

Robert A. Culpepper
General Attorney

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(404) 335-0841

March 10, 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:

Please find enclosed for filing the corrected redlined SQM pages incorporating the initial changes from Staff's review of the 2/18/05 version of the SQM, and the additional changes arising from the conference call on held on March 4, 2005. A copy of the same is being provided to all parties as reflected in the attached certificate of service.

Sincerely,



Robert A. Culpepper

Enclosures

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

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

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

Electronic Mail and U.S. Mail this 10th day of March, 2005 to the following:

Adam Teitzman
Jerry Hallenstein
Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Tel. No. (850) 413-6175
Fax. No. (850) 413-6250
ateitzma@psc.state.fl.us
jhallens@psc.state.fl.us

Tracy W. Hatch
AT&T
101 North Monroe Street
Suite 700
Tallahassee, FL 32301
Tel. No. (850) 425-6360
Fax. No. (850) 425-6361
thatch@att.com

Sonia Daniels
AT&T
1230 Peachtree Street
Suite 400
Atlanta, GA 30309
Tel. No. (404) 810-8488
Fax. No. (281) 664-9791
soniadaniels@att.com

Verizon, Inc.
Kimberly Caswell
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110
Tel. No. (813) 483-2617
Fax. No. (813) 223-4888
kimberly.caswell@verizon.com

Nanette Edwards (+)
Regulatory Attorney
ITC^DeltaCom
4092 S. Memorial Parkway
Huntsville, Alabama 35802
Tel. No. (256) 382-3856
Fax. No. (256) 382-3936
nedwards@itcdeltacom.com

Peter M. Dunbar, Esquire
Karen M. Camechis, Esquire
Pennington, Moore, Wilkinson,
Bell & Dunbar, P.A.
Post Office Box 10095 (32302)
215 South Monroe Street, 2nd Floor
Tallahassee, FL 32301
Tel. No. (850) 222-3533
Fax. No. (850) 222-2126
pete@penningtonlawfirm.com

Brian Chaiken
Supra Telecommunications and
Information Systems, Inc.
2620 S. W. 27th Avenue
Miami, FL 33133
Tel. No. (305) 476-4248
Fax. No. (305) 443-1078
bchaiken@stis.com

Michael A. Gross
Vice President, Regulatory Affairs
& Regulatory Counsel
Florida Cable Telecomm. Assoc.
246 East 6th Avenue
Tallahassee, FL 32303
Tel. No. (850) 681-1990
Fax. No. (850) 681-9676
mgross@fcta.com

Susan Masterton
Charles J. Rehwinkel
Sprint
Post Office Box 2214
MS: FLTLHO0107
Tallahassee, Florida 32316-2214
Tel. No. (850) 599-1560
Fax. No. (850) 878-0777
susan.masterton@mail.sprint.com

Donna Canzano McNulty (+)
MCI
1203 Governors Square Blvd.
Suite 201
Tallahassee, FL 32301
Tel. No. (850) 219-1008
donna.mcnulty@mci.com

Brian Sulmonetti
MCI WorldCom, Inc.
6 Concourse Parkway, Suite 3200
Atlanta, GA 30328
Tel. No. (770) 284-5493
Fax. No. (770) 284-5488
brian.sulmonetti@wcom.com

William Weber, Senior Counsel
Gene Watkins (+)
Covad Communications
1230 Peachtree Street, N.E.
19th Floor, Promenade II
Atlanta, Georgia 30309
Tel. No. (404) 942-3494
Fax. No. (508) 300-7749
wweber@covad.com
jbelle@covad.com
g Watkins@covad.com

John Rubino
George S. Ford
Z-Tel Communications, Inc.
601 South Harbour Island Blvd.
Tampa, Florida 33602
Tel. No. (813) 233-4630
Fax. No. (813) 233-4620
gford@z-tel.com

Vicki Gordon Kaufman
Moyle Flanigan Katz Raymond
& Sheehan, PA
118 North Gadsden Street
Tallahassee, FL 32301
Tel. No. (850) 681-3828
Fax. No. (850) 681-8788
vkaufman@moylelaw.com
Represents KMC Telecom
Represents Covad
Represents Mpower

Jonathan E. Canis
Michael B. Hazzard
Kelley Drye & Warren, LLP
1200 19th Street, N.W., Fifth Floor
Washington, DC 20036
Tel. No. (202) 955-9600
Fax. No. (202) 955-9792
jacanis@kelleydrye.com
mhazzard@kelleydrye.com

