measured in days

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Total Number of Requests
- SI Intervals
- State and Region

**Relating to BellSouth Performance**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops) | 95% Returned <= 5 Business Days |
| • Unbundled Interoffice Transport | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

# O-11 [FOCRC]: Firm Order Confirmation and Reject Response Completeness Definition

~~A response is expected from BellSouth for every~~ This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation. ~~transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.~~

## Exclusions

- Service requests canceled by the CLEC prior to FOC or Rejected~~/clarified~~ being sent
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations
- Test Transactions/Records

## Business Rules

**Fully Mechanized:** The number of FOCs or ~~Auto Clarifications~~ Rejects sent to the CLEC from ~~EDI, or TAG~~ ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

**Partially Mechanized:** The number of FOCs or Rejects sent to the CLEC from ~~EDI, or TAG~~ ordering interface gateways in response to electronically submitted LSRs~~.~~ (date and time stamp in ordering interface gateways), **which fallout for manual handling by the LCSC** personnel.

**Non-Mechanized:** The number of FOCs or Rejects sent to the CLECs ~~by~~ via FAX server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Local Interconnection Service Center (LISC)~~ Carrier Interconnection Switching Center (CISC).. ~~Trunk data is reported as a separate category~~.

**Bulk Migrations**: Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

~~**For CLEC Results:**~~

~~Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.~~

## Calculation

**Firm Order Confirmation / Reject Response Completeness** = (a / b) X 100

- a = Total number of service requests for which a Firm Order Confirmation or Reject is sent
- b = Total number of service requests received in the report period

## Report Structure

- One report with the following four Disaggregation Levels
  - Fully Mechanized;
  - Partially Mechanized;
  - Non-Mechanized ~~and~~
  - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State ~~and Region~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Total Number of LSRs~~
- ~~Total Number of Rejects~~
- ~~Total Number of ASRs (Trunks)~~
- ~~Total Number of FOCs~~

### ~~Relating to BellSouth Performance~~

- ~~Not Applicable~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Resale Residence~~ Fully Mechanized | 95% Returned |
| ~~Resale Business~~ Partially Mechanized | 95% Returned |
| ~~Resale Design (Special)~~ Non-Mechanized | 95% Returned |
| ~~Resale PBX~~ | |
| ~~Resale Centrex~~ | |
| ~~Resale ISDN~~ | |
| ~~LNP (Standalone)~~ | |
| ~~INP (Standalone)~~ | |
| ~~2W Analog Loop Design~~ | |
| ~~2W Analog Loop Non-Design~~ | |
| ~~2W Analog Loop with INP Design~~ | |
| ~~2W Analog Loop with INP Non-Design~~ | |
| ~~2W Analog Loop with LNP Design~~ | |
| ~~2W Analog Loop with LNP Non-Design~~ | |
| ~~UNE Digital Loop < DS1~~ | |
| ~~UNE Digital Loop >= DS1~~ | |
| ~~UNE Loop + P[illegible]~~ | |
| ~~UNE Combination Other~~ | |
| ~~UNE ISDN Loop~~ | |
| ~~UNE Other Design~~ | |
| ~~UNE Other Non-Design~~ | |
| ~~UNE Line Splitting~~ | |
| ~~EELs~~ | |
| ~~Switch Ports~~ | |
| ~~UNE xDSL (ADSL, HDSL, UCL)~~ | |
| ~~Line Sharing~~ | |
| ~~Local Interoffice Transport~~ | |
| Local Interconnection Trunks | 95% Returned |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

~~**SEEM Disaggregation** — **SE**~~

- ~~Fully Mechanized ..... 95% Returned~~
- ~~Partially Mechanized~~
- ~~Non-Mechanized~~
- ~~Local Interconnection Trunks~~

# O-12 [SOA]: ~~Speed of~~ Average Answer ~~in~~ Time - Ordering Centers

## Definition

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

## Exclusions

~~None~~

## Business Rules

The ~~clock~~ duration starts when ~~the~~ a CLEC representative or BellSouth customer makes a choice on the ordering center's menu ~~appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.)~~ and is put in ~~the call enters the~~ queue for ~~that particular group in the LCSC~~ the next service representative and. ~~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.~~ 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.

## Calculation

~~**Speed of** **Answer** Time for BellSouth in~~ **Ordering Centers** = (a / b)

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

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

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

## Report Structure

~~Aggregate~~

- CLEC ~~Local Carri~~ ~~Aggregate~~
- BellSouth Aggregate
  - Business Service Center
- 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)~~ |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | 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~~ e Answer in Time - Ordering Centers

# Section 3: Provisioning

## P-1 [HOI]: ~~Mean~~ Held Order Interval ~~& Distribution Intervals~~

### Definition

This report measures ~~When~~ delays ~~occur~~ in completing CLEC orders~~, the average period that CLEC orders are held for~~ due to BellSouth reasons~~, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date; divided by the total number of held orders.~~ This report is based on orders still pending, held and past their committed due date at the end of the reporting period~~. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval.)~~

### Exclusions

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, ~~Listing Orders,~~ Test Orders, etc., which may be ~~) Test~~ order types ~~may be~~ C, N, R, or T).
- Disconnect ~~(D) & From (F) o~~Orders
- Orders with Appointment Code of 'A', i.e., orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.
- Listing Orders

### Business Rules

~~Mean Held Order Interval:~~ This metric is computed at the close of each reporting period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order~~, and, identifying all orders that have been reported as completed in SOCS after the currently committed due date for the order~~. For each ~~such~~ held order, the interval is determined from the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period, ~~is established~~ and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held.~~ The total number of held order days are accumulated ~~in a category is~~ and then divided by the number of held orders ~~within the same category~~ to produce the mean held order interval. The interval is ~~by~~ expressed in calendar days with no exclusions for Holidays or Sundays.

~~CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.~~

~~Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (Orders counted in >90 days are also included in > 15 days).~~

### Calculation

**Mean Held Order Interval** = a / b

- a = Sum of held-over-days for all held ~~past due~~ orders ~~Held with a BellSouth Missed Appointment from the earliest BellSouth missed appointment~~
- b = Total nNumber of held ~~past-due~~ orders ~~held and pending but not completed and past the committed due date~~

~~**Held Order Distribution Interval (for each interval)** = (c / d) X 100~~

- ~~c = # of orders held for >= 15 days or # of orders held for >= 90 days~~
- ~~d = Total # of past due orders held and pending but not completed)~~

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Circuit Breakout < 10, >= 10 (except trunks)~~
- ~~Dispatch/Non-Dispatch~~
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Order Number and PON (PON)~~
- ~~Order Submission Date (TICKET_ID)~~
- ~~Committed Due Date (DD)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Hold Reason~~
- ~~Total Line/Circuit Count~~
- ~~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~~
- ~~Committed Due Date~~
- ~~Service Type~~
- ~~Hold Reason~~
- ~~Total Line/Circuit Count~~
- ~~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) (Excluding Digital Loops) |
| • 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~~ |
| ~~INP-Non-Design~~ | ~~Retail Residence and Business – (POTS Excluding Switch-Based Orders)~~ |
| • ~~UNE Digital Loop < DS1~~ | ~~Retail Digital Loop < DS1~~ |

P-1 [HOI]: Mean Held Order Interval & Distribution Intervals

- UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - ~~Dispatch In~~ ..... ~~Dispatch In~~
  - ~~Switch Based~~ ..... Switched 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/UDC/IDSL ~~(Includes UDC)~~ ..... Retail ISDN – BRI
- UNE Line Splitting/Sharing ..... 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-1 [HOI]: Mean Held Order Interval & ~~Distribution Intervals~~

# P-2A [JNI]: Percentage of Orders Given Jeopardy Notices ~~Interval~~ >= 48 Hours

## 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.~~ 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.

~~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~~
- 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)
- Disconnect ~~(D) and From (F) o~~Orders
- Orders ~~with~~ jeopardyized ~~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 <= less than 48 hours
- Listing Orders

## 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 o~~Orders that have a due date in the reporting period are included in the calculation. The interval is calculated using the date/time the notice is released to the CLEC/BellSouth systems/FAX Server until 5 PM on the due date of the order. ~~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~~

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

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

## Report Structure

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

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

- ~~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) | 95% > = 48 hours |
| • Resale Business (Non-Design) | 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~~ UNE Analog Loop (Design) | 95% > = 48 hours |
| • ~~2W~~ UNE 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~~ |
| • ~~UNE Switch Ports~~ | ~~95% >= 48 hours~~ |
| • UNE EELs | 95% > = 48 hours |
| • ~~UNE Combo Other~~ | ~~95% > = 48 hours~~ |
| • UNE xDSL (HDSL, ADSL and UCL) | 95% > = 48 hours |
| • UNE ISDN ~~(Includes UDC)~~ /UDC/IDSL | 95% > = 48 hours |
| • ~~UNE Line Sharing~~ | ~~95% > = 48 hours~~ |
| • UNE Line Splitting/Sharing | 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 |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

P-2A [UNE]: Percentage of Orders given Jeopardy Notices ~~Interval~~ >= 48 Hours

~~**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 [JEP]: Percentage of Orders Given Jeopardy Notices

## Definition

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

~~The Percent of Orde — 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~~
- 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).
- Disconnect ~~(D) and From (F) o~~Orders
- Listing Orders
- Orders jeopardized on the due date
- Orders issued with a due date of less than or equal to 48 hours

## 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~~ oOrders that have a due date in the reporting period are included in the calculation. ~~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 the reporting period
- b = Number of orders confirmed (due) in the 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 (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)~~**/UDC/IDSL | **Retail ISDN - BRI** |
| • UNE Line Splitting/Sharing | 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 | | |

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

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

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

# P-3 [PMIA]: Percent Missed ~~Initial~~ Installation Appointments

## Definition

~~"Percent missed initial installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth.~~ This report measures ~~is~~ the percentage of total orders ~~processed~~ for which BellSouth is unable to complete the service orders on the committed due dates ~~and reported for Total misses and End User Misses~~

## Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, ~~Listing Orders~~ Test Orders, etc., which may be o~~O~~rder types ~~may be coded~~ **C, N, R or T)**
- Disconnect ~~(D) & From (F) o~~Orders
- ~~End User Misses~~
- Listing Orders

## Business Rules

~~Percent Missed Initial Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code, used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.~~ All Service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons. If no access occurs after the commitment time, the report is flagged a missed appointment.

## Calculation

**Percent Missed Installation Appointments** = (a / b) X 100

- a = Number of orders ~~with Completion date in reporting period past the original committed due date~~ where the installation appointment is not met
- b = Total number of orders completed during the ~~in~~ reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Report in Categories of · · · · ines/circuits >= 10 lines/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 (PON)~~

- ~~Committed Due Date (DD)~~
- ~~Completion Date (CMPLTN DD)~~
- ~~Status Type~~
- ~~Status Notice Date~~
- ~~Standard Order Activity~~

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

**~~Relating to BellSouth Performance~~**

- ~~Report Month~~
- ~~BellSouth Order Number~~
- ~~Committed Due Date (DD)~~
- ~~Completion Date (CMPLTN DD)~~
- ~~Status Type~~
- ~~Status Notice Date~~
- ~~Standard Order Activity~~

## 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)~~ | ~~siness (POTS)~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | Retail Residence and Business – (POTS (Excluding Switch Based Orders) |
| • 2W UNE-Analog Loop with LNP-Design | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE-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~~ | ~~- Switched Based~~ |
| • ~~UNE Switch Ports~~ | ~~Retail Residence and Business (POTS~~ |
| • ~~UNE Combo Other~~ | ~~Retail Residence, Business and Design Dispatch~~ |
| • UNE EELs | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| ~~- Without Conditioning~~ | ~~- Without Conditioning~~ |
| ~~- With Conditioning~~ | ~~- With Conditioning (BellSouth does not offer this service to Retail)~~ |
| • UNE ISDN/UDC/IDSL | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing ~~Without Conditioning~~ | ADSL Provided to Retail |
| ~~With Conditioning~~ | ~~ADSL Provided to Retail~~ |
| • UNE Other Design | Diagnostic ~~Retail Design~~ |
| • UNE Other Non-Design | Diagnostic ~~Retail Reside~~ and Business |
| • ~~Local Transport (Unbundled Interoffice Transport)~~ | ~~Retail DS1/DS3 Interoffice~~ |
| Local Interconnection Trunks | Parity with Retail Trunks |
| • ~~UNE Line Splitting Without Conditioning~~ | ~~ADSL Provided to Retail~~ |
| • ~~With Conditioning~~ | ~~ADSL Provided to Retail~~ |
| • ~~UNE UDC/IDSL~~ | ~~Retail ISDN - BRI~~ |

P-3 [PMIA] Percent Missed Initial Installation Appointments

## 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~~ | ~~- Dispatched In~~ |
| ~~— Switch Based~~ | ~~- Switch Based~~ |
| ~~• 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~~ |
| ~~— Without Conditioning~~ | ~~- Without Conditioning~~ |
| ~~— With Conditioning~~ | ~~- With Conditioning (BellSouth does not offer this service to Retail)~~ |
| ~~• UNE ISDN~~ | ~~Retail ISDN - BRI~~ |
| ~~• UNE Line Splitting Without Conditioning~~ | ~~ADSL Provided to Retail~~ |
| ~~• With Conditioning~~ | ~~ADSL Provided to Retail~~ |
| ~~• UNE Line Sharing Without Conditioning~~ | ~~ADSL Provided to Retail~~ |
| ~~With Conditioning~~ | ~~ADSL Provided to Retail~~ |
| ~~• Local Transport (Unbundled Interoffice Transport)~~ | ~~Retail DS1/DS3 Interoffice~~ |
| ~~• Local Interconnection Trunks~~ | ~~Parity with Retail~~ |
| ~~• UNE Other Design~~ | ~~Retail Design~~ |
| ~~• UNE Other Non-Design~~ | ~~Retail Residence and Business~~ |
| ~~• UNE UDC/IDSL~~ | ~~Retail ISDN - BRI~~ |

P-3 [PMIA]: Percent Missed ~~Initial~~ Installation Appointments

# P-4 [OCI]: ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution~~

## Definition

This report measures ~~The "average completion interval" measure monitors~~ the interval of time it takes BellSouth to provide service for the CLEC or its own customers. ~~The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.~~

## 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., which may be order types C, N, R or T)
- Disconnect ~~(D & F)~~ orders ~~(Except "D" orders associated with LNP Standalone)~~
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC/End user-caused misses
- Listing Orders

## Business Rules

The ~~actual~~ completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth's ~~actual~~ order completion date. ~~The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed.~~ Orders ~~that are~~ worked on zero due dates are calculated with a .33-day interval (8 hours) ~~in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work non-dispatched) or field orders (dispatched).~~ Orders can be either dispatch or non-dispatch.

~~The interval breakout for UNE and Design is: 0-5 = 0-<= 5, 5-10 = 5-<=10, 10-15 = 10-<= 15, 15-20 = 15- <= 20, 20-25 = 20-<= 25, 25-30 = 25-<= 30, >= 30 = 30 and greater.~~

Only valid business days will be included in the calculation of this interval. Valid business days may be found at the following website: (http://www.interconnection.bellsouth.com/#localorderinghandbook/intervalguide).

## Calculation

Order **Completion Interval** = (a - b)

- a = Completion Date
- b = FOC/ or SOCS date time-stamp (application date)

**Average Order Completion Interval** = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in the reporting period

~~**Order Completion Interval Distribution (for each interval)** = (e / f) X 100~~

- ~~e = Service Orders Completed in "X" days~~
- ~~f = Total Service Orders Completed in Reporting Period~~

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- ~~Residence and Business reported in day intervals = 0,1,2,3,4,5,5+~~
- ~~UNE and Design reported in day intervals =0-5,5-10,10-15,15-20,20-25,25-30, >= 30~~
- All Levels are reported < ~~10~~ 6 lines/circuits; >= ~~10~~ 6 lines/circuits (except trunks)
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Company Name~~
- ~~Order Number (PON)~~
- ~~Application Date and Time~~
- ~~Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~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 and Time~~
- ~~Order Completion Date and Time~~
- ~~Service Type~~
- ~~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) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | Retail Residence and Business (Dispatch) ~~(POTS Excluding Switch Based Orders)~~ |
| • ~~2W~~ UNE Analog Loop with LNP-Design | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop with LNP-Non-Design | Retail Residence and Business ~~(POTS (Excluding Switch Based Orders)~~ (Dispatch) |
| • ~~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 < DS~~ |

P-4 [OCI]: Average Order Completion Interval (OCI) & ~~Order Completion~~ Interval Distribution

- 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)
  - without conditioning ..... <= 5 Days
  - with conditioning ..... <= 12 Days
- UNE ISDN/UDC/IDSL ..... Retail ISDN - BRI
- ~~UNE Line Sharing without Conditioning ..... ADSL Provided to Retail with Conditioning <= 12 Days~~
- UNE Line Splitting/Sharing without Conditioning ..... ADSL Provided to Retail with Conditioning <= 12 Days
- ~~Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice~~
- UNE Other Design ..... Retail Design Diagnostic
- UNE Other Non-Design ..... ~~Retail Residence and Business~~ Diagnostic
- ~~UNE UDC/IDSL ..... Retail ISDN - BRI~~
- Local Interconnection Trunks ..... Parity with Retail Trunks

## 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~~ |
| ~~UNE xDSL (HDSL, ADSL and UCL)~~ | |
| ~~- without conditioning~~ | ~~- <= 5 Days~~ |
| ~~- with conditioning~~ | ~~- <= 12 Days~~ |
| ~~UNE ISDN~~ | ~~Retail ISDN - BRI~~ |
| ~~UNE Line Sharing Without Conditioning~~ | ~~ADSL Provided to Retail With Conditioning <= 12 Days~~ |
| ~~Local Transport (Unbundled Interoffice Transport)~~ | ~~Retail DS1/DS3 Interoffice~~ |
| ~~Local Interconnection Trunks~~ | ~~Parity with Retail~~ |
| ~~UNE Line Splitting Without Conditioning~~ | ~~ADSL Provided to Retail~~ |

P-4 [OCI]: Average Order Completion Interval (OCI) & Order Completion Interval Distribution

~~With Conditioning.....<= 12 Days~~

- ~~UNE Other Design.....Retail Design~~
- ~~UNE Other Non-Design.....Retail Residence and Business~~
- ~~EELs.....Retail DS1/DS3~~
- ~~UNE UDC/IDS.....Retail ISDN/BRI~~

P-4 [OCI]: Average Order Completion Interval (OCI) ~~& Order Completion Interval Distribution~~

# P-5 [CNI]: Average Completion Notice Interval

## Definitions

~~The Completion Notice Interval is~~ This report measures the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

## 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., ~~which may be) Test~~ order types ~~may be~~ C, N, R, or T).
- ~~D & F~~ Disconnect Orders ~~(Exception: "D" orders associated with LNP Standalone)~~
- Listing Orders

## Business Rules

The interval begins ~~Measurement on interval of~~ with the completion date and time ~~entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders., to the~~ and the interval ends with release of a the notice of completion status to the CLEC/~~BellSouth of the completion status~~. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems ~~either completing the order or rejecting the order~~ to the Work Management Center (WMC), ~~either completing or rejecting the order~~. If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

~~The start time for all orders is the completion stamp. either by the field technician or the 5PM due date stamp ;~~ tThe end time for mechanized orders is the time stamp when the notice was delivered to the CLEC interface ~~(LENS, EDI, OR TAG)~~. For non-mechanized orders the end time will be date and timestamp of order update from ~~the FAX record via LON or~~ the C-SOTS system. For the retail analog, the start time ~~is~~ begins when the technician completes the order and ~~the end time is~~ ends when the order status is changed to complete in SOCS.

