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July 10, 2009


Ann Cole, Commission Clerk
Office of the 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 performance measures for incumbent local exchange Telecommunications companies (BellSouth Track)

Dear Ms. Cole:

Enclosed is BellSouth Telecommunications, Inc. d/b/a AT&T Florida's Comments and Proposed Revisions to the BellSouth Performance Assessment Plan.

Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Tracy W. Hatch

Enclosures

cc: All parties of record
Jerry D. Hendrix
Gregory R. Follensbee
E. Earl Edenfield, Jr.

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**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 10th day of July, 2009 to the following:

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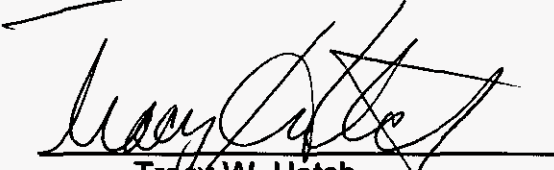
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Tracy W. Hatch

(+) Signed Protective Agreement

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the establishment)
of operations support systems)
permanent performance measures for)
incumbent local exchange)
telecommunications companies.)

Docket No.: 000121A-TP

Filed: July 10, 2009

**AT&T FLORIDA'S COMMENTS AND PROPOSED REVISIONS TO THE
BELLSOUTH PERFORMANCE ASSESSMENT PLAN**

Pursuant to the Notice issued by the Florida Public Service Commission Staff ("Commission Staff"), BellSouth Telecommunications, Inc., d/b/a AT&T Florida ("AT&T Florida") hereby submits its comments and proposed revisions to the AT&T Florida Service Quality Measurement Plan, Version 5.01, ("SQM" or "SQM plan") dated April 19, 2008 and Self-Effectuating Enforcement Mechanism Administrative Plan, Version 5.02, ("SEEM" or "SEEM plan") dated December 15, 2008. As requested by the Commission Staff, AT&T Florida also submits redlined version of its proposed SQM (attached hereto as Exhibit "A") and a matrix identifying the rationale for each proposed modification is attached hereto as Exhibit "B." As discussed below, AT&T is proposing to alter the manner in which performance is assured by moving the remedies currently provided to CLECs through the SEEM plan to a business-to-business commercial arrangement. Due to the proposed replacement of the SEEM plan with a business-to-business commercial arrangement, a redlined version of the current SEEM plan would not be meaningful and is not being provided.

The Telecommunications Act of 1996 ("the Act") and the FCC's implementing rules require incumbent local exchange carriers ("ILECs"), such as AT&T Florida, to provide competitive local exchange carriers ("CLECs") with nondiscriminatory access to Operations

Support Systems (“OSS”). In the August 1996 Local Competition First Report and Order, the FCC commented that it was vital for ILECs to provide CLECs with access to the pre-ordering, ordering, provisioning and billing, as well as repair and maintenance OSS sub-functions such that CLECs are able to perform such OSS functions in “substantially the same time and manner”¹ as the ILECs can for themselves. In December of 2002, the FCC’s Florida/Tennessee Order clarified that for those OSS sub-functions with retail analogs, an ILEC “must provide access that is substantially the same level of access that the BOC provides itself, its customers, or its affiliates, in terms of quality, accuracy, and timeliness. For those functions that have no retail analogue, the BOC must demonstrate that the access it provides to competing carriers would offer an efficient carrier a ‘meaningful opportunity to compete.’”² AT&T submits that the proposed modifications to the SQM and SEEM plans are consistent with the requirements of applicable law and provide continued incentives for AT&T Florida to provide its competitors with sufficient, nondiscriminatory access to OSS as required by the Act.

I. SUMMARY OF PROPOSED PLAN CHANGES

The overarching goal should be a plan that, in light of the current market place, accomplishes the objectives of monitoring and enforcement of nondiscriminatory access as effectively and efficiently as possible, and with as little regulatory involvement as necessary. Moreover, the plan should not unduly burden one competitor for the benefit of others or treat some companies more favorably than others.

¹ FCC First Report and Order No. 96-325, *In the Matter of Implementation of the Local Competition Provisions in the Telecommunications Act of 1996*, CC Docket No. 96-98, Para. 518, Rel. August 8, 1996.

² FCC Memorandum Opinion and Order No. 02-331, *In the Matter of Application by BellSouth Telecommunications, Inc., and BellSouth Long Distance, Inc., for Authorization to Provide In-Region, InterLATA Services in Florida and Tennessee*, WC Docket No. 02-307, Para. 76, Rel. December 19, 2002. (“FLA/TN 271 Order”).