Tad J. (T.J.) Sauder
Manager, ILEC Performance Data
Birch Telecom of the South, Inc.
2020 Baltimore Avenue
Kansas City, MO 64108
Tel. No. (816) 300-3202
Fax. No. (816) 300-3350

John D. McLaughlin, Jr.
KMC Telecom
1755 North Brown Road
Lawrence, Georgia 30043
Tel. No. (678) 985-6262
Fax. No. (678) 985-6213
jmclau@kmctelecom.com

Andrew O. Isar
Miller Isar, Inc.
7901 Skansie Avenue
Suite 240
Gig Harbor, WA 98335-8349
Tel. No. (253) 851-6700
Fax. No. (253) 851-6474
aisar@millerisar.com

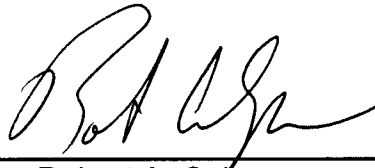
Renee Terry, Esq.
e.spire Communications, Inc.
7125 Columbia Gateway Drive
Suite 200
Columbia, MD 21046
Tel. No. (301) 361-4298
Fax. No. (301) 361-4277

Mr. David Woodsmall
Mpower Communications, Corp.
175 Sully's Trail
Suite 300
Pittsford, NY 14534-4558
Tel. No. (585) 218-8796
Fax. No. (585) 218-0635
dwoodsmall@mpower.com

Suzanne F. Summerlin, Esq.
Attorney At Law
2536 Capital Medical Blvd.
Tallahassee, FL 32308-4424
Tel. No. (850) 656-2288
Fax. No. (850) 656-5589
summerlin@nettally.com

Dulaney O'Roark III (+)
WorldCom, Inc.
Six Concourse Parkway
Suite 3200
Atlanta, GA 30328
Tel. No. (770) 284-5498
De.OROark@mci.com

Ann Shelfer
Supra Telecommunications
1311 Executive Center Drive
Suite 220
Tallahassee, FL 32301
Tel. No. (850) 402-0510
Fax. No. (850) 402-0522
ashelfer@stis.com



Robert A. Culpepper

**(+) Signed Protective
Agreement**

#502166

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

**Measurement Descriptions
Version ~~3.00~~ 4.00**

Issue Date: ~~July 1, 2003~~ March 1, 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. 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.

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~~

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

Florida Performance Metrics

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 dData fFiles (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.) 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.

Florida Performance Metrics

V3.00	June 20, 2003	<p>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.</p> <p>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.</p>
<u>V4.00</u>	<u>February 18, 2005</u>	<u>Preliminary Staff Recommendation 02-04-05 SQM</u>

Contents

Section 1: Operations Support Systems (OSS)

OSS-1:	(Deleted) Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)	4
OSS-1 [ARI]:	OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)	7
OSS-2 [IA]:	OSS <u>Interface Availability</u> (Pre-Ordering/Ordering/Maintenance & Repair)	9
OSS-3:	(Deleted) OSS Availability (Maintenance & Repair)	11
OSS-4:	(Deleted) Response Interval (Maintenance & Repair)	13
PO-1:	(Deleted) Loop Makeup - Response Time – Manual	15
PO-2 [LMT]:	Loop Makeup - Response Time - Electronic	17
PO-3 [BMA]:	UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)	19

Section 2: Ordering

O-1:	(Deleted) Acknowledgement Message Timeliness	20
O-2 [AKC]:	Acknowledgement Message Completeness	22
O-3 [FT]:	Percent Flow-Through Service Requests (<u>Summary</u>)	24
O-4:	(Deleted) Percent Flow-Through Service Requests (Detail)	27
	(Deleted) Flow-Through Error Analysis	30
O-6:	(Deleted) CLEC LSR Information	32
O-7:	(Deleted) Percent Rejected Service Requests	34
O-8 [RI]:	Reject Interval	36
O-9 [FOCT]:	Firm Order Confirmation Timeliness	40
O-10:	(Deleted) Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual	44
O-11 [FOCC]:	Firm Order Confirmation and Reject Response Completeness	46
O-12 [OAAT]:	Speed of Average Answer in Time - Ordering Centers	49