## Calculation

**Completion Notice Interval** = (a - b)

- a = Date and time of notice of completion
- b = Date and time of work completion

**Average Completion Notice Interval** = c / d

- c = Sum of all completion notice intervals
- d = Number of orders with notice of completion in the reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- ~~Dispatch/Non-Dispatch~~
- Reporting intervals in Hours~~:0,1 <= 2, > 2 <= 4, > 4 <= 8, > 8 <= 12, > 12 <= 24, > 24 plus Overall Average Hour Interval~~
- ~~Reported in categories of <10 line / circuits; >= 10 line/circuits (except trunks)~~
- Geographic Scope
  - State
  - ~~Region~~

~~Data Retained~~

~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Order Number (so_nbr)~~
- ~~Work Completion Date (cmpltn_dt)~~
- ~~Work Completion Time~~
- ~~Completion Notice Availability Date~~
- ~~Completion Notice Availability Time~~
- ~~Service Type~~
- ~~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 (so_nbr)~~
- ~~Work Completion Date (cmpltn_dt)~~
- ~~Work Completion Time~~
- ~~Completion Notice Availability Date~~
- ~~Completion Notice Availability Time~~
- ~~Service Type~~
- ~~Geographic Scope~~

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

P-5 [CNJ]: Average Completion Notice Interval

## 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~~ | ~~Re~~ |
| ~~• Resale ISDN~~ | ~~Retail ISDN~~ |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| ~~• LNP (Standalone)~~ | ~~Retail Residence and Business (POTS~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • ~~2W~~ UNE Analog Loop with LNP - Design | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE 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/UDC/IDSL .....Retail ISDN - BRI
- ~~UNE Line Sharing without Conditioning.....ADSL Provid~~
~~with Conditioning <= 12 Days~~
- UNE Line Splitting/Sharing.....ADSL Provided to Retail
- ~~Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice~~
- UNE Other Design.....~~Retail Design~~ Diagnostic
- UNE Other Non-Design.....Retail ~~Residence and Business~~ Diagnostic
- ~~UNE UDC/IDSL.....Retail ISDN - BRI~~
- 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-5 [CNI]: Average Completion Notice Interval

# P-6: % Completions/Attempts without Notice or < 24 hours Notice

## Definition

The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

## Exclusions

- Canceled Orders
- Expedited Orders
- "0" dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date, or any LSR received < 24 hours prior to the original commitment date.

## Business Rules

**For CLEC Results:**

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

## Calculation

**Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice** = (a / b) X 100

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received < 24 Hours of Original Committed Due Date
- b = All Completions

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch
- Total Orders FOC < 24 Hours
- Total Completed Service Orders
- % FOC < 24 Hours
- Geographic Scope
  - State
  - Region

## Data Retained

**Relating to CLEC Experience**

- Committed Due Date (DD)
- FOC End Timestamp
- Report Month
- CLEC Order Number and PON

**Relating to BellSouth Performance**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale Residence | <= 5% |
| • Resale Business | |
| • Resale Design | |
| • Resale PBX | |
| • Resale Centrex | |
| • Resale ISDN | |
| • LNP (Standalone) | |
| • INP (Standalone) | |
| • 2W Analog Loop Design | |
| • 2W Analog Loop Non-Design | |
| • 2W Analog Loop Design with LNP | |
| • 2W Analog Loop Non-Design with LNP | |
| • 2W Analog Loop Design with INP | |
| • 2W Analog Loop Non-Design with INP | |
| • UNE Digital Loop < DS1 | |
| • UNE Digital Loop >= DS1 | |
| • UNE Loop + Port Combinations | |
| – Dispatch In | |
| – Switch Based | |
| • UNE Switch Ports | |
| • UNE Combo Other | |
| • UNE xDSL (HDSL, ADSL and UCL) | |
| • UNE ISDN (Includes UDC) | |
| • UNE Line Sharing | |
| • UNE Line Splitting | |
| • Local Transport (Unbundled Interoffice Transport) | |
| • Local Interconnection Trunks | |
| • EELS | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

P-6: % Completions/Attempts without Notice or < 24 hours Notice

# P-7 [CCCI]: Coordinated Customer Conversions ~~Interval~~ – Hot Cut Duration

## Definition

This report measures the average time it takes BellSouth to disconnect ~~an unbundled~~ loops from the BellSouth switch, ~~and cross~~ connect ~~it~~ the loops to the CLEC, and notify the CLEC after the conversion is complete ~~equipment~~. This measurement applies to service orders ~~with INP and with LNP, and~~ where the CLEC has requested BellSouth to provide a coordinated ~~cut over~~ conversion.

## Exclusions

- ~~Any order canceled by the CLEC will be excluded from this measurement~~ Canceled Service Orders
- Delays caused by the ~~due to~~ CLEC ~~following Disconnection of the Unbundled Loop~~
- ~~Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested~~
- Non-Coordinated Conversions
- 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)
- Listing Orders

## Business Rules

~~When the service order includes LNP, the interval includes the total time for the cut over including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per-item interval for each service order.~~ Coordinated conversions are scheduled between the CLEC and BellSouth. The start time will be captured when the physical conversion begins and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

## Calculation

**Coordinated Customer Conversions Interval** = (a - b) c

- a = Completion date and time ~~for Cross Connection of a Coordinated Unbundled Loop~~ of CLEC notification
- b = ~~Disconnection~~ Start date and time of ~~an Coordinated Unbundled Loop~~ conversion
- c = Number of loops per order

**Percent Coordinated Customer Conversions** ~~(for each interval)~~ = ~~(e / d)~~ (d / e) X 100

- ~~e~~ d = Total number of Coordinated Customer Conversions ~~for each interval~~ (loops) within <= 15 minutes
- ~~d~~ e = Total number of ~~Unbundled Loop with~~ Coordinated Customer Conversions (~~items~~ loops) for the reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~The interval breakout is 0-5 = 0-<=5, 5-15 = >5-<=15, >=15 = 15 and greater, plus Overall Average Interval~~
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Order Number~~

- ~~Committed Due Date (DD)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Cutover Start Time~~
- ~~Cutover Completion Time~~
- ~~Portability Start and Completion Times (INP orders)~~
- ~~Total Conversions (Items)~~

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

~~**Relating to BellSouth Performance**~~

- ~~No BellSouth Analog Exists~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • ~~Unbundled Loops with INP~~ Coordinated Customer Conversions (Loops) | 95% <= 15 Minutes |
| • ~~Unbundled Loops with LNP~~ | ~~95% <= 15 minutes~~ |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| • ~~Unbundled Loops with INP~~ | ~~95% <= 15 Minutes~~ |
| • ~~Unbundled Loops with LNP~~ | ~~95% <= 15 minutes~~ |

**P-7 [CCCI]: Coordinated Customer Conv sions Interval – Hot Cut Duration**

# P-7A [HCT]: Coordinated Customer Conversions – Hot Cut Timeliness % Percent within Interval ~~and Average Interval~~

## Definition

This report ~~category~~ measures the percentage of orders where ~~whether~~ BellSouth begins the ~~cutover~~ conversion of ~~an unbundled~~ loop on a coordinated and/or a time specific order ~~at~~ within a timely manner of the CLEC requested start time. ~~It measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order and the average interval.~~

## Exclusions

- Any order canceled by the CLEC ~~will be excluded from this measurement.~~
- Delays caused by the CLEC
- ~~Unbundled~~ Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent ~~All unbundled~~ loops on multiple loop orders after the first loop
- ~~Test Orders~~
- 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)
- Listing Orders

## Business Rules

~~This report measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time.~~ The cut is considered "on time" if it starts <= 15 minutes before or after the requested start time. ~~Using the scheduled time and the actual cut over start time, the measurement will calculate the percent within interval and the average interval.~~ If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the "on time" interval. ~~<= 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, <= 30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time.~~ If Integrated Digital Loop Carrier (IDLC) is involved, ~~a four hour window applies to the start time. (8 A.M. to Noon or 1 P.M. to 5 P.M.) This only applies if~~ BellSouth must notifiesy the CLEC by 10:30 AM on the day before the due date ~~that the service is on IDLC~~ and then the "on time" interval is <= 2 hours before or after the requested start time.

## Calculation

**% Percent within Interval** = (a / b) X 100

- a = Total number of coordinated unbundled loop orders ~~for the interval~~ converted "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

~~**Interval** = (c – d)~~

- ~~c = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order~~
- ~~d = Actual Start Date and Time of a Coordinated Unbundled Loop Order~~

~~**Average Interval** = (e / f)~~

- ~~Sum of all Intervals~~
- ~~Total Number of Coordinated Unbundled Loop Orders for the reporting period~~

## Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~Reported in intervals of early, on time and late cuts % <= 15 minutes; % >15 minutes, <= 30 minutes; % >30 minutes, plus Overall Average Interval~~

- Geographic Scope
  - State
  - ~~Region~~

~~• Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts~~

~~On Time (Non-IDLC)~~
~~<=~~
~~Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.~~

~~Early (Non-IDLC)~~
~~>15 minutes - <= 30 minutes~~
~~>30 minutes - <= 60 minutes~~
~~>60 minutes - <= 120 minutes~~
~~>120 minutes - <= 180 minutes~~
~~>180 minutes - <= 240 minutes~~
~~<= 240 minutes~~

~~Late (Non-IDLC)~~
~~>15 minutes - <= 30 minutes~~
~~>30 minutes - <= 60 minutes~~
~~>60 minutes - <= 120 minutes~~
~~>120 minutes - <= 180 minutes~~
~~>180 minutes - <= 240 minutes~~
~~>240 minutes~~
~~Overall Average Interval for non-IDLC~~

~~On Time (IDLC)~~
~~<= 2 hours~~
~~Note: This is a 4-hour bucket representing a cut involving IDLC that begins 2 hours or less before or after the scheduled start time~~

~~Early (IDLC)~~
~~>2 hours~~

~~Late (IDLC)~~
~~>2 hours~~
~~Overall Average Interval for IDLC~~

## ~~Data Retained~~

**~~Relating to CLEC Experience~~**

- ~~Report Month~~
- ~~CLEC Order Number (so_nbr)~~
- ~~Committed Due Date (DD)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Cutover Scheduled Start Time~~
- ~~Cutover Actual Start Time~~
- ~~Total Conversion Orders~~

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

**~~Relating to BellSouth Performance~~**

- ~~No BellSouth Analog exists~~

P-7A [HCT]: Coordinated Customer Conversions – Hot Cut Timeliness % Percent within Interval and ~~Average Interval~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Product Reporting Level | |
| ~~SL1 Time Specific~~ Non-IDLC | 95% within + or – 15 minutes of scheduled start time |
| ~~SL1 Non-Time Specific~~ | |
| ~~SL2 Time Specific~~ | |
| ~~SL2 Non-Time Specific~~ | |
| ~~SL1~~ IDLC | ~~95% within 4-Hour Window~~ 95% within + or – 2 hours of scheduled start time |
| ~~SL2 IDLC~~ | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Product Reporting Level~~ | |
| ~~- SL1 Time Specific~~ | ~~95%~~ within + or – 15 minutes of scheduled start time |
| ~~- SL1 Non-Time Specific~~ | |
| ~~- SL2 Time Specific~~ | |
| ~~- SL2 Non-Time Specific~~ | |
| ~~- SL1 IDLC~~ | ~~95% within 4-Hour Window~~ |
| ~~- SL2 IDLC~~ | |

P-7A [HCT]: Coordinated Customer Conversions – Hot Cut Timeliness % Percent within Interval and Average Interval

# P-7B [RT]: Coordinated Customer Conversions – Average Recovery Time

## Definition

~~Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion.~~ This report measures outages associated with Coordinated Customer Conversions prior to service order completion, which can be isolated to BellSouth's side of the network.

## Exclusions

- ~~Cutovers~~ Conversions where service outages are due to CLEC caused reasons ~~when the CLEC agrees~~
- ~~Cutovers~~ Conversions where service outages are due to end-user caused reasons ~~when the CLEC agrees~~
- ~~Test Orders~~
- 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)
- Listing Orders

## Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service ~~trouble~~ has been restored and the CLEC has been notified. ~~The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified.~~ The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.

## Calculation

**Recovery Time** = (a - b)

- a = Date and time ~~that~~ the initial trouble is cleared and the ~~Closed by~~ CLEC is notified
- b = Date and time the initial trouble is opened with BellSouth

**Average Recovery Time** = (c / d)

- c = Sum of all the Recovery Times ~~per circuit~~
- d = Number of troubles ~~per circuit~~ referred to BellSouth

**Percentage of Items with No Troubles** = (e /f) X 100

- e = Total items in the reporting period that did not have a trouble during a coordinated conversion
- f = Total items for the reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~CLEC Company Name~~

- ~~CLEC Order Number (so_nbr)~~
- ~~Committed Due Date (DD)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~CLEC Acceptance Conflict (CLEC_CONFLICT)~~
- ~~CLEC Conflict Resolved (CLEC_CON_RES)~~
- ~~CLEC Conflict MFC (CLEC_CONFLICT_MFC)~~
- ~~Total Conversion Orders~~

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

**~~Relating to BellSouth Performance~~**

- ~~None~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Unbundled Loops with INP~~ Coordinated Customer Conversions (Loops) | <= 5 Hours |
| ~~Unbundled Loops with LNP~~ | ~~<= 5 Hours~~ |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

P-7B [RT]: Coordinated Customer Conversions – Average Recov y Time

# P-7C [PT]: Hot Cut Conversions - % Percent Provisioning Troubles Received within ~~7~~ 5 Days of a Completed Service Order

## Definition

This report measures the percentage of provisioning troubles received within ~~7~~ 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer ~~Hot Cut~~ Conversion ~~(CCC) measures~~ and ensures the quality and accuracy of ~~Coordinated Customer~~ Hot Cut Conversion activities.

## Exclusions

- ~~Any order canceled by the~~ CLEC Canceled Orders
- Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- 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)
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth
- Disconnect Orders

## Business Rules

~~Measures the quality and accuracy of completed service orders associated with Coordinated and Non-coordinated Customer Conversions.~~
The first trouble report received on a circuit ID within ~~7~~ 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. ~~Reports are calculated searching in the prior report period for completed Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.~~

## Calculation

**% Percentage of Provisioning Troubles within ~~7~~ 5 Days of Service Order Completion** = (a / b) X 100

- a = The sum of all ~~CCC~~ Hot Cut Circuits with a trouble within ~~7~~ 5 days following service order(s) completion
- b = The total number of ~~CCC Service Order~~ Hot Cut Circuits completed in the previous reporting period ~~calendar month~~

## Report Structure

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

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~CLEC Order Number (so_nbr)~~
- ~~PON~~
- ~~Order Submission Date (TICKET_ID)~~
- ~~Order Submission Time (TICKET_ID)~~
- ~~Status Type~~



P-7C [PT]: Hot Cut Conversions - % Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order

- ~~Status Notice Date~~
- ~~Standard Order Activity~~
- ~~Geographic Scope~~
- ~~Total Conversion Circuits~~

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

~~**Relating to BellSouth Performance**~~

- ~~No BellSouth Analog exists~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • UNE Loops ~~Design~~ | <= 3% |
| ~~• UNE Loop Non-Design~~ | ~~<= 3%~~ |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No ~~Yes~~ | ~~X~~ | ~~X~~ |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• UNE Loop Design~~ | ~~<= 3%~~ |
| ~~• UNE Loop Non-Design~~ | ~~<= 3%~~ |

P-7C [PT]: Hot Cut Conversions - % Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order

# P-7E [CNDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

## Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

## Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- 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)

## Business Rules

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

## Calculation

**Percent Completed and Notified on Due Date** = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Non-Coordinated Conversions | 95% Completed on Due Date with CLEC Notification |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

# P-8: Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing



## Definition

A loop will be considered successfully cooperatively tested when both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR 73600.

## Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing
- Test Orders

## Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short. CLEC caused failures will be captured in the raw data files.

## Calculation

**Cooperative Acceptance Testing - % of xDSL Loops Successfully Tested** = (a / b) X 100

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop Tested
- Geographic Scope
  - State
  - Region

## Data Retained

**Relating to CLEC Experience**

- Report Month
- CLEC Company Name (OCN)
- CLEC Order Number (so_nbr) and PON (PON)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Acceptance Testing Completed (ACCEPT_TESTING)
- Acceptance Testing Declined (ACCEPT_TESTING)
- Total xDSL Orders
- Missed Appointments Code (SO_MISSED_CMMT_CD)

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

**Relating to BellSouth Performance**

- No BellSouth Analog Exists

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • UNE xDSL | 95% of Lines Successfully Tested |
| – ADSL | |
| – HDSL | |
| – UCL | |
| – Other | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • UNE xDSL | 95% of Lines Successfully Tested |
| – ADSL | |
| – HDSL | |
| – UCL | |
| – Other | |

P-8: Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing

# P-9 [PPT]: ~~%~~ Percent Provisioning Troubles within ~~30~~ "X" Days of Service Order Completion

## Definition

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

## 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~~ which may be order types C, N, R, or T)
- ~~D & F~~ Disconnect ~~O~~orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

## Business Rules

~~Measures the quality and accuracy of completed orders.~~ The first trouble report received after the completion of a service order ~~completion~~ is counted in this measure. ~~Subsequent trouble reports are measured in Repeat Report Rate.~~ When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. ~~Reports are calculated~~ Candidates are identified by searching ~~in~~ the prior report period for all completed service orders ~~following 30 days after completion of the service order for a trouble report issue date~~ 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.

~~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

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

- a = ~~Trouble Reports on all~~ Total completed orders receiving a trouble report within "X" ~~30~~ days of the ~~following~~ service order(s) completion
- b = All service orders completed in the previous reporting period ~~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) |
| • ~~LNP (Standalone)~~ | ~~Retail Residence and Business (POTS)~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS (Excluding Switch Based Orders) |
| • ~~2W~~ UNE Analog Loop with LNP Design | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE 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 xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN/~~(Includes UDC)~~/IDSL | Retail ISDN-BRI |
| • ~~UNE Line Sharing~~ | ~~ADSL Provided to Retail~~ |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| ~~- Dispatch In~~ | ~~Dispatch In~~ |

P-9 [PPT]: ~~%~~ Percent Provisioning Troubles within ~~30~~ "X" Days of Service Order Completion

- ~~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
- Local Interconnection Trunks ..... Parity with Retail Trunks

## 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~~ |

P-9 [PPT]: % Percent Provisioning Troubles within 30 "X" Days of Service Order Completion

# P-11: Service Order Accuracy

## Definition

The "service order accuracy" measurement measures the accuracy and completeness of BellSouth service orders by comparing what was ordered and what was completed.