To accomplish this goal, AT&T Florida believes that the SQM and SEEM plan changes this proceeding produces must take into account the following:

- The measurement plan scope should be optimized to focus measurement only on key end result customer impacting process performance, and not on the measurement of non-critical or secondary processes, nor on duplicative measurements of the same activity;
- Neither the SQM nor the remedy plan should be so excessive, impractical, or unreasonable as to promote uneconomic behavior to meet the demands of the wholesale requirements;
- The measurement and enforcement plans should change to reflect the current marketplace and the maturity of AT&T's OSS, which is very different from the status at the time such plans were first implemented.
- The plans should take into consideration treatment of similarly situated providers.

AT&T Florida has identified three (3) major categories of change that will improve the current SQM and SEEM Plans:

1. Streamline the Current SQM Plan
2. Eliminate Non-Service Impacting Penalties
3. Eliminate Tier 2 Remedies and shift Tier 1 remedies to business-to-business commercial arrangements³

³ AT&T prefers to resolve the issues regarding remedy payments to CLECs via business-to-business negotiations with the CLECs. However, these negotiations should not be construed as a waiver by AT&T of any arguments concerning the jurisdiction of the Commission to impose automatic penalty payments absent AT&T's agreement.

The proposed revisions retain measurements of those critical activities necessary to provide an efficient CLEC with a meaningful opportunity to compete and, where applicable, access to OSS in substantially the same time and manner as that provided by AT&T Florida for its retail operations.

A. STREAMLINE THE CURRENT SQM PLAN

The current SQM plan should be streamlined to emphasize those measurements that significantly and directly affect competition in local exchange markets. The proposed revisions include eliminating (or at least substantially reducing) metrics that:

- measure processes that do not have direct, significant impacts on CLECs and their end users;
- measure the same process in different ways; and/or
- measure processes for which AT&T Florida consistently provides a high level of performance.⁴

AT&T Florida also has identified certain performance measurements that provide little, or no, additional significant information with respect to AT&T's obligation regarding service commitments in local exchange markets. Because some of these measures can provide useful monitoring information, AT&T Florida does not propose eliminating all such measures.

However, remedies in a business-to-business commercial arrangement as described below would

⁴ For example, thousands of occurrences are reported each month for Measure OSS-1 — OSS Response Interval (Pre-Ordering/Ordering/Maintenance and Repair). Response times for OSS-1 are measured in seconds and tenths of seconds. CLECs' end users likely are completely unaffected if responses to CLECs' OSS queries are a second longer than the performance standard. Furthermore, response time intervals for OSS-1 can be determined solely by overall systems performance. Measure OSS-2 — OSS Interface Availability (Pre-Ordering/Ordering/ Maintenance & Repair) and OSS-1 are redundant — measuring the same performance in different ways. Finally, excellent monthly performance results have been consistently reported for measurements such as O-2 Acknowledgement Message Completeness.

not apply to any of these informational measures since remedy obligations on multiple measures of similar activity are duplicative and unreasonably punitive.

B. ELIMINATE NON-SERVICE IMPACTING PENALTIES

AT&T Florida is seeking to transition the remedy provisions of the SEEM plan to a business-to-business commercial arrangement with CLECs and eliminate Tier 2 remedy payments as described below. Inclusive with those changes, AT&T Florida is proposing the elimination of several provisions in the SEEM administrative plan that impose penalties on performance of activities that have no impact on the level of service provided to the CLEC.

- The \$1,000-per-day fine for each day after the due date for payments made to the Commission should be eliminated. First, AT&T is proposing the elimination of Tier 2 payments therefore making the \$1,000-per-day fine no longer applicable. Second, late payments to the Commission rarely occur (only twice in the last 7 years) and are the result of inadvertent and unintentional errors in monthly data reporting. Third, a payment transmitted late to the Commission has no bearing or impact on the services AT&T provides to CLECs and thus, does not effect the overall competitive landscape.
- The \$400-per-day fine for reposting SQM reports should be eliminated. When AT&T discovers or is informed of an inconsistency in the posted SQM performance reports, the data is corrected as quickly as possible and the reports are reposted to the performance measurement website. AT&T Florida should not be liable for a reposting fine when there is no harm to CLECs. The primary objective of performance measurement reporting is to provide complete and accurate results, identify omissions and errors should they occur, and correct them expeditiously; it is not to levy fines for efforts to correct the data. The current number of measurements and sub-metrics, the volume of

data processed and the complexity of the SQM plan imposes significant demands on AT&T that can result in a data restatement. To the extent that omissions and errors are identified, AT&T Florida should not be fined for taking action to correct the posted results. Clearly, the CLEC did not experience any discriminatory actions nor can any competitive harm be presumed because of reposting performance reports, particularly where the CLEC was provided better service than originally reported. This unwarranted punitive fine does nothing to strengthen (or even maintain) competition in the local exchange market and should be eliminated.