Section 3: Provisioning

P-1 [HOI]:	Mean Held Order Interval & Distribution Intervals	51
P-2A [PJ48]:	Percentage of Orders given Jeopardy Notices <u>Interval >= 48 Hours</u>	54
P-2B [PJ]:	Percentage of Orders Given Jeopardy Notices	57
P-3 [MIA]:	Percent Missed initial Installation Appointments	60
P-4 [OCI]:	<u>Average Order Completion Interval (OCI) & Order Completion Interval Distribution</u>	63
P-5 [CNI]:	Average Completion Notice Interval	67
P-6:	(Deleted) % Completions/Attempts without Notice or < 24 hours Notice	70
P-7 [CCI]:	Coordinated Customer Conversions <u>Interval – Hot Cut Duration</u>	72
P-7A [CCT]:	Coordinated Customer Conversions – Hot Cut Timeliness % <u>Percent within Interval and Average Interval</u>	74
P-7B [CCR]:	Coordinated Customer Conversions – Average Recovery Time	77
P-7C [CPT]:	Hot Cut Conversions - % <u>Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order</u>	79
P-7D [NCDD]:	Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date	81
P-8:	(Deleted) Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing	82
P-9 [PPT]:	% <u>Percent Provisioning Troubles within 30 “X” Days of Service Order Completion</u>	84
P-11:	(Deleted) Service Order Accuracy	87
P-11A [SOA]:	Service Order Accuracy	89
P-13B [LOOS]:	LNP-Percent Out of Service < 60 Minutes	92
P-13C [LAT]:	LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date	94
P-13D [LDT]:	LNP <u>Average Disconnect Timeliness Interval Distribution (Non-Trigger)</u>	96

Section 4: Maintenance & Repair

M&R-1 [MRA]:	Percent Missed Repair Appointments.....	98
M&R-2 [CTRR]:	Customer Trouble Report Rate.....	101
M&R-3 [MAD]:	Maintenance Average Duration.....	104
M&R-4 [PRT]:	Percent Repeat Customer Troubles within 30 Days.....	107
M&R-5 [OOS]:	Out of Service (OOS) > 24 Hours.....	110
M&R-6 [MAAT]:	Average Answer Time – Repair Centers.....	113
M&R-7:	(Deleted) Mean Time To Notify CLEC of Network Outages.....	115

Section 5: Billing

B-1 [BIA]:	Invoice Accuracy.....	117
B-2 [BIT]:	Mean Time to Deliver Invoices.....	119
B-3:	(Deleted) Usage Data Delivery Accuracy.....	121
B-4:	(Deleted) Usage Data Delivery Completeness.....	123
B-5 [BUT]:	Usage Data Delivery Timeliness.....	125
B-6:	(Deleted) Mean Time to Deliver Usage.....	127
B-7:	(Deleted) Recurring Charge Completeness.....	129
B-8:	(Deleted) Non-Recurring Charge Completeness.....	131
B-9:	(Deleted) Percent Daily Usage Feed Errors Corrected in "X" Business Days.....	133
B-10 [BEC]:	Percent Billing Errors Corrected Adjustment Requests (BAR) Responded to within "X" 45 Business Days.....	135

Section 6: (Deleted) Operator Services and Directory Assistance

OS-1:	Speed to Answer Performance/Average Speed to Answer - Toll.....	137
OS-2:	Speed to Answer Performance/Percent Answered within "X" Seconds – Toll.....	139
DA-1:	Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA).....	140
DA-2:	Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA).....	142

Section 7: (Deleted) Database Update Information

D-1:	Average Database Update Interval.....	143
D-2:	Percent Database Update Accuracy.....	145
D-3:	Percent NXXs and LRNs Loaded by the LERG Effective Date.....	147

Section 8: (Deleted) E911

E-1:	Timeliness.....	149
E-2:	Accuracy.....	150
E-3:	Mean Interval.....	151

Section 96: Trunk Group Performance

TGP-1 [TGP]:	Trunk Group Performance-Aggregate.....	152
TGP-2:	(Deleted) Trunk Group Performance-CLEC Specific.....	155

Section 107: Collocation

C-1 [ART]:	Collocation Average Response Time.....	158
C-2 [AT]:	Collocation Average Arrangement Time.....	160
C-3 [MDD]:	Collocation Percent of Due Dates Missed.....	162