## 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.)
- D & F orders

## Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Service Order Accuracy Sampling Process: A list of all orders completed in the report month is generated. The orders are then listed by the disaggregations specified in the SQM. For each disaggregation, the quantity of completed orders and the error rate for each disaggregation from the previous month are entered into a "Stratified Random Sampling for Proportions" formula. This formula determines the number of orders that are to be reviewed for each disaggregation. Once the sample size for each disaggregation is determined, the specified quantity of orders for each disaggregation are pulled for review.

## Calculation

**Percent Service Order Accuracy** = (a / b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

## Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits
- Dispatch/Non-Dispatch

## Data Retained

**Relating to CLEC Experience**

- Report Month
- CLEC Order Number and PON
- Local Service Request (LSR)
- Order Submission Date
- Committed Due Date
- Service Type
- Standard Order Activity

**Relating to BellSouth Performance**

- No BellSouth Analog Exist

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale Residence | 95% |
| • Resale Business | |
| • Resale Design (Specials) | |
| • UNE Specials (Design) | |
| • UNE (Non-Design) | |
| • Local Interconnection Trunks | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Resale | 95% |
| • UNE | 95% |
| • UNE-P | 95% |

Note: This measure to be replaced when P-11A is implemented.

P-11: Service Order Accuracy

~~Note: This measure becomes effective with September 2003 service orders. The Service Order Accuracy measure as defined in the previous SQM will be effective prior to that time.~~

# P-11A [SOAC]: Service Order Accuracy



## Definition

~~The Service Order Accuracy measurement~~ This report measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling (Partially Mechanized) by a BellSouth service representative in the LCSC are measured.

## 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 ~~using test OCns.~~ etc., which may be ~~coded~~ order types C, N, R or T ~~etc.~~)
- Disconnect Orders
- ~~CLEC LSRs Submitted Manually (FAX or Courier)~~
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through)
- "Projects" with no LSR

## Business Rules

~~Only CLEC LSRs submitted electronically that fall out of the electronic system for manual processing (partially mechanized) by a BellSouth representative and the resulting service orders are selected for this measure.~~ The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.

### Selected CLEC Affecting Service Attributes

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

### ~~BellSouth LSR Fields~~

A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. ~~The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, i~~If any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order will be scored as a miss. ~~, but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure.~~

~~An example would be~~ BellSouth will maintain a list of LCSC/System workarounds which will not be service affecting. This list ~~which~~ will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Delivery Address

- Listing Activity
- Alphanumeric Listing Identifier Code
- Record Type
- Listing Type
- Listed Telephone Number
- Listed Name, Last Name
- Listed Name, First Name
- Address Indicator
- Listed Address House Number
- Listed Address House Number Suffix
- Listed Address Street Directional
- Listed Address Street Name
- Listed Address Thoroughfare
- Listed Address Street Suffix
- Listed Address Locality
- Yellow Pages Heading

- Features
  - Feature Activity
  - Feature Codes
  - Feature Detail*
- Hunting
  - Hunt Group Activity
  - Hunt Group Identifier
  - Telephone Number Identifier
  - Hunt Type Code
  - Hunt Line Activity
  - Hunting Sequence
  - Number Type
  - Hunting Telephone Number
- E911 Listing
  - Service Address House Number
  - Service Address House Number Suffix
  - Service Address Street Directional
  - Service Address Street Name
  - Service Address Thoroughfare
  - Service Address Street Suffix
  - Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

## Calculation

**Percent Service Order Accuracy** = (a / b) X 100

- a = ~~Applicable~~ Orders completed without error
- b = ~~Applicable~~ Orders completed in reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

~~Data Retained~~

~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~CLEC Order Number (PON)~~
- ~~Local Service Request (LSR) Number~~
- ~~BellSouth Service Order Number~~
- ~~BellSouth Service Order Completion Date~~
- ~~Service Type (Resale, UNE, UNE-P)~~
- ~~Standard Order Activity~~

~~Relating to BellSouth Performance~~

- ~~No BellSouth Analog Exists~~

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale | 95% Accurate |
| • UNE | 95% Accurate |
| • UNE-P | 95% Accurate |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | ~~X~~ | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Resale~~ | ~~95% Accurate~~ |
| ~~• UNE~~ | ~~95% Accurate~~ |
| ~~• UNE-P~~ | ~~95% Accurate~~ |

P-11A [SOAC]: Service Order Accuracy

# P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes

## Definition

~~The number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.~~ This report measures percentage of time that BellSouth performs electronic system updates within 60 minutes of receiving LNP activations.

## Exclusions

- CLEC Caused Errors
- NPAC ~~Caused~~ errors unless caused by BellSouth
- Standalone LNP orders with more than 500 number activations
- 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)
- Listing Orders
- Scheduled OSS Maintenance

## Business Rules

The interval starts when ~~time is~~ the LSI Number Manager broadcast message is sent to BellSouth's gateway. ~~Receipt of the NPAC broadcast activation message in BellSouth's LSMS.~~ The end time is ~~when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes~~ the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole.

## Calculation

**Percent Out of Service < 60 Minutes** = (a / b) X 100

- a = Number of orders containing activations provisioned in less than 60 minutes
- b = Total orders containing LNP Activations

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Order Number~~
- ~~Telephone Number/Circuit Number~~
- ~~Committed Due Date~~
- ~~Date/Time of Recent Change Notice~~

~~**Relating to BellSouth Performance**~~

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • LNP | >= 96.5% |

## SEEM Measure

| SEEM | Tier I | Tier II | ~~Tier III~~ |
|---|---|---|---|
| Yes | X | X | |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• LNP~~ | ~~>= 96.5%~~ |

P-13B [LOOS]: LNP–Percent Out of Service < 60 Minutes

# P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

## Definition

This report measures the p~~P~~ercentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers ~~LNP TNs~~ prior to the due date.

## Exclusions

- Remote Call Forwarding, DIDs, and ISDN Data TNs
- ~~Excludes~~ CLEC or customer caused misses or delays
- 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).
- Zero due dated expedited orders requested by the CLEC
- Listing Orders

## Business Rules

~~Obtain~~ The number of LNP ~~TNs~~ orders where the 10-digit trigger was applie~~abled~~ prior to the due date, divided by ~~and~~ the total number of LNP ~~TNs~~ orders where the 10-digit trigger was applicable.

## Calculation

**Percentage of 10-Digit Trigger Applications** = (a / b) X 100

- a = Count of LNP ~~TNs~~ orders for which 10-digit trigger was applied prior to due date
- b = Total LNP ~~TNs~~ orders for which 10-digit triggers were applicable

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Order Number~~
- ~~Telephone Number/Circuit Number~~
- ~~Committed Due Date~~
- ~~Date/Time of Recent Change Notice~~

~~**Relating to BellSouth Performance**~~

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • LNP ~~(Standalone)~~ | ~~Benchmark:~~ >= 95% |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• LNP (Standalone)~~ | ~~Benchmark: 95%~~ |

P-13C [LAT]: LNP–Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

# P-13D [DTNT]: LNP-~~Average~~ Disconnect Timeliness ~~Interval Distribution~~ (Non-Trigger)



## Definition

~~Disconnect timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.~~ This report measures the percentage of time translations are removed from BellSouth's switch within 4 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval

## 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.,~~) where identifiable. Order types~~ which may be order types C, N, R, or T)
- Listing Orders
- CLEC Caused Errors
- NPAC ~~caused~~ Errors, unless caused by BellSouth
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via Activate Messages ~~have been received compared with the LSR and create messages~~
- ~~Orders which are candidates for 10 digit triggers, except those that did not receive 10 digit triggers prior to the port out date~~
- LSRs where the CLEC did not contact ~~BST~~ BellSouth within 30 minutes after Activate Message

## Business Rules

~~The Disconnect Timeliness interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The~~ Disconnect Timeliness ~~interval~~ is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'activate') for each telephone number ported until each number ~~on the service order~~ is disconnected in the BellSouth ~~Central Office~~ switch. ~~Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.~~ Non-business hours will be excluded from the duration calculation for unscheduled ~~after hours~~ LNP ports. ~~This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.~~

## Calculation

**Disconnect Timeliness ~~Interval~~** = (a - / b) X 100

- a = ~~Completion Date and Time in Central Office switch for each number on disconnect order~~ Number of non-triggerable orders with translations removed in less than 4 hours
- b = ~~Valid 'Number Ported' message received date and time~~ Total number of non-triggerable orders during report period

~~**Average Disconnect Timeliness Interval** = (c / d)~~

- ~~c = Sum of all Disconnect Timeliness Intervals~~
- ~~d = Total Number of disconnected numbers completed in reporting period~~

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

~~Data Retained~~

~~Relating to CLEC Experience~~

- ~~Order Number~~
- ~~Telephone Number/Circuit Number~~
- ~~Committed Due Date~~
- ~~Receipt Date/Time (ESI Number Manager)~~
- ~~Date/Time of Recent Change Notice~~

~~Relating to BellSouth Performance~~

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • LNP (Normal Working Hours and Approved After Hours) | 95% <= 4 Hours |
| • LNP (Unscheduled After Hours Ports) | 95% <= 4 Hours (excluding non-business hours) |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

~~SEEM Disaggregation - Analog/Benchmark~~

- ~~LNP (Normal Working Hours and Approved After Hours) 95% <= 4 Hours~~
- ~~LNP (Unscheduled After Hours Ports) 95% <= 4 Hours (excluding non-business hours)~~

P-13D [DTNT]: LNP-Average Disconnect Timeliness ~~Interval Distribution~~ (Non-Trigger)

# Section 4: Maintenance & Repair

## M&R-1 [PMRA]: Percent Missed Repair Appointments

### Definition

This report measures t~~T~~he percentage of customer trouble reports not cleared by the committed date and time.

### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) ~~troubles~~ or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

### Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time ~~that~~ **BellSouth personnel clear the trouble and closes the** customer **trouble report in ~~his/her~~** their **~~Computer Access Terminal (CAT) or~~ workstation. If this is after the commitment time. the report is flagged as a 'missed commitment' or a 'missed repair appointment'.** ~~When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment).~~ If no access occurs after the commitment time, the report is flagged a missed appointment.

~~Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).~~

### Calculation

**Percentage of Missed Repair Appointments** = (a / b) X 100

- a = Count of customer troubles not cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

### Report Structure

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

### ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~CLEC Company Name~~

- ~~Submission Date and Time (TICKET_ID)~~
- ~~Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~

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

**~~Relating to BellSouth Performance~~**

- ~~Report Month~~
- ~~BellSouth Company Code~~
- ~~Submission Date and Time~~
- ~~Completion Date~~
- ~~Service Type~~
- ~~Disposition and Cause (Non-Design/Non-Special Only)~~
- ~~Trouble Code (Design and Trunking Services)~~

## 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~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, & Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | **Retail Residence & and Business (Dispatch) - (POTS)** (Exclusion of Excluding Switch Based Feature Troubles) |
| • ~~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 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/UDC/IDSL | Retail ISDN – BRI |
| • UNE Line Splitting/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 |
|---|---|---|
| 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~~ |
| • ~~2W Analog Loop Design~~ | ~~Retail Residence, & Business Dispatch~~ |
| • ~~2W Analog Loop Non-Design~~ | ~~Retail Residence & Business (POTS) (Exclusion of Switch Based Feature Troubles)~~ |

M&R-1 [PMRA]: Percent Missed Repair Appointments

- ~~UNE Digital Loop < DS1 ..... Retail Digital Loop < DS1~~
- ~~UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1~~
- ~~UNE Loop + Port Combinations..... Retail Residence & Business~~
- ~~UNE Switch ports ..... Retail Residence & Business (POTS)~~
- ~~UNE Combo Other ..... Retail Residence, Business and Design Dispatch~~
- ~~UNE xDSL (HDSL, ADSL and UCL)..... ADSL Provided to Retail~~
- ~~UNE ISDN..... Retail ISDN – BRI~~
- ~~UNE Line Sharing ..... ADSL Provided to Retail~~
- ~~UNE Other Design..... Retail Design~~
- ~~UNE Other Non-Design..... Retail Residence and Business~~
- ~~Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3~~
- ~~Local Interconnection Trunks..... Parity with Retail~~

**M&R-1 [PMRA]: Percent Missed Repair Appointments**

# M&R-2 [CTRR]: Customer Trouble Report Rate

## Definition

This report measures the percentage of ~~Initial and repeated customer direct or referred~~ customer troubles ~~reported~~ closed within a calendar month. ~~per 100 lines/circuits in service~~.

## Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) ~~Troubles~~ or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

## Business Rules

Customer Trouble Report Rate contains all closed customer direct reports, including repeat reports. ~~is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are~~ divided by the total "number of service" lines~~, ports or combinations that exist for the CLECs and BellSouth respectively at the end of the report month~~.

## Calculation

**Customer Trouble Report Rate** = (a / b) X 100

- a = Count of initial and repeated customer trouble reports closed in the current reporting period
- b = Number of ~~Service Access~~ lines in service at end of the reporting period

## Report Structure

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

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~
- ~~Ticket Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~
- ~~Service Access lines in service at the end of period~~

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

~~Relating to BellSouth Performance~~

- ~~Report Month~~
- ~~BellSouth Company Code~~
- ~~Ticket Submission Date and Time~~
- ~~Ticket Completion Date~~
- ~~Service Type~~
- ~~Disposition and Cause (Non-Design /Non-Special Only)~~
- ~~Trouble Code (Design and Trunking Services)~~
- ~~Service Access lines in service at the end of period~~

## 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~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (~~Exclusion of~~ Excluding Switch Based Feature Troubles) |
| • ~~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 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/UDC/IDSL | Retail ISDN – BRI |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • UNE Other Design | ~~Retail Design~~ Diagnostic |
| • UNE Other Non-Design | ~~Retail Residence and Bus~~iness Diagnostic |
| • ~~Local Transport (Unbundled Interoffice Transport)~~ | ~~Retail DS1/DS3 Interoffice~~ |
| • Local Interconnection Trunks | Parity with Retail Trunks |

## 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~~ |
| • ~~2W Analog Loop Design~~ | ~~Retail Residence and Business Dispatch~~ |
| • ~~2W Analog Loop Non-Design~~ | ~~Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles)~~ |
| • ~~UNE Digital Loop < DS1~~ | ~~Retail Digital Loop < DS1~~ |
| • ~~UNE Digital Loop >= DS1~~ | ~~Retail Digital Loop >= DS1~~ |
| • ~~UNE Loop + Port Combinations~~ | ~~Retail Residence and Business~~ |
| ~~• 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.....Retail ISDN – BRI~~
- ~~UNE Line Sharing.....ADSL Provided to Retail~~
- ~~UNE Other Design.....Retail Design~~
- ~~UNE Other Non-Design.....Retail Residence and Business~~
- ~~Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice~~
- ~~Local Interconnection Trunks.....Parity with Retail~~

M&R-2 [CTRRI]: Customer Trouble Report Rate

# M&R-3 [MAD]: Maintenance Average Duration

## Definition

This report measures the average duration of customer trouble ~~reports, from the receipt of the customer trouble report to the time the trouble report is cleared.~~

## Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) ~~troubles~~ or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

## Business Rules

~~For average~~ The duration ~~the clock~~ starts on the date and time of ~~the~~ receipt of ~~the~~ a ~~correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the~~ repair request. ~~The clock~~ and stops on the date and time the service is restored ~~and the BellSouth or CLEC customer is notified~~. (When the technician completes the trouble ticket on his/her CAT or work systems).

For tickets administered through WFA, (CLECs and BellSouth), durations do not include No Access, Delayed Maintenance and Referred Time.

## Calculation

**Maintenance Duration** = (a - b)

- a = Date and time of service restoration
- b = Date and time customer trouble ticket was opened

**Average Maintenance Duration** = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total closed customer troubles in the reporting period

## Report Structure

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

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~Total Tickets (LINE_NBR)~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~

- ~~Ticket Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~

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

**~~Relating to BellSouth Performance~~**

- ~~Report Month~~
- ~~Total Tickets~~
- ~~BellSouth Company Code~~
- ~~Ticket Submission Date~~
- ~~Ticket Submission Time~~
- ~~Ticket Completion Date~~
- ~~Ticket Completion Time~~
- ~~Total Duration Time~~
- ~~Service Type~~
- ~~Disposition and Cause (Non-Design/Non-Special Only)~~
- ~~Trouble Code (Design and Trunking Services)~~

## 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~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | **Retail Residence and Business - (POTS) (~~Exclusion of~~ Excluding Switch Based Feature Troubles)** |
| • ~~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 Switch ports~~ | ~~Retail Residence and Business (POTS)~~ |
| • ~~UNE Combo Other~~ | ~~Retail Residence, Business & Design Dispatch~~ |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN/UDC/IDSL | Retail ISDN – BRI |
| • UNE Line Splitting/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 |
|---|---|---|
| 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~~
- ~~2W Analog Loop Design~~ ..... ~~Retail Residence and Business Dispatch~~
- ~~2W Analog Loop Non-Design~~ ..... ~~Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles)~~
- ~~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 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~~ ..... ~~Retail ISDN – BRI~~
- ~~UNE Line Sharing~~ ..... ~~ADSL Provided to Retail~~
- ~~UNE Other Design~~ ..... ~~Retail Design~~
- ~~UNE Other Non-Design~~ ..... ~~Retail Residence and Business~~
- ~~Local Transport (Unbundled Interoffice Transport)~~ ..... ~~Retail DS1/DS3 Interoffice~~
- ~~Local Interconnection Trunks~~ ..... ~~rarity with Retail~~

# M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days

## Definition

~~Percent Customer Repeat Troubles within 30 Days measures the percent of customer troubles, during the current reporting period, that had at least one prior trouble ticket on the same line/circuit, anytime in the proceeding 30 calendar days from the receipt of the current trouble report.~~ This report measures the percentage of customer trouble reports received within 30 days of a previous trouble report.

## Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) ~~Troubles~~ or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

## Business Rules

~~This measure includes~~ Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 days of an original customer trouble report. Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

## Calculation

**Percent Repeat Customer Troubles within 30 Days** = (a / b) X 100

- a = Count of repeat customer troubles ~~reports using the 'received date' where more than one trouble report was logged for the same service line/circuit.~~ within a continuous 30 day period
- b = ~~Count of~~ Total customer trouble reports ~~using the 'cleared date',~~ or closed in the reporting period

## Report Structure

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

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~Total Tickets (LINE_NBR)~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~
- ~~Ticket Completion Date (CMPLTN_DT)~~
- ~~Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT_REPEAT)~~
- ~~Service Type~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~

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

~~Relating to BellSouth Performance~~

- ~~Report Month~~
- ~~Total Tickets~~
- ~~BellSouth Company Code~~
- ~~Ticket Submission Date~~
- ~~Ticket Submission Time~~
- ~~Ticket Completion Date~~
- ~~Ticket Completion Time~~
- ~~Total and Percent Repeat Customer Trouble Reports within 30 Days~~
- ~~Service Type~~
- ~~Disposition and Cause (Non-Design /Non-Special Only)~~
- ~~Trouble Code (Design and Trunking Services)~~

## 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~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non-Design) | **Retail Residence and Business - ~~(~~POTS~~)~~ (~~Exclusion of~~ Excluding Switch Based Feature Troubles)** |
| • ~~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 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/UDC/IDSL** | **Retail ISDN – BRI** |
| • UNE Line Splitting/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 |
|---|---|---|
| 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~~ |
| • ~~2W Analog Loop Design~~ | ~~Retail Residence and Business Dispatch~~ |
| • ~~2W Analog Loop Non-Design~~ | ~~Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles)~~ |
| • ~~UNE Digital Loop < DS1~~ | ~~Retail Digital Loop < DS1~~ |
| • ~~UNE Digital Loop >= DS1~~ | ~~Retail Digital Loop >= DS1~~ |
| • ~~UNE Loop + Port Combinations~~ | ~~Retail Residence and Business~~ |

M&R-4 : Percent Repeat Customer Troubles within 30 Days

- ~~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 ..... Retail ISDN – BRI~~
- ~~UNE Line Sharing ..... ADSL Provided to Retail~~
- ~~UNE Other Design ..... Retail Design~~
- ~~UNE Other Non-Design ..... Retail Residence and Business~~
- ~~Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice~~
- ~~Local Interconnection Trunks ..... Parity with Retail~~

**M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days**

# M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

## Definition

This report measures the amount of ~~For~~ **Out of Service Customer Troubles (no dial tone cannot be called or cannot call out)** and is represented as a ~~the~~ percentage of Total OOS Customer Troubles cleared in excess of 24 hours. (All design services troubles are considered to be out of service).

## Exclusions

- **Trouble reports canceled** at the CLEC request
- **BellSouth trouble r**eports associated with administrative service
- **Customer Provided** Equipment (CPE) Troubles or CLEC Equipment Troubles
- Information Tickets
- Troubles outside of BellSouth's control
  - A cut or damaged cable, caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

## Business Rules

Customer trouble reports that are out of service and cleared in excess of 24 hours. The clock ~~begins~~ starts when the customer trouble report is created in LMOS/WFA and ~~the customer trouble~~ **is counted if the elapsed time exceeds 24 hours.**

## Calculation

**Out of Service (OOS) > 24 hours** = (a / b) X 100

- a = Total Cleared Customer Troubles OOS > 24 Hours
- b = Total OOS Customer Troubles in Reporting Period

## Report Structure

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

## ~~Data Retained~~

### ~~Relating to CLEC Experience~~

- ~~Report Month~~
- ~~Total Tickets~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~
- ~~Ticket Completion Date (CMPLTN_DT~~
- ~~Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG~~
- ~~Service type (CLASS_SVC_DESC)~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE-DESC)~~

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

**Relating to BellSouth Performance**

- ~~Report Month~~
- ~~Total Tickets~~
- ~~BellSouth Company Code~~
- ~~Ticket Submission Date~~
- ~~Ticket Submission time~~
- ~~Ticket Completion Date~~
- ~~Ticket Completion Time~~
- ~~Percent of Customer Troubles out of Service > 24 Hours~~
- ~~Service Type~~
- ~~Disposition and Cause (Non-Design/Non-Special only)~~
- ~~Trouble Code (Design and Trunking Services)~~

## 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~~ |
| • ~~2W~~ UNE Analog Loop (Design) | Retail Residence, ~~and~~ Business and Design (Dispatch) (Excluding Digital Loops) |
| • ~~2W~~ UNE Analog Loop (Non–Design) | Retail Residence and Business - ~~(~~POTS~~)~~ ~~(Exclusion of~~ Excluding Switch Based Feature Troubles) |
| • ~~UNE Digital Loop < DS1~~ | ~~Retail Digital Loop < DS~~ |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE FELS | 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/UDC/IDSL | Retail ISDN – BRI |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • UNE Other Design | ~~Retail Design~~ Diagnostic |
| • UNE Other Non-Design | ~~Reti~~ ~~siness~~ Diagnostic |
| • ~~Local Transport (Unbundled Interoffice Transport)~~ | ~~Reti~~ |
| • Local Interconnection Trunks | Parity with Retail Trunks |

## 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~~ |
| • ~~2W Analog Loop Design~~ | ~~Retail Residence, and Business Dispatch~~ |
| • ~~2W Analog Loop Non—Design~~ | ~~Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)~~ |
| • ~~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 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~~ ..... ~~Retail ISDN – BRI~~
- ~~UNE Line Sharing~~ ..... ~~ADSL Provided to~~ Retail
- ~~UNE Other Design~~ ..... Retail Design
- ~~UNE Other Non-Design~~ ..... ~~Retail Residence and Business~~
- ~~Local Transport (Unbundled Interoffice Transport)~~ ..... ~~Retail DS1/DS3 Interoffice~~
- ~~Local Interconnection Trunk~~ ..... ~~Parity with Retail~~

M&R-5 : Out of Service (OOS) > 24 Hours

# 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.

~~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~~ |

# M&R-7: Mean Time to Notify CLEC of Network Outages

## Definition

BellSouth will inform the CLEC and appropriate BellSouth personnel of any Network outages (customer impacting).

## Exclusions

None

## Business Rules

The time it takes for the Network Management Center (NMC) to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

## Calculation

**Time to Notify** = (a - b)

- a = Date and Time NMC Notified
- b = Date and Time NMC detected network incident

**Mean Time to Notify** = (c / d)

- c = Sum of all Times to Notify
- d = Count of all Network Incidents

## Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

**Relating to BellSouth Performance**

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • BellSouth Aggregate | Parity with Retail |
| • CLEC Aggregate | Parity with Retail |
| • CLEC Specific | Parity with Retail |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# Section 5: Billing

## B-1 [BIA]: Invoice Accuracy

### Definition

This measure ~~provides~~ reports the ~~percentage of~~ accuracy of ~~the~~ billing invoices rendered ~~to CLECs during the current month~~ by BellSouth to wholesale and retail customers.

### Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer, adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes)
- Test Accounts

### Business Rules

~~The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes. The CLEC-specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA.~~ Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors and manual OC&C's (Other Charges and Credits) indicative of back-billing errors or manual back-billing greater than 3 bill periods appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.

### Calculation

**Invoice Accuracy** = [(a - b) / a] X 100

- a = Absolute value of total billed revenues during ~~current~~ data month
- b = Absolute value of total billing error related adjustments during ~~current~~ data month

~~**Measure of Adjustments** = [(c-d) / c] X 100~~

- ~~c = Number of Bills in current month~~
- ~~d = Number of Billing-related Adjustments in current month~~

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - ~~Region~~
- Number of Adjustments

### ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~Invoice Type~~

- ~~UNE~~
- ~~Resale~~
- ~~Interconnection~~

- ~~total billed revenue~~
- ~~Total Billing Related Adjustments~~
- ~~Number of Bills~~
- ~~Number of Adjustments~~

~~**Relating to BellSouth Performance**~~

- ~~Report Month~~
- ~~Retail Type~~
  - ~~CRIS~~
  - ~~CABS~~
- ~~Total billed revenue~~
- ~~Total Billing Related Adjustments~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Product/Invoice Type~~ | ~~Parity with BellSouth Retail Aggregate~~ |
| CLEC Invoice Accuracy | |
| • Resale | Retail Invoice Accuracy |
| • UNE | Retail Invoice Accuracy |
| • Interconnection | Retail Invoice Accuracy |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Resale~~ | ~~Parity with Retail~~ |
| ~~UNE~~ | |
| ~~Interconnection~~ | |

B-1 [BIA]: Invoice Accuracy

# B-2 [BIT]: Mean Time to Deliver Invoices

## Definition

This report measures the mean interval for timeliness of billing invoices ~~sent to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days~~ delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

## Exclusions

None

## Business Rules

~~Bill Distribution is calculated as follows: CRIS BILLS-The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first workday. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.~~

~~CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.~~

Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice.

To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity.

## Calculation

**Invoice Timeliness** = (a - b)

- a = Invoice Transmission Date
- b = ~~Close Date of Scheduled~~ Bill Cycle Period Date

**Mean Time to Deliver Invoices** = (c / d)

- c = Sum of all invoice timeliness intervals
- d = Count of invoices transmitted in reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~

- ~~Invoice Type~~
  - ~~UNE~~
  - ~~Resale~~
  - ~~Interconnection~~
  - ~~State~~
- ~~Invoice Transmission Count~~
- ~~Date of Scheduled Bill Close~~

**~~Relating to BellSouth Performance~~**

- ~~Report Month~~
- ~~Invoice Type~~
  - ~~CRIS~~
  - ~~CABS~~
- ~~Invoice Transmission Count~~
- ~~Date of Scheduled Bill Close~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Product/Invoice Type~~ | |
| ~~State~~ | |

The average delivery intervals are compared as follows:

- Resale CRIS ..... Retail CRIS
- UNE CRIS ..... Retail CRIS
- Interconnection UNE CABS ..... Retail CABS

**~~SQM Analog/Benchmark~~**

~~CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.~~

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~CLEC State~~ | ~~Parity with Retail~~ |
| ~~CRIS~~ | |
| ~~CABS~~ | |
| ~~BST State~~ | |

B-2 [BIT] Mean Time to Deliver Invoices

# B-3: Usage Data Delivery Accuracy

## Definition

This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.

## Exclusions

None

## Business Rules

The accuracy of the data delivery of usage records delivered by BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.

## Calculation

**Usage Data Delivery Accuracy (Packs)** = (a - b) / a X 100 (This calculation not ordered by the FPSC)

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

**Usage Data Delivery Accuracy (Records)** = (c - d) / c X 100

- c = Total number of usage records sent during current month
- d = Total number of usage records requiring retransmission during current month

## Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded
- Number of Records
- Packs

### Relating to BellSouth Performance

- Report Month
- Record Type
- Number of Records
- Packs

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | Parity With Retail |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • CLEC State (In Florida, SEEM is based on records) | Parity with Retail |
| • BellSouth Region | |

# B-4: Usage Data Delivery Completeness

## Definition

This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BellSouth messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

## Exclusions

None

## Business Rules

The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.

## Calculation

**Usage Data Delivery Completeness** = (a / b) X 100

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | >= 98% within 30 Calendar Days |

**SEEM Measure**

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

**SEEM Disaggregation - Analog/Benchmark**

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

B-4: Usage Data Delivery Completeness

# B-5 [UDDT]: Usage Data Delivery Timeliness

## Definition

This ~~measurement provides a percentage of~~ report measures recorded usage data ~~(usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing)~~ that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. ~~A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.~~

## Exclusions

None

## Business Rules

~~The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily.~~ The timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

## Calculation

**Usage Data Delivery Timeliness Current Month** = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~Record Type~~
  - ~~BellSouth Recorded~~
  - ~~Non-BellSouth Recorded~~

~~**Relating to BellSouth Performance**~~

- ~~None~~

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • ~~Region~~ Usage Data Delivery Timeliness | >= 95% ~~Delivered within~~ ~~6~~ Six Calendar Days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| ~~No~~ Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Not Applicable~~ | ~~Not Applicable~~ |

# B-6: Mean Time to Deliver Usage

## Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

## Exclusions

None

## Business Rules

The purpose of this measure is to calculate the average number of days it takes BellSouth to deliver usage data to the appropriate CLEC. The calculation reflects the differences between the date the data is transmitted or mailed to the CLEC and the date the data is generated by Customer divided by the total record volume delivery.

Each delivery record is calculated as the time, in days, between when the customer generates the call and when BellSouth delivers the usage data to the CLEC. Each delivery record is categorized by the resulting number of days.

An estimated interval is calculated for each category by taking the total number of usage data records delivered for that period and multiplying it by the total number of days in that period. The mean (average) time to deliver the usage data is calculated by summing all estimated intervals and dividing by the total number of records delivered.

> **Note**: Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

## Calculation

**Delivery Interval Record** = (a - b)

- a = Date BellSouth delivers the usage data
- b = Date usage data is generated by the customer

**Estimated Interval** = (c X d)

- c = Number of records delivered in each category
- d = Number of days to deliver for the category

**Mean Time to Deliver Usage** = (e / f)

- e = Sum of all estimated intervals
- f = Total number of records delivered

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Region

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

**Relating to BellSouth Performance**

- None

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | <= 6 Days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# B-7: Recurring Charge Completeness

## Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

## Exclusions

None

## Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill.

## Calculation

**Recurring Charge Completeness** = (a / b) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the bill

[1]Correct bill = next available bill

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Invoice Type
- Total Recurring Charges Billed
- Total Billed On Time

**Relating to BellSouth Performance**

- Report Month
- Retail Analog
- Total Recurring Charges Billed
- Total Billed On Time

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Product/Invoice Type | |
| • Resale | Parity |
| • UNE | Benchmark 90% |
| • Interconnection | Benchmark 90% |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Not Applicable | Not Applicable |

# B-8: Non-Recurring Charge Completeness

## Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

## Exclusions

None

## Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

## Calculation

**Non-Recurring Charge Completeness** = (a / b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the bill

[1]Correct bill = next available bill

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
- State

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Invoice Type
- Total Non-Recurring Charges Billed
- Total Billed On Time

**Relating to BellSouth Performance**

- Report Month
- Retail Analog
- Total Non-Recurring Charges Billed
- Total Billed On Time

## SQM Level of Disaggregation - Analog/Benchmark

| *SQM Level of Disaggregation* | SQM Analog/Benchmark |
|---|---|
| Product/Invoice Type | |
| • Resale | Parity |
| • UNE | Benchmark 90% |
| • Interconnection | Benchmark 90% |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

## Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

## Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

## Business Rules

This measure will provide the % of errors corrected in "X" Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (http://pmap.bellsouth.com/) and click the Documentation/Exhibits link, then select the "CLEC Problem/Issue/File Retransmission form."

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

## Calculation

**Timeliness of Daily Usage EMI Content Errors Corrected** = (a / b) X 100

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

**Timeliness of Daily Usage Pack Format Errors Corrected** = (c / d) X 100

- c = Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

## Report Structure

- CLEC Specific
  - Total number of BST disputed Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of BST disputed Daily Usage Packs with Format Errors received in reporting month
  - Total number of Daily Usage Packs with Format Errors received in reporting month
- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | Diagnostic |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Jo | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

## B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

# B-10 [PBEC]: Percent Billing ~~Errors Corrected~~ Adjustment Requests (BAR) Responded to within ~~"X"~~ 45 Business Days

## Definition

This report measures timely responses to carrier bill adjustments requests.

## Exclusions

- Adjustments ~~that are~~ initiated by BellSouth

## Business Rules

This measure applies to CLEC wholesale bill adjustment requests. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. The clock starts when BellSouth receives the CLEC Billing Adjustment Request (BAR) form and the clock stops when BellSouth either makes an adjustment through BOCRIS or ACATS (generally next CLEC bill unless adjustment request after middle of the month) or BellSouth denies the request in BDATS or ACATS and BellSouth notifies the CLEC of the BAR resolution. BellSouth will report separately those adjustment requests that are disputed by BellSouth. (BAR form and instructions are found at www.interconnection.bellsouth.com/forms/html/billing&collections.html).

## Calculation

**Percent Billing ~~Errors Corrected~~ Adjustments Responded to within 45 Business Days** = (a / b) X 100

- a = Total number of BAR ~~resolutions sent~~ requests received in the data month that were responded to in 45 business days
- b = Total number of BAR requests received ~~resolutions due~~ in ~~reporting period~~ the data month

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - ~~Region~~

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Number of BellSouth Adjustments in 45 Business Days~~
- ~~Total number of Billing Adjustment Requests in Reporting Period~~
- ~~Number of Adjustments disputed by BellSouth (reported separately)~~

~~**Relating to BellSouth Performance**~~

- ~~None~~

## SQM Disaggregation - Retail Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~State~~ | ~~90% Billing Disputes <= 45 Business Days~~ |
| Percent Billing Adjustment Requests responded to | 90% <= 45 business days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~State~~ | ~~90% Billing Disputes <= 45 Business Days~~ |

~~Note: In order to set an appropriate penalty provision, staff recommends deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.~~

B-10 [PBEC]: Percent Billing ~~Errors Corrected~~ Adjustment Requests (BAR) Responded to within "X" 45 Business Days

# Section 6: Operator Services and Directory Assistance

## OS-1: Speed to Answer Performance/Average Speed to Answer – Toll

### Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

### Exclusions

None

### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

### Calculation

**Speed to Answer Performance/Average Speed to Answer – Toll** = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

### Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

### Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

OS-1: Speed to Answer Performance/Average Speed to Answer - Toll

# OS-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Toll

## Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

## Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation: | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregatio | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

## Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

**Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)** = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

## Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| None | Parity by Design |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)

## Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

## Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# Section 7: Database Update Information

## D-1: Average Database Update Interval

### Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings.

### Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

### Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system. This metric includes updates from stand-alone directory listing orders.

### For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

### Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

### Calculation

**Update Interval** = (a - b)

- a = Completion Date and Time of Database Update
- b = Submission Date and Time of Database Change

**Average Update Interval** = (c / d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

## Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

## Data Retained

**Relating to CLEC Experience**

- Database File Submission Time
- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

**Relating to BellSouth Performance**

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Database Type | Parity by Design |
| • LIDB | |
| • Directory Listings | |
| • Directory Assistance | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Jo | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

D-1: Average Database Update Interval

# D-2: Percent Database Update Accuracy

## Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB) Directory Assistance and Directory Listings using a statistically valid sample of completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth Service Orders.

## Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

## Business Rules

For each update reviewed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

A statistically valid sample of completed CLEC Service Orders is pulled each month. This metric includes updates from stand-alone directory listing orders.

## Calculation

**Percent Update Accuracy** = (a / b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

## Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)
- Geographic Scope
  - Region

## Data Retained

**Relating to CLEC Experience**

- Report Month
- CLEC Order Number (so_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

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

**Relating to BellSouth Performance**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Database Type | 95% Accurate |
| – LIDB | |
| – Directory Listings | |
| – Directory Assistance | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

D-2: Percent Database Update Accuracy

# D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

## Definition

Measurement of the percent of NXX(s) and Location Routing Numbers (LRNs) loaded and tested in new end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

## Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date
- Expedite Requests

## Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date, or completion of the initial interconnection trunk group(s) whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration – Dispatch-In database.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing and Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

## Calculation

**Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date** = (a / b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)
- Geographic Scope
  - Region

## Data Retained

**Relating to CLEC Experience**

- Company Name
- Company Code
- NPA/NXX
- LERG Effective Date
- Loaded Date

**Relating to BellSouth Performance**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregatio | SQM Analog/Benchmark |
|---|---|
| • Geographic Scope<br>Region | 100% by LERG Effective Date |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Io | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

# Section 8: E911

## E-1: Timeliness

### Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

### Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

### Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

### Calculation

**E911 Timeliness** = (a / b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

### Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

### Data Retained

- Report Month
- Aggregate Data

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

### SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

### SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# E-2: Accuracy

## Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Accuracy** = (a / b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report Month
- Aggregate Data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| None | Parity by Design |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Not Applicable | Not Applicable |

# E-3: Mean Interval



## Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Interval** = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

**E911 Mean Interval** = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report Month
- Aggregate Data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| None | Parity by Design |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Not Applicable | Not Applicable |

# Section ~~9~~ 6: Trunk Group Performance

## TGP-1 [TGPA]: Trunk Group Performance-~~Aggregate~~

### Definition

~~The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.~~

This report displays Trunk Group blocking performance for both BellSouth and CLECs.