- The automatic penalty of \$2,000 per day for the late posting of SQM reports should be eliminated. Historically, late posting of SQM or SEEM reports rarely occurred. In fact, late posting only occurred once in the last six (6) years throughout the nine-state Southeast region, and not in Florida. AT&T will make every reasonable effort to meet all deadlines imposed by the SQM and remedy plans. With the volume of data and reports, it is unreasonable to assume that an issue will never arise regarding the posting of a report. Even assuming there is a late reposting of a report, there is nothing to suggest that late reporting is harmful to the CLECs or to the Commission. Under a business-to-business commercial remedy arrangement, AT&T will not be proposing any penalties for late posting.

C. ELIMINATE TIER 2 REMEDY PAYMENTS AND SHIFT TIER 1 REMEDIES TO BUSINESS-TO-BUSINESS COMMERCIAL ARRANGEMENTS

The original purpose of Tier 2 remedies was to provide AT&T an added incentive to ensure it structured and implemented its OSS and associated processes in a way that enhanced the competitive landscape. In other words, Tier 2 remedies provided additional financial incentives to focus on the overall competitive process to maintain an open market and prevent backsliding.

This “safeguard” is no longer necessary. The Florida local telecommunications market (as it has evolved since passage of the Act in 1996) is irreversibly open. Since Section 271 approval in 2002, AT&T has unquestionably maintained its ordering, provisioning, maintenance & repair, and billing systems and associated processes at levels that support the CLEC industry and provides an efficient CLEC with a meaningful opportunity to compete.⁵ In fact, the recent Commission report on the status of competition in the telecommunications industry to the Legislature, states:

Wireless and VoIP services have become a significant portion of the voice communications market. Historically, the Commission has not addressed barriers to entry that may be impacting wireless and VoIP providers. However, these intermodal competitors are providing viable competitive alternatives to both residential and business subscribers as evidenced by the fact that intermodal subscribership has increased while wireline subscribership has decreased. In addition, CLECs investing in facilities in Florida are providing a range of service options, and do not appear to have insurmountable obstacles relating to interconnection issues. Therefore, the Commission concludes that competitors are able to provide functionally equivalent service to both residential and business customers.⁶

With the wide availability of these and more traditional telecommunications alternatives, it is safe to say that the local exchange market has minimal or no barriers to entry or exit. With competition firmly entrenched, Tier 2 remedies no longer serve their intended purpose and should be eliminated. Importantly, Tier 2 remedies have been eliminated by all states comprising AT&T’s Midwest, West, and Southwest regions. Tier 2 remedies were eliminated most recently in AT&T’s West region. The California Public Utilities Commission eliminated the Tier 2 requirement effective December 18, 2008 (Decision 08-12-032) and the Nevada Public Utilities

⁵ AT&T Florida has successfully completed three FCC Section 272 biennial compliance audits; the latest – and final – in 2007.

⁶ FPSC’s 2008 Report on the Status of Competition in the Telecommunications Industry (August 2008), p. 70.

Commission approved the elimination of Tier 2 on June 16, 2009 (Docket 09-01029). In AT&T's East region, AT&T was never subjected to Tier 2 remedies.

The Tier 1 payments to CLECs provide ample incentive for AT&T Florida to continue to provide the compliant levels of service and ensure an open market as it has since receiving Section 271 approval. Those levels of performance continue to provide efficient CLECs with meaningful opportunities to compete, and support open competition for the industry as a whole. Tier 2 remedies add nothing to the already more than adequate incentives to maintain performance to CLECs. In fact, given the current state of competition, Tier 2 remedies are now unnecessarily punitive. *Their purpose fulfilled, it is now time to eliminate Tier 2 remedies.*

In the years since the Act's passage and subsequent implementation, the rights duties, and obligations of the ILECs and CLECs have been established by business-to-business agreements and have generally become a matter of routine business dealings between the ILECs and the CLECs requiring less and less direct involvement of regulatory bodies. All of an ILEC's Section 251 duties and obligations are embodied in interconnection agreements, but as Section 251 duties have been eliminated, such as the delisting of UNEs, AT&T and CLECs have been able to transition to effective commercial agreements, including commercial service assurance plans, such as Local Wholesale Complete. The bulk of the interaction between AT&T and its CLEC customers occur on a routine business-to-business basis in accordance with ICAs and commercial agreements. The principal exception is the Commission's SQM and SEEM plans. Consistent with the existing trend toward normalized commercial relations between ILECs and CLECs, AT&T proposes that the Tier I remedies currently existing in the SEEM plan should be shifted to a commercial agreement subject to the business-to-business relationship between AT&T and its CLEC customers.