Section H8: Change Management

CM-1 [NT]:	Timeliness of Change Management Notices.....	163
CM-2:	(Deleted) Change Management Notice Average Delay Days.....	165
CM-3 [DT]:	Timeliness of Documents Documentation Associated with Change.....	166
CM-4:	(Deleted) Change Management Documentation Average Delay Days.....	167
CM-5 [ION]	Notification of CLEC Interface Outages.....	168
CM-6 [SEC]:	Percentage of Software Errors Corrected in "X" (40, 30, 45)-Business Days.....	170
CM-7 [CRA]:	Percentage of Change Requests Accepted or Rejected within 10 Days.....	172
CM-8 [CRR]:	Percent Change Requests Rejected.....	173
CM-9 [NDRR]:	Number of Defects in Production Releases (Type 6 CR).....	174
CM-10 [SV]:	Software Validation.....	176
CM-11 [SCR]:	Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization.....	178
CM-11A [PCR]:	Average Time to Implement Process Change Requests.....	180

Appendix A: (Deleted) Reporting Scope

A-1:	Standard Service Groupings.....	181
A-2:	Standard Service Order Activities.....	181

Appendix BA: Glossary of Acronyms and Terms

.....	182
-------	-----

Appendix CB: BellSouth Audit Policy

C-1:	BellSouth's Internal Audit Policy.....	
C-2:	BellSouth's External Audit Policy.....	
.....	193	

Appendix DC: OSS Interface Tables

.....	194
-------	-----

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

.....	198
-------	-----

Appendix E: Description of Raw Data and Other Supporting Data Files

.....	200
-------	-----

Appendix F: BellSouth PMAP Data Notification Process

.....	203
-------	-----

Appendix G: SQM Equity Determination

.....	204
-------	-----

Appendix E: (Deleted) Flow Through Matrix

.....	205
-------	-----

Appendix H: Special Access Measurements

.....	210
-------	-----

OSS-1 [ARI]: 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 Gateway, 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

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

<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>
---	------------------------------------

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

(See Appendix C: OSS Interface Tables)

SEEM Measure

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
Yes	X	

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

O-12 [OAAT]: 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

- Volume of abandoned calls

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 Carrier Service Center 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

Florida Performance Metrics

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 [OAIT]: Speed of Average Answer in Time - Ordering Centers

P-2B [PJ]: 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 Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.~~

Exclusions

- ~~• Orders held for CLEC end user reasons~~
- ~~• 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) 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 Orders 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 \geq 48 hours = (c / d) X 100~~

- ~~• c = Number of Orders Given Jeopardy Notice \geq 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~~~~

Florida Performance Metrics

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) (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
• 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 [PJ]: Percentage of Orders Given Jeopardy Notices

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-3 [MIA]: 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 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 Order types may be coded C, N, R or T)
- Disconnect (D) & From (F) 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 an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth fails to meet the original commitment time. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth fails to meet the original commitment time. 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 <10 lines/circuits >= 10 lines/circuits (except trunks)~~
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
 - State
 - Region

Florida Performance Metrics
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).....	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.....	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

Florida Performance Metrics

- UNE Other Design Diagnostic Retail Design
- UNE Other Non-Design Diagnostic Retail Residence 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/ADSL~~ Retail ISDN – BRI