### Exclusions

- Trunk groups blocked due to unanticipated significant increases in CLEC traffic (An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous month's traffic when the increase was not forecasted by the CLEC.)
- Orders ~~that are~~ delayed or refused by CLEC
- Trunk groups for which ~~there was no~~ valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Final groups actually overflowing, not blocked

### Business Rules

The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. ~~BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.~~

**Monthly Average Blocking:**

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24-time-consistent hours across a reporting cycle.

**Aggregate Monthly Blocking:**

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

**Trunk Categorization:**

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:

**CLEC Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 3: | BellSouth End Office | CLEC Switch |
| Category 4: | BellSouth Local Tandem | CLEC Switch |
| Category 5: | BellSouth Access Tandem | CLEC Switch |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

**BellSouth Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 9: | BellSouth End Office | BellSouth End Office |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

## Calculation

**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
- ~~With and Without Exclusion for Orders Delayed or Refused by CLEC~~

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Report Month~~
- ~~Total Trunk Groups~~
- ~~Number of trunk groups by CLEC~~
- ~~Hourly blocking per trunk group~~
- ~~Hourly usage per trunk group~~
- ~~Hourly call attempts per trunk group~~

TGP-1 [TGPA]: Trunk Group Performance-Aggregate

~~Related to BellSouth Performance~~

- ~~Report Month~~
- ~~Total Trunk Groups~~
- ~~Aggregate hourly blocking per trunk group~~
- ~~Hourly usage per trunk group~~
- ~~Hourly call attempts per trunk group~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • CLEC Aggregate and CLEC Specific | BellSouth Aggregate<br>Any ~~consecutive~~ 2 consecutive hours ~~period~~ in a 24-hours period where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where CLEC uses that Trunk Group), and 16 for CLECs and 1, 9, 10 (where BellSouth uses that Trunk Group) and 16 for BellSouth |
| ~~• BellSouth Aggregate~~ | |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• CLEC Aggregate~~ | ~~Any consecutive 2 hour period in 24-hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth~~ |
| ~~• BellSouth Aggregate~~ | |

TGP-1 [TGPA]: Trunk Group Performance-Aggregate

# TGP-2: Trunk Group Performance – CLEC Specific

## Definition

The Trunk Group Performance report displays, over a reporting cycle, CLEC specific, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

## Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing not blocked

## Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

**Monthly Average Blocking:**

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

**Aggregate Monthly Blocking:**

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

**Trunk Categorization:**

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

**CLEC Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 3: | BellSouth End Office | CLEC Switch |
| Category 4: | BellSouth Local Tandem | CLEC Switch |
| Category 5: | BellSouth Access Tandem | CLEC Switch |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

**BellSouth Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 9: | BellSouth End Office | BellSouth End Office |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

## Calculation

**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

## Report Structure

- CLEC Specific
- State
- With and Without Exclusion for Orders Delayed or Refused by CLEC

## Data Retained

**Relating to CLEC Experience**

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

**Relating to BellSouth Performance**

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| CLEC Trunk Group | Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth |

TGP 2: Trunk Group Performance-CLEC Specific

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • CLEC Trunk Group | Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth |
| • BellSouth Trunk Group | |

TGP-2: Trunk Group Performance-CLEC Specific

# Section ~~10~~ 7: Collocation

## C-1 [ART]: Collocation Average Response Time

### Definition

This report ~~M~~measures the ~~average~~ time ~~(counted in calendar days) from the~~ it takes BellSouth to respond to the receipt of a complete and accurate collocation application ~~(including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing~~. BellSouth must respond as to whether or not space is available w~~W~~ithin the required number of calendar days ~~as designated by the Collocation order~~ after having received a bona fide application for ~~physical~~ collocation~~, BellSouth must respond with space availability and a price quote~~

### Exclusions

- Any application canceled by the CLEC

### Business Rules

The ~~clock starts~~ interval begins on the date ~~that~~ BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The ~~clock~~ interval stops on the date ~~that~~ BellSouth returns a response. The ~~clock~~ interval will restart upon receipt of changes to the original application request.

### Calculation

**Response Time** = (a - b)

- a = Request Response Date
- b = Request Submission Date

**Average Response Time** = (c / d)

- c = Sum of all response times
- d = Count of responses returned within the reporting period

### Report Structure

- ~~Individual~~ CLEC ~~(alias) aggregate~~ Specific
- CLEC Aggregate ~~of all CLECs~~
- Geographic Scope
  - State

### ~~Data Retained~~

- ~~Report Period~~
- ~~Aggregate Data~~

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~State~~ | ~~15 Calendar Days~~ |
| Virtual-Initial | ~~Physical Caged~~ 15 Calendar Days |
| Virtual-Augment | ~~Physical Cageless~~ 15 Calendar Days |
| Physical Caged-Initial | 15 Calendar Days |
| Physical Caged Augment | 15 Calendar Days |
| Physical Cageless-Initial | 15 Calendar Days |
| Physical Cageless-Augment | 15 Calendar Days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

C-1 [ART]: Collocation Average Response Time

# C-2 [AT]: Collocation Average Arrangement Time

## Definition

This report ~~M~~measures the average time (~~counted~~ in calendar days) for ~~from receipt of a complete and accurate bona fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC.~~ provisioning a collocation arrangement.

## Exclusions

- Any bona fide firm order canceled by the CLEC
- Any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval

## Business Rules

The ~~clock starts~~ interval (in calendar days) for collocation arrangements begins on the date that BellSouth receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends. ~~The clock stops~~ on the date that BellSouth completes the collocation arrangement and notifies the CLEC. ~~The cable assignments associated with the specific collocation request will be provided prior to completion of the arrangement.~~

## Calculation

**Arrangement Time** = (a - b)

- a = Date collocation arrangement is complete
- b = Date order for collocation arrangement submitted

**Average Arrangement Time** = (c / d)

- c = Sum of all arrangement times
- d = Total number of collocation arrangements completed during reporting period

## Report Structure

- ~~Individual~~ CLEC ~~(alias) aggregate~~ Specific
- CLEC **Aggregate ~~of all CLECs~~**
- Geographic Scope
  - State

## ~~Data Retained~~

- ~~Report Period~~
- ~~Aggregate Data~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~State~~ Virtual-Initial | ~~Virtual~~ 60 Calendar Days |
| Virtual-~~Initial~~ Augment (without space increase) | **~~Virtual-Augment~~ 60 Calendar Days ~~(Without~~ Space Increase~~)~~** |
| Virtual-Augment (with space increase) | **~~Virtual-Augment~~ 60 Calendar Days ~~(With Space Increase)~~** |
| Physical Caged-Initial | ~~Physical Caged -~~ 90 Calendar Days ~~(Ordinary)~~ |
| Physical Caged-Augment (without space increase) | ~~Physical Caged-Augment -~~ 45 Calendar Days ~~(Without Space Increase)~~ |
| Physical Caged-Augment (with space increase) | ~~Physical Caged-Augment~~ 90 Calendar Days ~~(With Space Increase)~~ |
| Physical Cageless-Initial | ~~Physical Cageless~~ 90 Calendar Days |
| Physical Cageless-Augment (without space increase) | ~~Physical Cageless-Augment~~ 45 Calendar Days ~~Increase)~~ |
| Physical Cageless-Augment (with space increase) | **~~Physical Cageless-Augment~~ 90 Calendar Days** ~~(With space Increase)~~ |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

C-2 [AT]: Collocation Average Arrangement Time

# C-3 [PMDD]: Collocation Percent of Due Dates Missed

## Definition

This report measures the percentage of missed due dates for ~~both virtual and physical~~ collocation arrangements.

## Exclusions

- Any bona fide firm order canceled by the CLEC

## Business Rules

Percent Due Dates Missed is the percentage of total collocation arrangements which BellSouth is unable to complete by ~~end of~~ the BellSouth committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

## Calculation

~~%~~ Percent ~~of~~ Due Dates Missed = (a / b) X 100

- a = Number of completed ~~orders~~ collocation arrangements that were not completed by the ~~BellSouth~~ committed due date ~~during~~ in the reporting period
- b = Total ~~n~~Number of ~~orders~~ collocation arrangements completed in the reporting period

## Report Structure

- ~~Individual~~ CLEC Specific ~~(alias) aggregate~~
- CLEC Aggregate ~~of all CLECs~~
- Geographic Scope
  - State

## ~~Data Retained~~

- ~~Report Period~~
- ~~Aggregate Data~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~State~~ | ~~>= 95% on time~~ |
| Virtual-Initial | >= 95% on time |
| Virtual- Augment | >= 95% on time |
| Physical Caged-Initial | >= 95% on time |
| Physical Caged-Augment | >= 95% on time |
| Physical Cageless-Initial | >= 95% on time |
| Physical Cageless-Augment | >= 95% on time |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | X | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~All Collocation Arrangements~~ | ~~>= 95% on time~~ |

# Section ~~11~~ 8: Change Management

## CM-1 [CMN]: Timeliness of Change Management Notices

### Definition

This report measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

### Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. ~~F~~(for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

### Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and timeframes set forth in the Change Control Process. ~~The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.~~

The ~~clock starts~~ interval begins on the notification date. ~~The clock stops~~ and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the ~~clock~~ interval would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

### Calculation

**Timeliness of Change Management Notices** = (a / b) X 100

- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### ~~Data Retained~~

- ~~Report Period~~
- ~~Notice Date~~
- ~~Release Date~~

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Region~~ Notices | 98% on time |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Region~~ | ~~98% on time~~ |

# CM-2: Change Management Notice Average Delay Days

## Definition

Measures the average delay days for change management system release notices sent outside the timeframe set forth in the Change Control Process

## Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system vendor
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

## Business Rules

This metric is designed to compute the average delay days for change management notices sent to the CLECs outside the timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

## Calculation

**Change Management Notice Delay Days** = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

**Change Management Notice Average Delay Days** = (c / d)

- c = Sum of all Change Management Notice delay days
- d = Total number of notices sent late

## Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Region | <= 5 Days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Not Applicable | Not Applicable |

CM-2: Change Management Notice Average Delay Days

# CM-3 [CMD]: Timeliness of ~~Documents~~ Documentation Associated with Change

## Definition

This report ~~M~~measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

## Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

## Business Rules

The ~~clock starts~~ interval begins on the date the business rule documentation is released ~~date. The clock stops~~ and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the ~~clock~~ interval would restart.

~~This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs~~ dDocumentation standards and timeframes ~~set forth~~ can be found in the Change Control Process, ~~a copy of which can be found at~~ on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). ~~The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.~~

## Calculation

**Timeliness of ~~Documents~~ Documentation Associated with Change** = (a / b) X 100

- a = Change Management documentation sent within required timeframes after notices
- b = Total number of Change Management documentation sent

## Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

## ~~Data Retained~~

- ~~Report Period~~
- ~~Notice Date~~
- ~~Release Date~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Region~~ Documentation | 98% on Time |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Region~~ | ~~98% on Time~~ |

# CM-4: Change Management Documentation Average Delay Days

## Definition

Measures the average delay days for requirements or business rule documentation sent outside the timeframes set forth in the Change Control Process.

## Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth's control, such as changes due to regulatory mandate or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

## Business Rules

This metric is designed to compute the average delay days for business rule documentation sent to the CLECs outside the timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

## Calculation

**Change Management Documentation Delay Days** = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

**Change Management Documentation Average Delay Days** = (c / d)

- c = Sum of all CM documentation delay days
- d = Total Change Management documents sent

## Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | <= 5 Days |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|

# CM-5 [ION]: Notification of CLEC Interface Outages

## Definition

This report ~~M~~measures the time it takes BellSouth to notify the CLECs of an ~~outage of an~~ interface outage as defined by the Change Control Process (CCP) documentation.

## Exclusions

None

## Business Rules

~~This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process documentation.~~
BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported system error.
2. BellSouth finds an error message within the ~~system~~ error log that identically matches a CLEC reported system outage.
3. When ~~3~~ three or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

~~Note:~~ The 15-minute ~~clock~~ interval begins once a CLEC reported outage or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the ~~clock~~ interval begins at the point of verification.

~~This metric will be expressed as a percentage.~~

## Calculation

**Notification of CLEC Interface Outages** = (a / b) X 100

- a = Number of interface outages where CLECs are notified within 15 minutes
- b = Total number of interface outages

## Report Structure

- CLEC Aggregate
- Geographic Scope
  - Region

## ~~Data Retained~~

~~**Relating to CLEC Experience**~~

- ~~Number of Interface Outages~~
- ~~Number of Notifications <= 15 minutes~~

~~**Relating to BellSouth Performance**~~

- ~~Not Applicable~~

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • By interface type for all interfaces accessed by CLECs | 97% <= 15 Minutes |

| Interface | Applicable to |
|---|---|
| EDI | CLEC |
| CSOTS | CLEC |
| LENS | CLEC |
| TAG | CLEC |
| ECTA | CLEC |
| TAFI | CLEC/BellSouth |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Not Applicable~~ | ~~Not Applicable~~ |

CM-5 [ION]: Notification of CLEC Interface Outages

# CM-6 [PSEC]: Percentage of Software Errors Corrected in "X" ~~(10, 30, 45)~~ Business Days

## Definition

This report m~~M~~easures the percentage of all outstanding software errors, due and overdue, to be corrected by BellSouth in "X" ~~(10, 30, 45)~~ business days within the ~~monthly~~ report period.

## Exclusions

- Software corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

## Business Rules

~~This metric is designed to measure BellSouth's performance each month in correcting identified software errors within the specified interval.~~ The ~~clock starts~~ interval begins when a Software Error is validated per the Change Control Process (CCP)~~, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html,~~ and ~~stops~~ ends when the error is corrected and the notice is posted to the change control website. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP if agreed to by the CLEC or ordered by the Commission. A copy of the most current CCP can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

## Calculation

**Percentage of Software Errors Corrected in "X" ~~(10, 30, 45)~~ Business Days** = (a / b) X 100

- a = Total number of software errors corrected ~~where~~ in "X" ~~= 10, 30, or 45~~ business days, as defined for each severity level (Severity 2, Severity 3, and Severity 4)
- b = Total number of Severity 2, Severity 3, and Severity 4 software errors ~~requiring correction where "X" = 10, 30, or 45 Business Days.~~ corrected

## Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- Geographic Scope
  - Region

## ~~Data Retained~~

- ~~Report Period~~
- ~~Total Completed~~
- ~~Total completed within "X" business days~~
- ~~Disputed, rejected or reclassified software errors~~

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • ~~Region~~ Errors | 95% within Interval |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Region~~ | ~~95% within interval~~ |

CM-6 [PSEC]C: Percentage of Software Errors Corrected in "X" ~~(10, 30, 45)~~ Business Days

# CM-7 [PCRAR]: Percentage of Change Requests Accepted or Rejected within 10 Days

## Definition

This report mMeasures the percentage of change requests, other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.

## Exclusions

- Change requests ~~that are~~ canceled or withdrawn before a response from BellSouth is due

## Business Rules

The acceptance/rejection interval ~~starts~~ begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found ~~at~~ on the Interconnection website: (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The ~~clock~~ interval ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions that have been responded to within~~, not just those received and accepted or rejected in~~ the reporting period.

## Calculation

**Percentage of Change Requests Accepted or Rejected within 10 Business Days** = (a / b) X 100

- a = Total number of change requests responses due in the reporting period that were accepted or rejected within 10 business days
- b = Total number of change requests ~~submitted~~ due in the reporting period

## Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

## ~~Data Retained~~

- ~~Report Period~~
- ~~Requests Accepted or Rejected~~
- ~~Total Requests~~

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • ~~Region~~ Requests Accepted/Rejected | 95% within Interval |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| Yes | | X |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Region~~ | ~~95% within Interval~~ |

# CM-8 [PCRR]: Percent Change Requests Rejected

## Definition

This report Mmeasures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected ~~by reason~~ within the report period.

## Exclusions

- Change requests ~~that are~~ canceled or withdrawn before a response from BellSouth is due

## Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found ~~at~~ on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within~~, not just those received and accepted or rejected in~~ the ~~same~~ reporting period.

## Calculation

**Percent Change Requests Rejected** = (a / b) X 100

- a = Total number of change requests rejected in the reporting period
- b = Total number of change requests ~~submitted~~ responded to within the reporting period

## Report Structure

- BellSouth Aggregate
- ~~Cost~~
- ~~Technical Feasibility~~
- Geographic Scope
  - Region

## ~~Data Retained~~

- ~~Report Period~~
- ~~Requests Rejected~~
- ~~Total Requests~~

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Region~~ | ~~Diagnostic~~ |
| Reason – Cost | Diagnostic |
| Reason – Technical Feasibility | Diagnostic |
| Reason – Industry Direction | Diagnostic |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

## ~~SEEM Disaggregation - Analog/Benchmark~~

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

# CM-9 [NDPR]: Number of Defects in Production Releases (Type 6 CR)

## Definition

This report ~~M~~measures the number of defects in production releases. This measure will be presented as the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, ~~and~~ the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, ~~and~~ Severity 3 Defects, and Severity 4 Defects can be found in the Change Control Process document.

## Exclusions

None

## Business Rules

This metric measures the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, ~~and~~ the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, ~~and~~ 3, and 4 Defects can be found in the Change Control Process, which can be found ~~at~~ on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

## Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, ~~and~~ the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects.

## Report Structure

- Production Releases
- Number of Type 6 Severity 1 Defects
- Number of Type 6 Severity 2 Defects without a mechanized work around
- Number of Type 6 Severity 3 Defects
- Number of Type 6 Severity 4 Defects
- Geographic Scope
  - Region

## ~~Data Retained~~

- ~~Region~~
- ~~Report Period~~
- ~~Production Releases~~
- ~~Number of Type 6 Severity 1 defects~~
- ~~Number of Type 6 Severity 2 defects without a mechanized work around~~
- ~~Number of Type 6 Severity 3 defects~~

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| ~~Region~~—Number of Type 6 Severity 1 Defects | 0 Defects |
| ~~Region~~—Number of Type 6 Severity 2 Defects without a mechanized work around | 0 Defects |
| ~~Region~~—Number of Type 6 Severity 3 Defects | 0 Defects |
| Number of Type 6 Severity 4 Defects | 0 Defects |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~Not Applicable~~ | ~~Not Applicable~~ |

CM-9 [NDPR]: Number of Defects in Production Releases (Type 6 CR)

# CM-10 [SV]: Software Validation

## Definition

This report ~~M~~measures software validation test results for production releases of BellSouth local interfaces.