In the context of its application for Section 271 relief and in the environment of emerging competitive local markets, BellSouth, now AT&T, voluntarily entered into the SEEM remedy portion of the Performance Assessment Plan (“the Plan”) adopted by the Commission in Order No. PSC-01-1819-FOF-TP.⁷ The purpose of the Plan was to provide a measurement and monitoring mechanism to verify that AT&T is providing its wholesale customers with nondiscriminatory access to AT&T’s OSS. The voluntary SEEM remedy portion of the Plan was to provide additional incentive to AT&T and assurance to CLECs that AT&T would maintain its obligations in the form of specific remedy payments to specific CLECs in the event AT&T does not perform consistent with the imposed performance measures.

Each large ILEC in Florida is subject to a performance measures plan.⁸ The SQM portion of the respective plans is substantially similar in the means by which nondiscriminatory performance is measured. AT&T is unique in that it is the only ILEC in Florida that is subject to a SEEM remedy plan. While AT&T voluntarily acquiesced to the initial SEEM plan, the Commission’s order implementing the SEEM plan now mandates that AT&T bear the burden of remedies, a burden that no other Florida ILEC has. In the furtherance of the Commission’s duty to insure that all providers are treated fairly and in a nondiscriminatory fashion, and in recognition of the evolution of the telecom market from a regulatory model to a normalized commercial model, it is now time to shift the Tier 1 remedies to business-to-business commercial agreements between the respective parties.

It is important to note that AT&T is not proposing the elimination of the protections provided within the current SEEM remedy plan, but simply suggesting that any remedy plan is better placed in a commercial business-to-business context. Other jurisdictions have allowed

⁷ Order No. PSC-01-1819, issued September 10, 2001, p. 156.

⁸ The large ILECs are BellSouth Telecommunications, Inc. d/b/a AT&T Florida, Verizon Florida LLC and Embarras Florida, Inc.

performance remedies to be governed by business-to-business agreements. In Texas, the Public Utilities Commission approved a plan that moved the performance remedy plan to commercial agreements between AT&T and the respective CLECs. The other Southwest region states followed suit. In addition, in the West and Midwest states, a CLEC must amend its ICA in order to obtain remedies, rather than have those remedies automatically available without a conscious decision on the part of a CLEC to accept liquidated damages over an unfettered right to sue for nonperformance. Movement of the performance remedies to commercial agreements will not affect or diminish AT&T's commitment to meet its obligations or impede the current remedies that are AT&T's incentive to continue to meet its performance obligations. In fact under the commercial remedy approach in the Southwest states, AT&T performance has remained consistently good.

Elimination of Tier 2 remedies and movement of Tier 1 remedies to business-to-business commercial arrangements is consistent with the goals of any performance assessment plan and should be implemented in Florida.

II. CONCLUSION

Approval of AT&T's proposed revisions to the current SQM and SEEM plans will provide a more accurate view of the extent to which AT&T Florida's performance actually affects competitors and the competitive process in general. By emphasizing those performance measures that most directly and significantly affect CLECs' end users, the SQM plan becomes more relevant and useful. Eliminating redundant and irrelevant measures also will reduce AT&T Florida's costs of collecting, analyzing, and reporting performance results each month for measures that provide only marginally (or no) useful information. Eliminating Tier 2 as well as

the non-service impacting administrative SEEM penalties and shifting Tier I remedies to business-to-business agreements will not diminish AT&T's performance incentives and is consistent with the trend to subject remedy payments to business-to-business agreements. The Commission should move ahead consistent with the evolution of performance assessment plans implemented in other jurisdictions.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Tracy Hatch", written over a horizontal line.

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c/o Gregory R. Follensbee
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Tallahassee, Florida 32301

BellSouth AT&T Service Quality Measurement Plan (SQM)

Florida Performance Metrics

Measurement Descriptions
Version 5.016.00

Effective Date: April 19, 2008 TBD

Note: This SQM version is issued to reflect the OSS architecture changes implemented on April 19, 2008.