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	<u>Retail Residence</u>
• Resale Business	<u>Retail Business</u>
• Resale Design	<u>Retail Design</u>
• Resale PBX	<u>Retail PBX</u>
• Resale Centrex	<u>Retail Centrex</u>
• Resale ISDN	<u>Retail ISDN</u>
• LNP (Standalone)	<u>Retail Residence and Business (POTS)</u>
• INP (Standalone)	<u>Retail Residence and Business (POTS)</u>
• 2W Analog Loop Design	<u>Retail Residence and Business Dispatch</u>
• 2W Analog Loop Non-Design	<u>Retail Residence and Business – (POTS (Excluding Switch-Based Orders)</u>
• 2W Analog Loop With LNP – Design	<u>Retail Residence and Business Dispatch</u>
• 2W Analog Loop With LNP – Non-Design	<u>Retail Residence and Business – (POTS Excluding Switch-Based Orders)</u>
• 2W Analog Loop With INP – Design	<u>Retail Residence and Business Dispatch</u>
• 2W Analog Loop With INP – Non-Design	<u>Retail Residence and Business – (POTS Excluding Switch-Based Orders)</u>
• UNE Digital Loop < DS1	<u>Retail Digital Loop < DS1</u>
• UNE Digital Loop >= DS1	<u>Retail Digital Loop >= DS1</u>
• UNE Loop + Port Combinations	<u>Retail Residence and Business</u>
Dispatch In	<u>Dispatched In</u>
Switch Based	<u>Switch Based</u>
• EELs	<u>Retail DS1/DS3</u>
• UNE Switch Ports	<u>Retail Residence and Business (POTS)</u>
• UNE Combo Other	<u>Retail Residence, Business and Design Dispatch</u>
• UNE xDSL (HDSL, ADSL and UCL)	<u>ADSL Provided to Retail</u>
Without Conditioning	<u>Without Conditioning</u>
With Conditioning	<u>With Conditioning (BellSouth does not offer this service to Retail)</u>
• UNE ISDN	<u>Retail ISDN – BRI</u>
• UNE Line Splitting Without Conditioning	<u>ADSL Provided to Retail</u>
• With Conditioning	<u>ADSL Provided to Retail</u>
• UNE Line Sharing Without Conditioning	<u>ADSL Provided to Retail</u>
• With Conditioning	<u>ADSL Provided to Retail</u>
• Local Transport (Unbundled Interoffice Transport)	<u>Retail DS1/DS3 Interoffice</u>
• Local Interconnection Trunks	<u>Parity with Retail</u>
• UNE Other Design	<u>Retail Design</u>
• UNE Other Non-Design	<u>Retail Residence and Business</u>
• UNE UDC/ADSL	<u>Retail ISDN – BRI</u>

P-3 [MIA]: 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

Florida Performance Metrics
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 < 40 6 lines/circuits; >= 40 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 < DS1

Florida Performance Metrics

• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations.....	Retail Residence and Business
- Dispatch In.....	- Dispatch In
- Switch Based.....	- Switch Based
• <u>UNE EELs</u>	Retail DS1/DS3
• <u>UNE Switch Ports</u>	Retail Residence and Business (POTS)
• <u>UNE Combo Other</u>	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- without conditioning.....	<= 5 Days
- with conditioning.....	<= 12 Days
• <u>UNE ISDN/UDC/IDSL</u>	Retail ISDN - BRI
• <u>UNE Line Sharing without Conditioning</u>	ADSL Provided to Retail
with Conditioning.....	<= 12 Days
• <u>UNE Line Splitting/Sharing without Conditioning</u>	ADSL Provided to Retail
with Conditioning.....	<= 12 Days
• <u>Local Transport (Unbundled Interoffice Transport)</u>	Retail DS1/DS3 Interoffice
• <u>UNE Other Design</u>	Retail Design Diagnostic
• <u>UNE Other Non-Design</u>	Retail Residence and Business Diagnostic
• <u>UNE UDC/IDSL</u>	Retail ISDN - BRI
• <u>Local Interconnection Trunks</u>	Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• <u>Resale Residence</u>	Retail Residence
• <u>Resale Business</u>	Retail Business
• <u>Resale Design</u>	Retail Design
• <u>Resale PBX</u>	Retail PBX
• <u>Resale Centrex</u>	Retail Centrex
• <u>Resale ISDN</u>	Retail ISDN
• <u>LNP (Standalone)</u>	Retail Residence and Business (POTS)
• <u>INP (Standalone)</u>	Retail Residence and Business (POTS)
• <u>2W Analog Loop Design</u>	Retail Residence and Business Dispatch
• <u>2W Analog Loop Non-Design</u>	Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• <u>2W Analog Loop with LNP-Design</u>	Retail Residence and Business Dispatch
• <u>2W Analog Loop with LNP-Non-Design</u>	Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• <u>2W Analog Loop with INP-Design</u>	Retail Residence and Business Dispatch
• <u>2W Analog Loop with INP-Non-Design</u>	Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• <u>UNE Digital Loop < DS1</u>	Retail Digital Loop < DS1
• <u>UNE Digital Loop >= DS1</u>	Retail Digital Loop >= DS1
• <u>UNE Loop + Port Combinations</u>	Retail Residence and Business
- Dispatch In.....	Dispatch In
- Switch Based.....	Switch Based
• <u>UNE Switch Ports</u>	Retail Residence and Business (POTS)
• <u>UNE Combo Other</u>	Retail Residence, Business and Design Dispatch
• <u>UNE xDSL (HDSL, ADSL and UCL)</u>	
- without conditioning.....	<= 5 Days
- with conditioning.....	<= 12 Days
• <u>UNE ISDN</u>	Retail ISDN - BRI
• <u>UNE Line Sharing Without Conditioning</u>	ADSL Provided to Retail
With Conditioning.....	<= 12 Days
• <u>Local Transport (Unbundled Interoffice Transport)</u>	Retail DS1/DS3 Interoffice
• <u>Local Interconnection Trunks</u>	Parity with Retail
• <u>UNE Line Splitting Without Conditioning</u>	ADSL Provided to Retail