## Exclusions

None

## Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software production releases work as designed. Each transaction in the test deck is assigned a weight factor~~, which is~~ based on the weights ~~that have been~~ assigned to the metrics. Within the software validation metric, weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a production release. Test deck transactions will be executed using production release software in the CAVE environment. Within seven (7) business days following completion of the production release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found ~~at~~ on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

## Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using production release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

## Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

## ~~Data Retained~~

- ~~Report Period~~
- ~~Production Release Number~~
- ~~Test Deck Weights~~
- ~~% test deck weight failure~~

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • ~~Region~~ Failed Transactions | <= 5% |

## SEEM Measure

| SEEM | Tier I | Tier II |
|---|---|---|
| No | | |

| ~~SEEM Disaggregation~~ | ~~SEEM Analog/Benchmark~~ |
|---|---|
| ~~• Not Applicable~~ | ~~Not Applicable~~ |

CM-10 [SV]: Software Validation

# CM-11 [PCRIP]: Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

## Definition

This report ~~M~~measures whether BellSouth provides CLECs timely implementation of prioritized software change requests.

## Exclusions

- Software change requests ~~that are~~ implemented later than 60 weeks with the consent of the CLECs
- Software change requests ~~or which~~ where 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~~ interval ~~when a~~ for each software change request begins when it has first been prioritized as described in the Change Control Process~~.~~ and ends ~~The clock stops~~ when the software change request has been implemented by BellSouth and made available to the CLECs. 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 ~~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

**Percentage of Type 5 CLEC Initiated Software Change Requests Implemented on Time** = (a / b) X 100

- a = Total number of prioritized Type 5 software 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 software change requests prioritized more than 60 weeks before the end of the monthly reporting period

**Percentage of Type 4 BellSouth Initiated Software Change Requests Implemented on Time** = ~~(a / b)~~ (c / d) X 100

- ~~a~~ c = Total number of prioritized Type 4 software 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~~ d = All entries in "a c" above plus all Type 4 software change requests prioritized more than 60 weeks before the end of the monthly reporting period

## Report Structure

- BellSouth Aggregate
- Type 4 Requests Implemented
- Type 5 Requests Implemented
- ~~%~~ Percent implemented within 16, 32, 48 and 60 weeks
- Geographic Scope
  - Region

## ~~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~~ | ~~5% 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 [PCRIP]: Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

# CM-11A (ATIPCR): Average Time to Implement Process Change Requests

## Definition

This report measures the average time BellSouth takes to implement prioritized Process Change Requests.

## Exclusions

- Process Change Requests implemented later than 60 days 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 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.

## Calculation

**Average Implementation Time for the Type 5 CLEC Initiated Process Change Requests** = (a / b)

- a = Sum of implementation times for the prioritized Type 5 Process Change Requests implemented within the data month
- b = Total number of prioritized Type 5 Process Change Requests implemented within the data month

**Average Implementation Time for the Type 4 BellSouth Initiated Process Change Requests** = (c / d)

- c = Sum of implementation times for the prioritized Type 4 Process Change Requests implemented within the data month
- 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 | | |

CM-11A (ATIPCR): Average Time to Implement Process Change Requests

# Appendix A: Reporting Scope

## A-1: Standard Service Groupings

See individual reports in the body of the SQM.

## A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

### Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

### Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

### Maintenance Query Types

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

### Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

# Appendix BA: Glossary of Acronyms and Terms

## Symbols used in calculations

~~Σ A mathmatical symbol representing the sum of a series of values following the symbol.~~

A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division.

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

( )
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

## A

**ACD**
Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

**Aggregate**
Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

**ALEC**
Alternative Local Exchange Company=~~FI-CLEC~~ – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

**ADSL**
Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

**ASR**
Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

**ATLAS**
Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

~~ATLASTN~~
~~ATLAS software contract for telephone number~~

**Auto Clarification**
A~~The number of~~ LSRs that ~~were~~ was electronically rejected from LESOG and electronically returned to the CLEC for correction.

## B

~~**BFR**~~
~~Bona Fied Request~~

**BILLING**
The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

**BOCRIS**
Business Office Customer Record Information System (Front-end to the CRIS database.) – System used to maintain customer account information which includes, but is not limited, to bills, payment history, and memo notations made during customer contact.

**BRI**
Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

**BRC**
Business Repair Center – The BellSouth Business Systems trouble receipt center which serves ~~large~~ business and CLEC customers.

~~**BellSouth**~~
~~BellSouth Telecommunications, Inc.~~

## C

**CABS**
Carrier Access Billing System – The BellSouth proprietary corporate database and billing system for access and certain UNE customers and/or services.

**CCC**
Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

**CCP OSS (Change Management)**
Change Control Process OSS – The Change Control Process (CCP) methods and procedures, a collaborative documented process, used by BellSouth and the CLECs to initiate OSS changes to BellSouth pre-ordering, ordering, and provisioning interfaces. The process includes change requests, CLEC prioritization, release management, defect management, etc.

**CCP SQM**
Change Control Process SQM – The methods and procedures used by BellSouth to implement changes to performance metrics that have been ordered by a state regulatory commission. This process is documented in the PMQAP.

**Centrex**
A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

**CISC**
Carrier Interconnection Switching Center – Formerly known as the LISC, the BellSouth Center dedicated to handling CLEC access service requests for interconnection trunks.

**CKTID**
Circuit Identifier - A unique identifier for elements combined in a service configuration.

**CLEC**
Competitive Local Exchange Carrier – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

**CLP**
Competitive Local Provider~~=NC CLEC~~ – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

**CMDS**
Centralized Message Distribution System - ~~Telcordia administered~~ National system used to transfer specially formatted messages among companies.

**CM OSS**
Change Management OSS - See CCP OSS for definition.

**CM SQM**
Change Management SQM - See CCP SQM for definition.

**COFFI**
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI ~~is a part of DOE/SONGS. It~~ indicates all services available to a customer.

**COG**
Corporate Gateway – System designed for the electronic submission of xDSL Local Service Requests.

**CRIS**
Customer Record Information System~~-This system is used to retain customer information and render bills for telecommunication service.~~ - The BellSouth proprietary corporate database and billing system for non-access customers and/or services.

~~**CRSACCTS**~~
~~CRIS software contract for CSR information.~~

**CRSG**
Complex Resale Support Group - The group within BellSouth which serves as the interface between the LCSC and the outside plant engineering group. The responsibility of this organization is to provide the parameters for the type of facilities available to provision the service the CLEC has selected.

**C-SOTS**
CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database to monitor the progess of CLEC service order activity from service order issuance to order completion.

**CSR**
Customer Service Record – A record of the customer/end-user information including detail about the services and physical address of the end-user.

**CTTG**
Common Transport Trunk Group - ~~Final~~ tTrunk groups between BellSouth, & Independent end offices, and the BellSouth access tandems.

**CWINS Center**
Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

## D

~~**DA**~~
~~Directory Assistance~~

**Design**
Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

**Disposition & Cause**
Types of trouble conditions, (e.g., No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

~~**DLETH**~~
~~Display Lengthy Trouble History – A history report that gives all activity on a line record for trouble reports in LMOS.~~

~~**DLR**~~
~~Detail Line Record – A report that gives detailed line record information on records maintained in LMOS.~~

**DS0**
The worldwide standard speed for one digital voice signal (64,000 bps).

**DS1**
24 DS0s (1.544Mb/sec.~~, i.e. carrier systems~~)

**DOE**
Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input ~~business~~ service orders in BellSouth format.

**DOM**
Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

**DSAP**
DOE (Direct Order Entry) Support Application - ~~The~~ A BellSouth ~~Operations S~~system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

~~**DSAP-DDI**~~
~~DSAP software contract for schedule information.~~

**DSL**
Digital Subscriber Line – Allows customers to provide simltaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

**DUI**
Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

## E

~~**E911**~~
~~Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.~~

**EDI**
Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

**ESSX**
BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.

## F

**Fatal Reject**
~~The number of~~ LSRs ~~that were~~ electronically rejected from LEO~~, which checks to see if the LSR has all the~~ because the required fields are not correctly populated.

**Flow-Through**
In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

**FOC**
Firm Order Confirmation - A notification returned to the CLEC confirming ~~that~~ the LSR has been received and accepted, including the specified commitment date.

**FX**
Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

## G H

~~**HAL "Hands off" Assignment Logic-Frontend access and error resolution logic used in interfacing BellSouth Operations System such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG, and SOCS.**~~

~~**HALCRIS-HAL software contract for CSR information.**~~

**HDSL**
High Bit Digital Subscriber ~~Loop/~~ Line – A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.

## I J K

**ILEC**
Incumbent Local Exchange ~~Company~~ Carrier – Regional Bell Operating Company (RBOC)

**INP**
Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC

**ISDN**
Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsmile.

~~**IPC**~~
~~Interconnection Purchasing Center~~

## L

**LAN**
Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

**LAUTO**
The automatic processor in ~~the~~ LNP ~~Gateway~~ ESI that validates LSRs and issues service orders.

**LCSC**
Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ~~ASRs,~~ and preordering transactions, along with associated expedite requests and escalations.

**Legacy System**
Term used to refer to BellSouth Operations Support Systems ~~(see OSS)~~.

**LENS**
Local Exchange ~~Negotiation~~ Navigation System - The BellSouth ~~LAN/Web Server/OS~~ application developed to provide both preordering and ordering electronic interface functions for CLECs.

**LEO**
Local Exchange Ordering - A BellSouth system which accepts the output of CLEC interfaces and ~~EDI, applies edit and formatting checks, and reformats the local service requests in BellSouth service order format.~~ provides first-level validation to ensure all appropriate fields are populated.

**LERG**
Local Exchange Routing Guide – The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

**LESOG**
Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the service order into the service order control system using terminal emulation technology.

**LFACS**
Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

**LIDB**
Line Information Database – Contains information about the user's calling card and other billing data.

**LMOS**
Loop Maintenance Operations System - A BellSouth operations system that ~~provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports.~~ stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

**LMOS HOST**
~~LMOS host computer~~ Loop Maintenance Operations System Host Computer

~~**LMOSupd**~~
~~LMOS update allows trouble tickets on line records to be entered into LMOS.~~

**LMU**
Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

**LMUSI**
Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

**LNP**
Local Number Portability - In the context of this document, the capability for a subscriber to retain ~~his~~ their current telephone number as ~~he~~ they transfers to a different local service provider.

**LNP ~~Gateway~~ ESI**
Local Number Portability (gateway)- A system that provides both internal and external communications with various interfaces and processes including:

(1) Linking BellSouth to the Number Portability Administration Center (NPAC).

(2) Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.

(3) Providing interface between NPAC and AIN SMS for LNP routing processes.

**Loops**
Transmission paths from the central office to the customer premises.

**LRN**
Location Routing Number – A 10-digit number which routes calls to the appropiate end-user's ported telephone number.

**LSR**
Local Service Request – A request from a CLEC for local resale service or unbundled network elements ~~from a CLEC~~.

## M

**Maintenance & Repair**
The process and function by which trouble reports are ~~passed~~ sent to BellSouth and ~~by which~~ the related service problems are resolved.

**MARCH**
BellSouth Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches. ~~A memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.~~

## N

**NBR**
New Business Request - Process required by BellSouth for CLECs to initiate a service, which is not included within its interconnection agreement.

**NC**
"No Circuits" – All circuits busy announcement.

**~~NIW~~**
~~Network Information Warehouse – A system that stores central office blockage data for use in processing trouble reports.~~

**NMLI**
Native Mode LAN Interconnection – An intral ATA, shared fiber-based, LAN inter-networking service

**NPA**
Numbering Plan Area – Area Code portion of a telephone number.

**NXX**
The "exchange" portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

## O

~~**OASIS**~~
~~Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.~~

~~**OASISBSN**~~
~~OASIS software contract for feature/service~~

~~**OASISNET**~~
~~OASIS software contract for feature/service~~

~~**OASISOCP**~~
~~OASIS software contract for feature/service~~

**Ordering**
The process and functions ~~by which~~ where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth

**Ordering Interface Gateways**
Gateways for CLECs to submit LSRs electronically

**Order Types**
The following order types are used in this document:

(1) T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A "T" Order Type is always pared with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different central offices.

(2) N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another, such as when changing from PBX to Centrex.

(3) C - Order Type used for the following conditions: changes or partial disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.

(4) R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no field work is involved.

**OSPCM**
Outside Plant Contract Management System – ~~A system that p~~Provides scheduling and completion information on outside plant construction activities.

**OSS**
Operations Support System – ~~A~~ Multiple support systems and ~~or~~ databases which are ~~is~~ used to mechanize the flow ~~or~~ and performance of work. The term is used to refer to the overall system consisting of complex hardware complex, computer operating system(s), and applications which are used to provide the support functions.

**Out Of Service**
Customer has no dial tone and cannot call out

## P

**PMAP**
Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

**PMQAP**
Performance Measurement Quality Assurance Plan – BellSouth Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) to produce accurate and reliable service quality measurement reports.

**PON**
Purchase Order Number – Identifier assigned by the customer originating the service request

**POTS**
Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

**PREDICTOR**
~~A~~ BellSouth system ~~which is~~ used to administer proactive maintenance and rehabilitation activities on outside plant facilities~~, provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports~~.

**Preordering**
The process and functions by which ~~vital~~ information is obtained, verified, or validated prior to placing a service request.

**PRI**
Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels

**Provisioning**
The process and functions ~~by which~~ where necessary work is performed to activate a service requested via ~~an~~ LSR ~~or~~ /ASR ~~and to initiate the proper billing and accounting functions~~.

~~**PSIMS**~~
~~Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.~~

~~**PSIMSORB**~~
~~PSIMS software contract for feature/service.~~

## Q R

~~**RNS**~~
~~Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.~~

~~**ROS**~~
~~Regional Ordering System~~

**RRC**
Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers

**RSAG**
Regional Street Address Guide - The BellSouth database which contains street addresses that have been validated ~~to be accurate~~ for accuracy with state and local governments records

**RSAGADDR**
Regional Street Address Guide Address - RSAG software contract for address search

**RSAGTN**
Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search

## S

**SAC**
Service Advocacy Center– Resolves issues in the provisioning process

**SDUM**
Supporting Data User Manual

**SEEM**
Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs

**SGG**
ServiceGate Gateway – A common gateway to receive and send interconnection requests

**SOCS**
Service Order Control System – ~~A~~ BellSouth system which routes service order images among BellSouth ~~drop points and BellSouth OSS during the service~~ provisioning systems ~~process~~.

**SOG**
Service Order Generator - Designed to generate a service order for xDSL

~~**SOIR**~~
~~Service Order Interface Record – any change effecting activity to a customer account by service order that impacts 911/E911~~

**SONGS**
Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens and prompts to aid negotiation and entry of all order types.

**Syntactically Incorrect Query**
A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering "1234 Main St." will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main St." will be considered syntactically incorrect because invalid characters (~~i.e.,~~ example: alpha characters were entered in numeric slots) were used in the address field.

## T

**TAFI**
Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

**TAG**
Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

**Test Transactions/Records**
Transactions created by BellSouth, or in tests originated by CLECs, where the CLEC has coordinated the test with BellSouth to enable identification of the transactions as part of a test used to test system functionality.

**TN**
Telephone Number

**Total Manual Fallout**
~~The number of~~ LSRs ~~which are entered~~ electronically submitted to BellSouth, which fallout, ~~but~~ requiringe manual ~~entering~~ input into a service order generator

## U V

**UCL**
Unbundled Copper ~~Link~~ Loop - A dedicated metallic transmission facility from BellSouth's Main Distribution Frame (MDF) to a customer's premises

**UNE**
Unbundled Network Element – Those parts of BellSouth's network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body

**USOC**
Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment

## W

~~**WATS**~~
~~Wide Area Telephone Service~~

**WFA**
Work Force Administration – Electronic document tracking system for trouble reports

**WMC**
Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians)

**WTN**
Working Telephone Number

## X Y Z

**XML**
eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems

# Appendix ~~C~~B: BellSouth Audit Policy

## ~~C-1: BellSouth's Internal Audit Policy~~

~~BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.~~

~~The plan consists of three sections:~~

1. ~~Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.~~
2. ~~Production addresses the quality assurance steps used to create monthly SQM reports.~~
3. ~~Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.~~

~~The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.~~

## ~~C-2: BellSouth's External Audit Policy~~

BellSouth currently provides ~~many~~ CLECs with certain audit rights as a part of their individual interconnection agreements. ~~BellSouth has developed a proposed Audit Plan for use by the parties to an audit.~~ If requested by a Public Service Commission ~~or by a CLEC exercising contractual audit rights~~, BellSouth will agree to undergo an SQM audit. ~~of the current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001–2005) to be~~ The audit should be conducted by an independent third party auditor ~~jointly selected by BellSouth and the CLEC~~. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. ~~Requested~~ Aaudits will be conducted under ~~include~~ the following specifications:

1. The cost shall be borne by BellSouth.
2. ~~The~~ Should an independent third party auditor be required, it shall be selected ~~with input from~~ by BellSouth, and the PSC, ~~if applicable, and the CLEC(s)~~ The PSC may obtain input from other parties, if necessary.
3. BellSouth, and the PSC ~~and the CLECs~~ shall jointly determine the scope of the audit. PSC may obtain input from other parties if necessary.
4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These ~~comprehensive~~ audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP ~~and SEEM~~ produce accurate data that reflects each State's Order for performance measurements. ~~Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.~~

# Appendix ~~D~~C: OSS InterfaceTables

## OSS-1 [PRR]: OSS ~~Average~~ Response Interval ~~and Percent Within Interval~~ (Pre-Ordering/Ordering/Maintenance & Repair)

Table 1: Legacy System Access Times For RNS

| System | Contract | Data | ~~< 2.3 sec.~~ | ~~> 6 sec.~~ | ~~<= 6.3 sec.~~ | Avg. Sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| DSAP | DSAP-DDI | Schedule | x | x | x | x | x |
| CRIS | CRSACCTS | CSR | x | x | x | x | x |
| OASIS | OASISBIG | Feature/Service | x | x | x | x | x |

Table 2: Legacy System Access Times For R0S

| System | Contract | Data | ~~< 2.3 sec.~~ | ~~> 6 sec.~~ | ~~<= 6.3 sec.~~ | Avg. sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| DSAP | DSAP-DDI | Schedule | x | x | x | x | x |
| CRIS | CRSOCSR | CSR | x | x | x | x | x |
| OASIS | OASISBIG | Feature/Service | x | x | x | x | x |

Table 3: Legacy System Access Times For LENS

| System | Contract | Data | ~~< 2.3 sec.~~ | ~~> 6 sec.~~ | ~~<= 6.3 sec.~~ | Avg. sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| DSAP | DSAP-DDI | Schedule | x | x | x | x | x |
| CRIS | CRSECSRL | CSR | x | x | x | x | x |
| COFFI | COFFI/USOC | Feature/Service | x | x | x | x | x |
| P/SIMS | PSIMS/ORB | Feature/Service | x | x | x | x | x |

Table 4: Legacy System Access Times For TAG/XML

| System | Contract | Data | ~~< 2.3 sec.~~ | ~~> 6 sec.~~ | ~~<= 6.3 sec.~~ | Avg. sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| ATLAS | ATLAS-MLH | TN | x | x | x | x | x |
| ATLAS | ATLAS-DID | TN | x | x | x | x | x |
| DSAP | DSAP-DDI | Schedule | x | x | x | x | x |
| CRIS | ~~TAG-CSR~~ CRSECSRL | CSR | x | x | x | x | x |
| P/SIMS | PSIM/ORB | Feature/Service | x | x | x | x | x |

## OSS-4: Response Interval (Maintenance & Repair)

Table 5: Legacy System Access Times for M&R

| System | BellSouth & CLEC | Count | | | | Avg. Int. |
|---|---|---|---|---|---|---|
| CRIS | x | x | x | x | x | x |
| DLETH | x | x | x | x | x | x |
| DLR | x | x | x | x | x | x |
| LMOS | x | x | x | x | x | x |
| LMOSupd | x | x | x | x | x | x |
| LNP Gateway | x | x | x | x | x | x |
| MARCH | x | x | x | x | x | x |
| OSPCM | x | x | x | x | x | x |
| Predictor | x | x | x | x | x | x |
| SOCS | x | x | x | x | x | x |
| NIW | x | x | x | x | x | x |

TAFI

| System | Open Trouble Ticket | Status Trouble Ticket | Mechanized Line Testing | Close Trouble Ticket |
|---|---|---|---|---|
| CRIS | x | | | |
| DLETH | x | | | |
| DLR | x | | | |
| LMOS | x | x | | x |
| LMOSSupd | x | x | x | x |
| LNP | x | | | |
| MARCH | x | | | |
| OSPCM | x | x | | |
| Predictor | x | x | | |
| SOCS | x | x | | |
| NIW | x | | | |

Note: Depending on the type of customer report multiple systems maybe touched in one transaction.

