

**Ruth Nettles**

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**From:** Slaughter, Brenda [bs3843@att.com]  
**Sent:** Monday, February 02, 2009 4:15 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Culpepper, Robert; Woods, Vickie; Holland, Robyn P; Eure, Micale; jp074a  
**Subject:** Docket 000121A-TP Proposed Data Notification Report March 2009  
**Attachments:** 000121A-TP March 2009 Proposed Data Notification Report.pdf

- A. Brenda Slaughter  
Legal Secretary to Robert A. Culpepper, John T. Tyler and Dorian Denburg  
BellSouth Telecommunications, Inc. d/b/a AT&T Florida  
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- B. Docket No. 000121A-TP: In Re: Investigation into the Establishment of Operations Support Systems Permanent Incumbent Local Exchange Telecommunications Companies.
- C. BellSouth Telecommunications, Inc.  
on behalf of Robert A. Culpepper
- D. 6 pages total in PDF format (includes letter, report and certificate of service)
- E. BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Proposed Data Notification November 2008

<<000121A-TP March 2009 Proposed Data Notification Report.pdf>>

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2/2/2009



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February 2, 2009

Ms. Ann Cole  
Commission Clerk  
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. Cole:

Enclosed for filing is BellSouth Telecommunications, Inc., d/b/a AT&T Florida ("AT&T Florida") proposed Data Notification Report for March 2009 data month. This report will be discussed at the next scheduled industry conference call.

A copy of same is being provided to all parties as reflected on the attached certificate of service.

Sincerely,

Robert A. Culpepper

Enclosures

cc: All parties of record  
Jerry D. Hendrix

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## PROPOSED MARCH 2009 DATA NOTIFICATION

BellSouth Telecommunications, Inc., d/b/a AT&T Florida ("AT&T Florida") is considering making the changes described in this document to generate results for the March 2009 data month. Results for the March 2009 data month will be posted as follows:

|                     |                |
|---------------------|----------------|
| Preliminary results | April 20, 2009 |
| Final results       | April 30, 2009 |

AT&T Florida provides Data Notifications each month in compliance with the SQM Plan. The Plan specifies that when AT&T Florida proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice is provided on the first business day of the month before the data month in which the change will be made. AT&T Florida also provides notification if it is considering making changes to the method of calculating data for the following month.

ENCORE Releases may affect monthly data flows from the source systems (e.g., LEO, LESOG, etc.) that PMAP uses to calculate measurements. AT&T Florida will make changes to PMAP to ensure that data continues to be correctly captured as ENCORE Releases are implemented.

System releases related to the merger between BellSouth and AT&T may affect monthly data flows from the source systems that PMAP uses to calculate measurements. AT&T Florida will make changes to PMAP to ensure that data continues to be correctly captured as system changes are implemented.

There is one additional matter that AT&T Florida would like to bring to the attention of the Commission and the parties. In the proposed January 2009 Data Notification Report, item 5 reported that the measurement M&R 5 - Out of Service (OOS) > 24 Hours should only capture Out of Service trouble reports (no dial tones, cannot be called, or cannot call out). AT&T Florida proposed to modify the code in accordance with the business rules to only capture Out of Service troubles in the denominator. After further review, it has been determined the existing coding of the out of service indicator is accurate, therefore notification of this change has been cancelled.

### Ordering Measurements

- (1) *Affected Measures:* FOCC  
O-11 Firm Order Confirmation and Reject Response Completeness [FOCC]

*Description of Change:* Currently, AT&T Florida counts as a missed transaction an LSR where a subsequent version is submitted prior to a response being generated to the previous version. AT&T Florida proposes to modify the code to eliminate the previous version of the LSR from the count of LSR submissions. This proposed change was item number one on the Preliminary March 2009 Data Notification filed on January 2, 2009. (RQ9970)

*Impact of Change:* For the September 2008 data-month in Florida, the FOCRC Non-Mechanized results would change from 98.27% to 100.00% of records that were responded to within the reporting period. Due to the impact of this change, re-posting is not necessary.

- (2) *Affected Measures:* FT, RI, FOCT, FOCC  
O-3 Percent Flow-Through Service Requests [FT]  
O-8 Reject Interval [RI]  
O-9 Firm Order Confirmation Timeliness [FOCT]  
O-11 Firm Order Confirmation and Reject Response Completeness [FOCC]

*Description of Change:* AT&T Florida proposes to modify the code in accordance with the exclusions to add additional test indicators to the ordering measurements as excludable test transactions. This proposed change was item number two on the Preliminary March 2009 Data Notification filed on January 2, 2009. (RQ9914)

*Impact of Change:* For the August 2008 data-month, this change had no impact to reported metric results. Due to the impact of this change, re-posting is not necessary.

### Provisioning Measurements

- (3) *Affected Measures:* OCI  
P-4 Order Completion Interval [OCI]

*Description of Change:* Issuance of an administrative service order by AT&T Florida is required to restore an account in a denied status in order to process a service request from a different carrier. Currently, AT&T Florida includes these administrative orders. AT&T Florida proposes to modify the code in accordance with measurement exclusions to not include these administrative orders. This proposed change was item number three on the Preliminary March 2009 Data Notification filed on January 2, 2009. (RQ9801)

*Impact of Change:*

For the September 2008 data-month in Florida, 27 Resale Residence records would be excluded. This change will have no impact to reported metric results.

For the September 2008 data-month in Florida, 114 Resale Residence records would be excluded. This change will have no impact to reported metric results. Due to the impact of this change, re-posting is not necessary.

## Maintenance & Repair Measurements

- (4) *Affected Measures:* MAAT  
M&R-6 Average Answer Time – Repair Centers [MAAT]

*Description of Change:* Currently, AT&T Florida displays Residence and Business Centers for AT&T and CLECs separately on the aggregate report. AT&T Florida proposes to modify the code in accordance with the business rules to only display the totals as is currently done with the 12-month reports. This proposed change was item number four on the Preliminary March 2009 Data Notification filed on January 2, 2009. (RQ9857)

*Impact of Change:* This change will have no impact to reported results. Due to the impact of this change, re-posting is not necessary.

- (5) *Affected Measures:* M&R 1-5  
M&R-1 Percent Missed Repair Appointments [MRA]  
M&R-2 Customer Trouble Report Rate [CTRR]  
M&R-3 Maintenance Average Duration [MAD]  
M&R-4 Percent Repeat Customer Troubles within 30 Calendar Days [PRT]  
M&R-5 Out of Service (OOS)>24 Clock Hours [OOS]

*Description of Change:* AT&T Florida has identified that not all troubles outside of its control are being excluded. AT&T Florida proposes to modify the code in accordance with measurement exclusions to exclude all troubles outside of AT&T's control. This proposed change was item number five on the Preliminary March 2009 Data Notification filed on January 2, 2009. (RQ9730)

*Impact of Change:* For the September 2008 data month in Florida, the M&R-2 (CTRR) CLEC Aggregate impact would change from 0.81% to 0.78%. Due to the impact of this change, re-posting is not necessary.

**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 the 2nd day of February, 2009 to the following:

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Robert A. Culpepper

**(+) Signed Protective Agreement**