P-4 [OC1]: Average Order Completion Interval (OCI) & Order Completion Interval Distribution

Florida Performance Metrics

With Conditioning	≤ 12 Days
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• EELs Retail DS1/DS3	
• UNE UDC/DSL	Retail ISDN/BRI

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

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 [SOA]: 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, 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 considered 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

Florida Performance Metrics

- 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 [SOA]: Service Order Accuracy

Section 4: Maintenance & Repair

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

Definition

This report measures ~~the~~ the 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~~

Florida Performance Metrics

- ~~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 <u>UNE</u> Analog Loop (Design).....	Retail Residence, & Business and Design (Dispatch) (Excluding Digital Loops)
• 2W <u>UNE</u> 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, & Business Dispatch
• 2W Analog Loop Non-Design.....	Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)

Florida Performance Metrics

• 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 Interoffice
• Local Interconnection Trunks	Parity with Retail

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Definition

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

Exclusions

Volume of abandoned calls

Business Rules

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

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

Calculation

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

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

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

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

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- ~~CLEC Average Answer Time~~

Relating to BellSouth Performance

- ~~BellSouth Average Answer Time~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

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

SQM Analog/Benchmark

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

SQM Level of Disaggregation

SQM Analog/Benchmark

- CLEC Average Answer Time BellSouth Average Answer Time

Florida Performance Metrics

SEEM Measure

SEEM Tier I Tier II

No.....

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation..... SEEM Analog/Benchmark

• Not Applicable..... Not Applicable

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Section 11 8: Change Management

CM-1 [NT]: 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. ~~(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

CM-1 [NT]: Timeliness of Change Management Notices

Florida Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

~~SEEM Disaggregation – Analog/Benchmark~~

~~SEEM Disaggregation~~ _____ ~~SEEM Analog/Benchmark~~

~~• Region – 98% on time~~

CM-1 [NT]: Timeliness of Change Management Notices

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 4Q04.~~

~~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 comprehensive audit of the current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2004-2008) 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 Audits 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).~~
- ~~3. BellSouth, and the PSC and the CLECs shall jointly determine the scope of the audit.~~
- ~~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 Interface Tables

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	CRSOCRSR	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-GSR 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 (TAFI)

System	BellSouth & CLEC	Count				Avg. Int.
		<= 4	> 4 <= 10	<= 10	> 10 > 30	
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 may be 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		

CRSACCTS.....	RNS.....
CRSOCSR.....	ROS.....
CRSECSRL.....	LENS
TAG-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

<u>OSS Interface Availability Application</u>	<u>Applicable to</u>	<u>% Availability</u>
EDI.....	CLEC.....	X
LENS.....	CLEC.....	X
LEO.....	CLEC.....	X
LESOG.....	CLEC.....	X
PSIMS.....	CLEC.....	X
TAG/XML.....	CLEC.....	X
LNP Gateway.....	CLEC.....	X
COG.....	CLEC.....	X
SOG.....	CLEC.....	X
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
LFACS.....	CLEC/BellSouth.....	X
RNS.....	BellSouth.....	X
ROS.....	BellSouth.....	X

~~OSS-2: OSS Availability (Pre-Ordering/Ordering)~~

~~SEEM OSS Availability~~

OSS Interface	Applicable to	% Availability
EDI.....	CLEC.....	X
LENS.....	CLEC.....	X
LEO.....	CLEC.....	X
LESOG.....	CLEC.....	X
PSIMS.....	CLEC.....	X
TAG.....	CLEC.....	X
LNP Gateway.....	CLEC.....	X
COG.....	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.....	X
CLEC ECTA.....	X

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 unless the Commission staff directs BellSouth not to go forward with the changes.