## OSS-1: Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

### SEEM OSS Legacy System

| System | BellSouth | CLEC |
|---|---|---|
| **Telephone Number/Address** | | |
| RSAG (ADDR) | RNS, ROS | TAG, LENS |
| RSAG TN | RNS, ROS | TAG, LENS |
| ATLAS | RNS,ROS | TAG, LENS |
| **Appointment Scheduling** | | |
| DSAP | RNS, ROS | TAG, LENS |
| **CSR Data** | | |

~~CRSA-CTS ..... RNS .....~~

~~CRSOC-R ..... ROS .....~~

~~CRSECSRI ..... LENS~~

~~R-CSR ..... TAG~~

~~**Service/Feature Availability**~~

~~OASISBIG ..... RNS, ROS .....~~

~~PSIMS/ORB, COFFI ..... LENS, TAG~~

## OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

### OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

| OSS Interface Availability Application | Applicable to | % Availability |
|---|---|---|
| EDI | CLEC | x |
| LENS | CLEC | x |
| LEO | CLEC | x |
| LESOG | CLEC | x |
| ~~PSIMS~~ | ~~CLEC~~ | ~~x~~ |
| TAG/XML | CLEC | x |
| LNP Gateway | CLEC | x |
| ~~OG~~ | ~~CLEC~~ | |
| ~~OG~~ | ~~CLEC~~ | |
| ~~DOM~~ | ~~CLEC~~ | ~~x~~ |
| SGG | CLEC | x |
| ~~DOE~~ | ~~CLEC/BellSouth~~ | ~~x~~ |
| ~~SONGS~~ | ~~CLEC/BellSouth~~ | ~~x~~ |
| ~~CRIS~~ | ~~CLEC/BellSouth~~ | ~~x~~ |
| ATLAS/COFFI | CLEC/BellSouth | x |
| BOCRIS/CRIS | CLEC/BellSouth | x |
| DSAP | CLEC/BellSouth | x |
| RSAG | CLEC/BellSouth | x |
| SOCS | CLEC/BellSouth | x |
| ~~RNS~~ | ~~BellSouth~~ | ~~x~~ |
| ~~ROS~~ | ~~BellSouth~~ | ~~x~~ |

## ~~OSS-2: OSS Availability (Pre-Ordering/Ordering)~~

### ~~SEEM OSS Availability~~

| ~~OSS Interface~~ | ~~Applicable to~~ | ~~% Availability~~ |
|---|---|---|
| ~~DI~~ | ~~CLEC~~ | |
| ~~ENS~~ | ~~CLEC~~ | |
| ~~LEO~~ | ~~CLEC~~ | ~~x~~ |
| ~~LESOG~~ | ~~CLEC~~ | ~~x~~ |
| ~~PSIMS~~ | ~~CLEC~~ | |
| ~~TAG~~ | ~~CLEC~~ | |
| ~~NP Gateway~~ | ~~CLEC~~ | ~~x~~ |
| ~~OG~~ | ~~CLEC~~ | ~~x~~ |
| ~~SOG~~ | ~~CLEC~~ | ~~x~~ |
| ~~DOM~~ | ~~CLEC~~ | ~~x~~ |

## ~~OSS-3: OSS Availability (Maintenance & Repair)~~

### OSS Table 2: SQM Interface Availability for ~~(M&R)~~ Maintenance & Repair

| OSS Interface | % Availability |
|---|---|
| BellSouth TAFI | x |
| CLEC TAFI | x |
| CLEC ECTA | x |
| **BellSouth & CLEC** | |
| CRIS | x |
| LMOS HOST | x |
| LNP Gateway | x |
| MARCH | x |
| OSPCM | x |
| PREDICTOR | x |
| SOCS | x |

## ~~OSS-3: OSS Availability (Maintenance & Repair)~~

### ~~SEEM OSS Availability (M&R)~~

| ~~OSS Interface~~ | ~~% Availability~~ |
|---|---|
| ~~CLEC TAFI~~ | |
| ~~CLEC ECTA~~ | |

# Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.

2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.

3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a >= 2% decline in BellSouth's performance at the sub-metric level.

4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of <= .5 in the z-score at the sub-metric level.

5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.

6. SQM Performance data will be reposted for a maximum of three months in arrears from date of detection. As an example, should an error be discovered during the analysis of the May data month, and this error triggers a reposting, BellSouth will correct the data beginning with the month of detection (May) and the three months preceding – April, March and February.

7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouth will correct data for May and the three preceding months – April, March and February.

8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.

9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting BellSouth to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Commission for resolution if it is estimated that the thresholds described in items 3, 4, or 5 have been met at the CLEC-specific level.

**Determination of when Reposting Policy Applies**

As part of the Change Notification Process, BellSouth performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) code. These impacts are used to identify changes to its reported SQM results.

To determine this impact, BellSouth performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records are identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding.

Assume that service orders with an acitivity code of T were erroneously being included in a UNE-P disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erronously included as UNEP is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the zscore would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked.

# Appendix E: Description of Raw Data and Other Supporting Data Files

# BellSouth Service Quality Measurement Plan (SQMP) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

## I. Definitions and Overview

### A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from legacy system data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation is standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more "user friendly" to facilitate use by SMEs, auditors and CLECs.

This supporting data represents all records that are used to calculate CLEC performance under the SQM sub-metrics.

## II. Raw (Supporting) Data – General

### Raw (Supporting) Data Files (SDF)

Raw (Supporting) Data Files for CLEC data will be published on the PMAP website each month. For the measures calculated in PMAP, these files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by PMAP. Some reports are calculated outside of PMAP and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.

## Other Supporting Data Files (OSDF)

Other Supporting Data Files will also be provided upon CLEC request each month. These files contain CLECs initiated data/records extracted from the legacy systems, but "excluded" from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDFs. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the PMAP Web Site. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible.

### A. Raw Data (SDF) Records – OSS

### For OSS Metrics:

Supporting data is provided for the following metrics

- OSS-1 [OSSRI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)
- OSS-2 [IA]: Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)
- PO-2 [ERT]: Loop Makeup – Response Time – Electronic

## B. Raw Data (SDF) Records - Ordering

### For Ordering Metrics:

Supporting data is provided for the following metrics:

- O-2 [AKC]: Acknowledgement Message Completeness
- O-8 [RI]: Reject Interval
- O-9 [FOCT]: Firm Order Confirmation Timeliness
- O-11 [FOCRC]: Firm Order Confirmation and Reject Response Completeness

As a general rule, all versions of transactions are provided in the Supporting Data Files. Records for Service Requests that are related to a project, cancelled prior to being FOC or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.

## C. Raw Data (SDF) Records – Provisioning

### For Provisioning Metrics:

Supporting data is provided for the following metrics:

- P-1 [HOI]: Held Order Interval
- P-2A [JNI]: Percentage of Orders Given Jeopardy Notices >= 48 Hours
- P-2B [JEP]: Percentage of Orders Given Jeopardy Notices
- P-3 [PMIA]: Percent Missed Installation Appointments
- P-4 [OCI]: Order Completion Interval
- P-5 [CNI]: Average Completion Notice Interval
- P-7 [CCCI]: Coordinated Customer Conversions Interval – Hot Cut Duration
- P-7A [HCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
- P-7B [RT]: Coordinated Customer Conversions – Average Recovery Time
- P-7C [PT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
- P-7E [CNDD]: Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
- P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion
- P-11 [SOAC]: Service Order Accuracy
- P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes
- P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date
- P-13D [DTNT]: LNP-Disconnect Timeliness (Non-Trigger)

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

## D. Raw Data (SDF) Records – M&R

### For Maintenance and Repair (M&R) Metrics:

Supporting data is provided for the following metrics:

- M&R-1 [PMRA]: Percent Missed Repair Appointments
- M&R-2 [CTRR]: Customer Trouble Report Rate
- M&R-3 [MAD]: Maintenance Average Duration
- M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days
- M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are BellSouth generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches..

E. Raw Data (SDF) Records – Other

For Other Metrics:

Billing:

Supporting data is provided for the following metrics:

- B-1 [BIA]: Invoice Accuracy
- B-2 [BIT]: Mean Time to Deliver Invoices
- B-5 [UDDT]: Usage Data Delivery Timeliness
- B-10 [PBEC]: Percent Billing Adjustment Requests (BAR) Responded to Within 45 Business Days

The billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP website. This SDF along with the reports resulting from billing supporting data can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual invoices, which identify the nature of the charges or adjustments, whether credits or debits.

Database Update Information - None

Trunk Group Performance – None

Collocation – None:

Supporting data is provided for the following metrics:

- C-1 [ART]: Collocation Average Response Time
- C-2 [AT]: Collocation Average Arrangement Time
- C-3 [PMDD]: Collocation Percent of Due Dates Missed

Change Management - None

## III. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)

The SDUM and Schema can be found at URL (http://pmap.bellsouth.com) in the Documentation/Exhibits folder.

# Appendix F: BellSouth PMAP Data Notification Process

1. On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by which its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes").

2. No later than four business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time the affected parties as well as the Commission can ask questions about either the Proposed Data Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).

3. No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes.

4. The Proposed Data Changes set forth in the written notice referenced above would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice.

# Appendix G: SQM Equity Determination

This document describes the approach utilized in the determination of Equity for mean, proportion, and rate measures within the BellSouth Single Report Structure (SRS). The statistical comparison of BST performance data to CLEC performance data is based upon the "Modified Z" methodology.

## A. Standard Error (S)

The Standard Error must be calculated for use as the denominator in the formula for the Z-Score. The appropriate calculation of Standard Error is dependent on the measure type as shown below:

**MEAN:**

$$S = StDev_{BST}\sqrt{\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}}$$

**PROPORTION:**

$$S = \sqrt{\hat{p}_{BST}\left(1 - \hat{p}_{BST}\right)\left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}\right)}$$

**RATE:**

$$S = \sqrt{\hat{r}_{BST}\left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}\right)}$$

$n_{BST}$ = number of observations for BellSouth in current time period
$n_{CLEC}$ = number of observations for CLECs in current time period
$StDev_{BST}$ = estimated standard deviation of BellSouth performance calculated using current time period's data.
$\hat{p}_{BST}$ = estimated BellSouth performance proportion calculated using current time period's data.
$\hat{r}_{BST}$ = estimated BellSouth performance rate calculated using current time period's data.

## B. Z-Score (Z)

Once the Standard Error has been calculated, the Z-Score is then calculated using the formula below:

$$Z = \frac{\mathrm{BST}^* - CLEC^*}{S}$$

*BST** = estimated BellSouth mean ( $\overline{X}_{BST}$ ), proportion ( $\hat{p}_{BST}$ ), or rate ( $\hat{r}_{BST}$ ) calculated using the current time period's data.

*CLEC** = estimated CLEC mean ( $\overline{X}_{CLEC}$ ), proportion ( $\hat{p}_{CLEC}$ ), or rate ( $\hat{r}_{CLEC}$ ) calculated using the current time period's data.

## C. Equity Determination

After calculation of the Z-Score, Equity is determined using the criteria shown in the table below

| | Better Performance ↑ | Better Performance ↓ |
|---|---|---|
| **YES** | Z <= 1.645 | Z >= -1.645 |
| **NO** | Z > 1.645 | Z < -1.645 |

**Exception:** A Z-Score value cannot be determined if a Standard Error value is 0. In that case, Equity is determined using the "Direct Comparison" criteria shown in the table below:

| | Better Performance ↑ | Better Performance ↓ |
|---|---|---|
| **YES** | CLEC Measure >= BST Measure | CLEC Measure <= BST Measure |
| **NO** | CLEC Measure < BST Measure | CLEC Measure > BST Measure |

| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T3 | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING1 | EDI | TAG2 | LENS4 | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2 wire analog DID trunk port | U | F | N | No | UNE | Yes | NA | N | N | N | - |
| 2 wire analog port | U | F | N | No | UNE | No | Yes | Y | Y | Y | - |
| 2 wire ISDN digital line | U | A | N,T | No | UNE | Yes | NA | N | N | N | - |
| 2 wire ISDN digital loop | U | A | N,C,D | Yes | UNE | Yes | No | Y | Y | N | - |
| 2 wire ISDN digital loop - LNP | U | B | V,P,Q | Yes | UNE | Yes | No | Y | Y | N | - |
| 3 Way Calling | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| 3rd Party Call Block | R,B | E,M | N,C,V,W,D,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| 4 wire analog voice grade loop | U | A | T | No | UNE | | Yes | Y | Y | N | |
| 4 wire analog voice grade loop | U | A | N | Yes | UNE | Yes | No | Y | Y | N | - |
| 4 wire DS1 & PRI digital loop | U | A | N,T | No | UNE | Yes | NA | N | N | N | - |
| 4 wire DS0 & PRI digital loop | U | A | N,T | No | UNE | Yes | NA | N | N | N | - |
| 4 wire ISDN DSI digital trunk ports | U | A | N,T | No | UNE | Yes | NA | N | N | N | - |
| 4-WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT DS1 | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | - |
| 4-WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT TRUNK SERVICE | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | |
| 900 Call Block | R,B | E,M | N,C,V,W,D,P,Q, | Yes | No | No | No | Y | Y | Y | - |
| Accupulse | C | E | N,C,T,V,W | No | Yes | Yes | NA | N | N | N | - |
| ADSL | R,B,C | E | V,W,D | Yes | C/S | C/S | No | Y | Y | Y | NOTE THIS PRODUCT CAN BE ORDERED FOR RES/BUS AND CENTREX |
| Analog Data/Private Line | C | E | N,C,T,V,W,D | No | Yes | Yes | NA | N | N | N | - |
| Area Plus | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| ATM (ASYNCHRONOUS TRANFER MODE) | C | E | N,C,V,W,D | No | Yes | Yes | NA | N | N | N | - |
| Basic Rate ISDN *Unbundled | U | A | T | No | Yes | Yes | Yes | Y | Y | N | - |
| Basic Rate ISDN *Unbundled | U | A | N,V,D | Yes | UNE | Yes | No | Y | Y | Y | - |
| Basic Rate ISDN *Unbundled | U | A | C,T | No | UNE | Yes | Yes | Y | Y | Y | |
| Basic Rate ISDN 2 Wire UNE P | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | Manual |

| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T3 | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING1 | EDI | TAG2 | LENS4 | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Basic Rate ISDN 2-Wire | C | E | N,C,D,T,V,P,Q | No | Yes | Yes | Yes | Y | Y | Y | - |
| BELLSOUTH CHANNELIZED TRUNKS | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Call Block | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Call Forwarding | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Call Return | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Call Selector | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Call Tracing | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Call Waiting | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Call Waiting Deluxe | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Caller ID | R,B | E,M | N,C,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| BELLSOUTH CENTREX* | C | P | N,C,D,W,T,S,B,L,V,P | No | Yes | Yes | NA | N | N | N | - |
| UNE-P CENTREX | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | - |
| Collect Call Block | R,B | E,M | N,C,V,W,D,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| DID | C | N | N,C,D,V,W,T,P,Q | No | Yes | Yes | Yes | Y | Y | Y | - |
| 2-WIRE DIRECT INWARD DIAL (DID) TRUNK PORT AND VOICE GRADE LOOP COMBINATION | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | - |
| Digital Data Transport | U | E | N,C,T,V,W | No | UNE | Yes | NA | N | N | N | - |
| DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) DS1 | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | - |
| DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) TRUNK SERVICE | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | - |
| Directory Listing Indentions | B,U | B,C,E,F,J,M,N | N,C,T,R,V,W,P,Q | No | No | No | Yes | Y | Y | Y | - |
| Directory Listings (simple) | R,B,U | B,C,E,F,J,M,N | N,C,R,V,W,P,Q | Yes | No | No | No | Y | Y | Y | - |
| Directory Listings (simple) | R,B,U | B,C,E,F,J,M,N | T | No | No | No | Yes | Y | Y | N | - |
| Directory Listings Captions | R,B,U | B,C,E,F,J,M,N | N,C,T,R,V,W,P,Q | No | No | Yes | Yes | Y | Y | Y | - |
| DIFFERENT PREMISE ADDRESS (DPA) | C | E | N,C,D,V,W,T | No | Yes | Yes | NA | N | N | N | - |
| DS1Loop | U | A | N,D,V | Yes | UNE | Yes | No | Y | Y | Y | - |
| DS3 | U | A | N,C,V | No | UNE | Yes | NA | N | N | N | - |
| DSO Loop | U | A | N,D,V | Yes | UNE | Yes | No | Y | Y | Y | - |
| DSO Loop | U | A | C,T | No | No | No | Yes | Y | Y | Y | - |

| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T3 | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING1 | EDI | TAG2 | LENS4 | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Enhanced Caller ID | R,B | E | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Enhanced Extended Links (EELS) | U | A | C,D,N,T,V | Yes | No | No | No | Y | Y | Y | - |
| ESSX | C | P | C,D,T,V,S,B,W,L,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Flat Rate/Business | B | E, M | C,D,N,V,W,T Y,B,L,S,D,T,P,Q | Yes | No | No | No | Y | Y | Y | - |
| Flat Rate/Residence | R | E, M | C,D,N,V,W,T Y,B,L,S,D,T,P,Q | Yes | No | No | No | Y | Y | Y | - |
| FLEXSERV | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Frame Relay | C | E | N,C,D,V,W | No | Yes | Yes | NA | N | N | N | - |
| FX/FCO | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | - |
| UNE-P FX/FCO (RES,BUS,PBX) (NOTE: THIS PRODUCT WILL NOT BE AVAILABLE UNTIL 08-01-02 | C | M | N,C,V,D,T,S,B,L,W,Y,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Ga. Community Calling | R,B | M | C,D,N,V,W,P,Q | No | No | No | NA | N | N | N | - |
| Ga. Community Calling | R,B | E | T | No | No | No | Yes | Y | Y | N | - |
| HDSL | U | A | T | No | UNE | No | Yes | Y | Y | N | - |
| HDSL | U | A | N,C,D,V | Yes | UNE | No | No | Y | Y | Y | - |
| Hunting MLH | R,B | E, M | C,D,N,T,V,W | No | C/S4 | C/S | Yes | Y | Y | N | - |
| Hunting Series Completion | R,B | E, M | C,D,N,V,W | Yes | C/S | C/S | No | Y | Y | Y | - |
| Hunting Series Completion | R,B | E, M | T | No | No | No | Yes | Y | Y | N | - |
| INP to LNP Conversion | U | C | C | No | UNE | Yes | Yes | Y | Y | N | - |
| LightGate | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Line Sharing | U | A | N,C,D,V,P,Q | Yes | UNE | No | No | Y | Y | Y | - |
| Line Splitting | U | A | N,C,D | Yes | UNE | No | No | Y | Y | Y | - |
| LNP With Complex Listing | U | C | P,V,Q | No | UNE | Yes | Yes | Y | Y | N | - |
| LNP with Complex Services | U | C | P,V,Q | No | UNE | Yes | Yes | Y | Y | N | - |
| LNP with Partial Migration | U | C | P,V,Q | No | UNE | Yes | Yes | Y | Y | N | - |
| LNP | U | C | P,V,Q | Yes | UNE | Yes | No | Y | Y | N | - |
| Local Number Portability (INP to LNP) | U | C | C | No | UNE | No | Yes | Y | Y | N | - |
| INP | U | B,C | D | No | UNE | No | Yes | Y | Y | N | - |
| Loop+LNP | U | B | V,P,Q | Yes | UNE | No | No | Y | Y | N | - |

| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T3 | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING1 | EDI | TAG2 | LENS4 | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Measured Rate/Bus | R,B | E,M | C,D,N,V,W,P,Q,T Y,B,L,S,D | Yes | No | No | No | Y | Y | Y | - |
| Measured Rate/Res | R,B | E,M | C,D,N,V,W,P,Q,T Y,B,L,S,D | Yes | No | No | No | Y | Y | Y | - |
| Megalink POINT TO POINT | C | E | N,V,W,T,D,C,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Megalink CHANNELIZED | C | E | N,V,W,T,D,C,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Memory Call | R,B | E, M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Memory Call-Ans. Svc. | R,B | E, M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Multiserv | C | P | N,C,D,T,V,S,B,W,L,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Native Mode LAN Interconnection (NMLI) | C | E | N,C,D,V,W | No | Yes | Yes | NA | N | N | N | - |
| Off-Prem Stations | C | E | N,C,D,V,W,T,P,Q | No | Yes | Yes | NA | N | N | N | - |
| Optional Calling Plan | R,B | E, M | N,V,P,Q,W | Yes | No | No | No | Y | Y | Y | - |
| Package/Complete Choice and Area Plus | R,B | E, M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | - |
| Package/Complete Choice and Area Plus | R,B | E, M | T | No | No | No | Yes | Y | Y | N | - |
| Pathlink/ Primary Rate ISDN | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | - |
| 4-WIRE ISDN PRI UNE COMBO | C | M | N,C,D,V | No | Yes | Yes | NA | N | N | N | - |
| Pay Phone Provider | B | E,M | C,D,T,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | - |
| PBX Standalone Port | C | F | N,C,D | No | Yes | Yes | Yes | Y | Y | N | - |
| PBX Trunks | C | E | N,C,D,V,W,T,P,Q | No | Yes | Yes | Yes | Y | Y | N | - |
| PIC/LPIC Change | R,B,C | E,M | C,V,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| PIC/LPIC Freeze | R,B,C | E,M | N,C,V,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| PORT/LOOP COMBO 2-WIRE PBX | C | M | N,C,D,V | No | No | No | Yes | Y | Y | N | - |
| Port/Loop Simple | U | M | N,C,D,V | Yes | No | No | No | Y | Y | Y | - |
| Preferred Call Forward | R,B,U | E,M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| RCF Basic | R,B | E,M | N,D,W,V,P,Q,T | No | No | No | Yes | Y | Y | N | - |
| Remote Access to CF | R,B | E,M | C,D,N,V,W,P,Q,T | No | No | No | NA | Y | Y | N | - |
| Repeat Dialing | R,B | E,M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Ringmaster | R,B | E,M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Smartpath | R,B | E | C,D,T,N,V,W | No | Yes | Yes | NA | N | N | N | - |
| SmartRING | C | E | N,D,C,V,W | No | Yes | Yes | NA | N | N | N | - |

| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T3 | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING1 | EDI | TAG2 | LENS4 | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Speed Calling | R,B | E,M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Synchronet | C | E | N,D,C,V,W | No | Yes | Yes | Yes | Y | Y | N | - |
| Three Way Call Block | R,B | E,M | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | N | - |
| Tie Lines | C | E | N,C,D,V,W,T,P,Q | No | Yes | Yes | NA | N | N | N | - |
| TOLL FREE DIALING (TFD) | C | E | N,C,D,V,W | No | Yes | Yes | NA | N | N | N | - |
| Touchtone | R,B | E | C,D,N,V,W,P,Q,T | Yes | No | No | No | Y | Y | Y | - |
| Unbundled Loop-Analog 2W, SL1, SL2 | U | A,B | D,N,V | Yes | UNE | No | No | Y | Y | Y | - |
| Unbundled Loop-Analog 2W, SL1,SL2 | U | A,B | C ** | Yes | UNE | No | Yes | Y | Y | Y | - |
| Unbundled Universal Digital Channel (UDC) Loop | U | A | N,D | Yes | UNE | No | No | Y | Y | Y | - |
| WATS* | C | E | W,D,N,C,V | No | Yes | Yes | NA | N | N | N | - |
| XDSL | U | A,B | N,C,V,D | Yes | UNE | No | No | Y | Y | Y | - |
| XDSL | U | A,B | T | No | No | No | Yes | Y | Y | N | - |

Product: U-UNE; C-Complex; B-Business; R-Residence

Reqtype: A-Loop; B-Loop with LNP/INP; C-LNP/INP; E-Resale; F-Port; J-Directory Listing and Directory Assistance; M- UNE-P; N-DID Resale; P-Centrex Resale, ACT: N-New installation ; C-Change an existing account; D-Disconnection; T-Outside move of end user location; R-Record activity is for ordering administrative changes; V-Conversion of service to new LSP as specified; W-Conversion of service to new LSP "as is"; S-Suspend; B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (initial); Q-Partial Migration (subsequent)

Note 1: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow-through due to the complexity of the service.

Note 2: The TAG column includes thse LSRs submitted via Robo TAG.

Note 3: For all services that indicate 'No' for flow-through, the following reasons, in addition to complex services or complex order, also prompt manual handling: Expedites from CLECs, special pricing plans, partial migrations (although conversions-as-is flow through for issue 9 unless migrating the main TN and a new TN must be assigned ), class of service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C activity, pnding order review required (Example: Any pending service order (PSO) not related to current PON, pending service order (PSO) with multiple service orders pending realted to current PON and SUP received), more than 25 business lines and more than 15 loops, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings with Indentions or Captions. , transfer of calls option for CLEC end user - new TN not yet posted to CRIS.

Note 4: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

Note 5: The following list of items will not FT:

LSRs with Project or RPON fields populated

**SL1 REQTYP A, ACT C, LNA N, C, or D

**SL2 REQTYP A, ACT C, LNA C

REQTYP B, C, ACT P when migrating main telephone number

REQTYP B, C, ACT V with Complex

REQTYP E, M, N and P; ACT = V, LNA = V (LNP to Resale/UNE Switched Combinations)

# Appendix H: Special Access Measurements

## TABLE OF CONTENTS

# Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth
  - Sub Totaled by State
  - Totaled by BellSouth

Comparison reports are required for:

- CLEC/ IXC Carrier Aggregate
- BellSouth Long Distance (BSLD) Aggregate

**Special Access** is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing BellSouth end office switches.

Special Access Services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

**Exclusions:** Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.

**Reporting Period:** The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

# ORDERING

## Measurement: SA-1 FOC Receipt

### Description

The Firm Order Confirmation (FOC) is the BellSouth response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. BellSouth will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at BellSouth's request due to a lack of BellSouth facilities or otherwise.

### Calculation Methodology

**Percent Meeting Performance Standard:**

- [Count FOCs received where (FOC Receipt Date – ASR Received Date) < = Performance Standard] / Total FOCs received during reporting period x 100

**FOC Receipt - Distribution:**

- (FOC Receipt Date – ASR Received Date), for each FOC received during reporting period, distributed by:

  0 days, >0 - <=1day, >0 day - <=2 days, >0 day - <= 5 days, > 2 days - <= 10 days, > 10 days

**ASRs Withdrawn at BellSouth Request due to a lack of BellSouth Facilities or Otherwise:**

- Count of ASRs, which have not yet received a FOC, Withdrawn at BellSouth's Request, during the current reporting period, due to a lack of BellSouth facilities or otherwise

### Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included.

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

## Performance Standard

- Percent FOCs Received within Standard .....- DS0 >= 98.0% within 2 business days
  - DS1 >= 98.0% within 2 business days
  - DS3 >= 98.0% within 5 business days
  - OCn - ICB (Individual Case Basis)
- FOC Receipt Distribution .....- Diagnostic
- ASRs Withdrawn at BellSouth's Request Due to a Lack of BellSouth Facilities or Otherwise .....- Diagnostic

# ORDERING

## Measurement: SA-2 FOC Receipt Past Due

### Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from BellSouth within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

### Calculation Methodology

**Percent FOC Receipt Past Due - Without Open Query/Reject:**

- Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period – ASR Received Date >Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

**FOC Receipt Past Due - Without Open Query/Reject - Distribution:**

- [(End of Reporting Period – ASR Received date) – (Expected FOC Receipt Interval)] for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by:

  0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

**Percent FOC Receipt Past Due - With Open Query/Reject:**

- Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

### Business Rules

1. All counts are based on the latest ASR request sent to BellSouth. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standard

- Percent FOC Receipt Past Due - Without Open Query/Reject.....< 2.0 % FOC Receipt Past Due
- FOC Receipt Past Due – Without Open Query/Reject – Distribution - Diagnostic
- Percent FOC Receipt Past Due - With Open Query/Reject.....- Diagnostic

# ORDERING

## Measurement: SA-3 Offered Versus Requested Due Date

### Description

The Offered Versus Desired Due Date measure reflects the degree to which BellSouth is committing to install service on the CLEC or IXC Carrier Desired Due Date (CDDD), when a Due Date desired is equal to or greater than the-BellSouth stated interval. A distribution of the delta, the difference between the CDDD and the Offered Date, for these FOCs is required for diagnostic purposes.

### Calculation Methodology

**Percent Offered with CLEC or IXC Carrier Requested Due Date**:

- [Count of ASRs where (FOC Due Date = CDDD] / [Total number of ASRs where (CDDD – ASR Received Date) = >BellSouth Stated Interval] x 100

**Offered versus Requested Interval Delta – Distribution**:

- [(Offered Due Date – CDDD) where (CDDD – ASR Received Date) = > BellSouth Stated Interval] for each FOC received during the reporting period, distributed by:

  0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

### Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standard

- Percent Offered with CDDD (where CDDD => BellSouth Stated Interval) = 100%
- Offered versus Requested Interval Delta – Distribution.....- Diagnostic
- BellSouth Stated Intervals: To be determined by BellSouth

# PROVISIONING

## Measurement: SA-4 On Time Performance To FOC Due Date

### Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR received. Customer Not Ready (CNR) situations are defined as Customer Not Ready (SR), No Access (SA), Customer Requests a Later Date (SL), and Customer Other (SO) which may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

### Calculation Methodology

**Percent on Time Performance to FOC Due Date – With CNR Consideration**:

- [(Count of Circuits Completed on or before BellSouth Committed Due Date + Count of Circuits Completed after FOC Due Date with a verifiable CNR code) / (Count of Circuits Completed in Reporting Period)] x 100

**Percent on Time Performance to FOC Due Date – Without CNR Consideration**:

- [(Count of Circuits Completed on or before BellSouth Committed Due Date) / (Count of Circuits Completed in Reporting Period)] x 100

**Note:** The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

### Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standard

- Percent On Time to FOC Due Date - With CNR Consideration = > 98.0 % On Time
- Percent On Time to FOC Due Date - Without CNR Consideration - Diagnostic

# PROVISIONING

## Measurement: SA-5 Days Late

### Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of BellSouth facilities is required for diagnostic purposes.

### Calculation Methodology

**Average Days Late:**

- Σ [Circuit Completion Date–BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)

**Days Late Distribution:**

- Circuit Completion Date –BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code) distributed by:

  < = 1 day, 0 - < 3 days, >1 - < =5 days, >5 - < =10 days, >10 - < =20 days, >20 - < =30 days, >30 - <=40 days, >40 days

**Average Days Late Due to a Lack of BellSouth Facilities:**

- Σ [Circuit Completion Date –BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)

### Business Rules

1. Measures are based on the latest valid ASR received and the associated FOC Due Date received from the BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

## Performance Standard

- Average Days Late.....< 3.0 Days
- Days Late Distribution..... - Diagnostic
- Average Days Late Due to a Lack of BellSouth Facilities.....- Diagnostic

# PROVISIONING

## Measurement: SA-6 Average Intervals - Requested/Offered/Installation

### Description

This measure captures three important aspects of the provisioning process and displays them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average BellSouth Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

- Sum (BellSouth Completion Date – ASR Received Date) / Total Circuits Completed during reporting period

### Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. The Average Installation Interval includes all completions.

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standard

- Average Requested Interval ..... - Diagnostic
- Average Offered Interval ..... - Diagnostic
- Average Installation Interval ..... - Diagnostic

# PROVISIONING

## Measurement: SA-7 Past Due Circuits

### Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received a FOC Due Date but the date has passed. Results are separated into those held for BellSouth reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of BellSouth facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

### Calculation Methodology

**Percent Past Due Circuits**:

- [(Count of all circuits not completed at the end of the reporting period > 5 days beyond the FOC Due Date, grouped separately for Total BellSouth Reasons, Lack of BellSouth Facility Reasons, and Total CLEC/Carrier Reasons) / (Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period)] x 100

**Past Due Circuits Distribution**:

- Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by:

  < = 1 day, >1 - < =5 days, 0 days - < = 5 days, >5 - < =10 days, >10 - < =20 days, >20 - < =30 days, >30 - <=40 days, >40 days

**Percent Cancellations after FOC Due Date**:

- [Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled > FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period)] x 100

### Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

### Levels of Disaggregation

- DS0 / DS1 / DS3 (Non Optical) / DS3 (Optical OCn)

## Performance Standard

- Percent Past Due Circuits - Total BellSouth Reasons .....< 3.0 % > 5 days beyond FOC Due Date
- Percent Past Due Circuits - Due to Lack of BellSouth Facilities ..- Diagnostic
- Percent Past Due Circuits - Total CLEC Reasons.....- Diagnostic
- Past Due Circuits Distribution .....- Diagnostic
- Percent Cancellation After FOC Due Date .....- Diagnostic

# PROVISIONING

## Measurement: SA-8 New Installation Trouble Report Rate

### Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

### Calculation Methodology

**Trouble Report Rate Within 30 Calendar Days of Installation**:

- [Count (trouble reports within 30 Calendar Days of Installation) / (Total Number of Circuits Installed in the Report Period)] x 100

### Business Rules

1. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket.

### Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)
- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

### Performance Standard

- New Installation Trouble Report Rate .....< = 1.0 trouble reports per 100 circuits installed

# MAINTENANCE & REPAIR

## Measurement: SA-9 Failure Rate

### Description

Failure Rate measures the overall quality of the circuits being provided by the BellSouth and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized.

### Calculation Methodology

**Failure Rate – Annualized:**

**Failure Rate** = (a / b)*100

- a = Count of trouble reports resolved during a report period
- b = Number of circuits in service at the end of the report period

**Failure Rate Annualized** = (c / d)*100

- c = Average count of trouble reports closed per month during the past 12 months
- d = Average number of circuits in service per month for the past 12 months

### Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

### Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

### Levels of Disaggregation

- **Below** DS3 (DS0 + DS1)
- **DS3** and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical Ocn)

### Performance Standard

- Failure Rate Annualized ..... - Below DS3 <= 10.0%
  - DS3 and Above <= 10.0%

# MAINTENANCE & REPAIR

## Measurement: SA-10 Mean Time to Restore

### Description

The Mean Time To Restore interval measures the promptness in restoring circuits to operating levels when a problem or trouble is received by BellSouth. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to BellSouth to the time BellSouth closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as NTF / Test OK, is required for diagnostic purposes.

### Calculation Methodology

**Mean Time To Restore**:

- Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by BellSouth) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period)]

**% Out of Service Greater than 24 hrs**:

- [Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by BellSouth) – (Customer Hold Times) is > 24 hrs / (Count of Trouble Tickets Resolved in Reporting Period)] x 100

**Mean Time To Restore – NTF / Test OK**:

- Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as NTF /Test OK – Date and Time of Trouble Ticket Referred to BellSouth) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period as NTF /Test OK)]

### Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when BellSouth issues notice to the CLEC or IXC Carrier that the customer's service is restored to operating parameters.
5. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user's premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

### Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

## Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

## Performance Standard

- Mean Time to Restore.....- Below DS3 <= 2.0 Hours
  - DS3 and Above <= 1.0 Hour
- % Out of Service > 24 Hrs.....- Diagnostic
- Mean Time to Restore –NTF/ Test OK.....- Diagnostic

# MAINTENANCE & REPAIR

## Measurement: SA-11 Repeat Trouble Report Rate

### Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

### Calculation Methodology

**Repeat Trouble Report Rate:**

- [(Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days)] / (Number of Reports in the Report Period) x 100

### Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as NTF/TOK, then the second trouble must be counted as a repeat trouble report if it is resolved to BellSouth reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

### Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

### Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standards

- Repeat Trouble Report Rate.....- Below DS3 <= 6.0%
  - DS3 and Above <= 3.0%

# GLOSSARY

| Term | Definition |
|---|---|
| **Access Service Request (ASR)** | A request to BellSouth to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs. |
| **Business Days** | Monday through Friday excluding holidays |
| **CDDD** | Customer Desired Due Date |
| **Customer Not Ready (CNR)** | A verifiable situation beyond the normal control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. |
| **(SA)** | No access to subscriber premises |
| **(SR)** | Customer Not Ready |
| **(SL)** | Customer Requests Later Date |
| **(SO)** | Customer Other |
| **Facility Check** | A pre-provisioning check performed by BellSouth, in response to an access service request, to determine the availability of facilities and assign the installation date. |
| **Firm Order Confirmation (FOC)** | The notice returned from BellSouth, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date. |
| **NTF** | No Trouble Found |
| **Unsolicited FOC** | An Unsolicited FOC is a supplemental FOC issued by BellSouth to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier. |
| **Project** | Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes. |
| **Query/Reject** | BellSouth response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued. |
| **Repeat Trouble** | Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days |
| **Supplement ASR** | A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR. |
| **TOK** | Test OK |

# Symbols Used In Calculations

A mathematical symbol representing the sum of a series of values following the symbol.

A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.