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Introduction

BellSouth AT&T Service Quality Measurement (SQM) Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's AT&T's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth AT&T to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)¹. The reports produced by the SQM provide regulators, CLECs and BellSouthAT&T the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. PSC-07-0286-PAA-TP TBD issued by the Florida Public Service Commission (FPSC) on April 3, 2007TBD, in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC-07-0395-CO-TP, issued by the FPSC on May 7, 2007 and modifications resulting from the implementation of OSS architecture changes on April 19, 2008.

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 develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3rd Party audits, 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 BellSouthAT&T Pperformance Mmeasurements and the reports that flow from them.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's PMAP AT&T's performance measurement 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 reports will contain information collected in each performance category and will be available to CLEC via the AT&T website. AT&T will also provide electronic access to the raw data underlying the SQMs subject to the retention period. The Final 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.

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

BellSouth AT&T shall retain the performance measurement Supporting Data Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

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

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Florida Performance Metrics

Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP AT&T performance measurement 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 AT&T performance measurement website. The State/Federal Commissions have been given access to the website.

Change of Law

Upon a particular Commission's issuance of an Order pertaining to the Service Quality Measurement (SQM) Plan in a proceeding expressly applicable to all CLECs, AT&T shall implement such plan covering its performance for the CLECs, as well as any changes to that plan ordered by the Commission, on the date specified by the Commission. If a change of law occurs which may change AT&T's obligations, parties may petition the Commission within 30 days to seek changes to the SQM Plan in accordance with such change of law. Performance measurements that have been ordered by the Commission can currently be accessed via the AT&T website. Should there be any difference between the SQM Plan on AT&T's website and the plan the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

Administrative Changes

A workshop and/or conference shall be organized and held periodically for the purpose of evaluating the existing performance measures and determining whether any measures should be deleted, modified or any new measures added. Provided however, no new measures shall be added which measure activity already governed by existing measures. CLEC may actively participate in this periodical workshop with AT&T and other CLECs and state regulatory authority representative.

AT&T may make administrative changes that do not substantively change the SQM Plan. Such changes are excluded from the periodic review process noted above. AT&T will provide written notice to the Commission regarding all administrative changes.

Revision History

Version	Effective 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).



EXHIBIT A
Docket No. 000121A-TP
Introduction

Florida Performance Metrics

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.
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. 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	October 1, 2005	This version of the SQM incorporates the stipulated changes to the FL PAP directed by the FPSC in Order No. PSC-05-0488-PAA-TP issued on May 5, 2005 Docket No. 000121A-TP.
V4.01	May 1, 2006	This version of the SQM removes De-listed UNE-P from the FL SQM Plan.
V5.00	July 1, 2007	This version of the SQM incorporates the changes to the FL PAP directed by the FPSC in Order No. PSC-07-0286-PAA-TP issued on April 3, 2007 in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC-07-0395-CO-TP, issued by the FPSC on May 7, 2007.
V5.01	April 19, 2008	This version of the SQM incorporates modifications to the OSS architecture implemented on 04.19.08. The OSS-related revisions are subject to Florida Public Service Commission approval. A redline version of the revisions is available for review on the Florida Public Service Commission's website in Docket No. 000121A-TP. The URL for the website is: http://www.psc.state.fl.us/library/filings/08/04879-08_000121atp%20administrative%20updates.pdf
V6.0	TBD	This version of the SQM incorporates the stipulated changes to the FL PAP directed by the FPSC in Order No. TBD issued on TBD Docket No. 000121A TP.



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Section 1: Operations Support Systems (OSS)

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

Definition

The response interval is the average 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
- BellSouth AT&T may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume is indicated by either a 100% increase over the individual CLEC's forecasted volumes or over the average of the normalized volumes for the most recent prior six months. BellSouth AT&T will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.

Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth AT&T interface systems to obtain, from BellSouth's AT&T'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 AT&T side of the interface and the clock stops when the appropriate response has been transmitted through the same point to the requester.

The average response interval for retrieving Pre-Ordering/Ordering/Maintenance & Repair 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 following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP-Gateway, MARCH, OSPEM, Predictor, SOCS, and NIW.

Calculation

Pre-Ordering/Ordering/Maintenance & Repair OSS Response Interval = (a - b)

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

Pre-Ordering/Ordering/Maintenance & Repair Average Response Interval = (c / d)

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

Report Structure

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

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

Legacy System/Interface

- Pre-Ordering/Ordering OSS Response Average Interval
 Regional Level.....Parity Direct Comparison with Retail + 2 seconds
- Maintenance & Repair OSS Response Average Interval
 Regional Level, Per OSS Interface.....Parity Direct comparison with Retail +1 second

(See Appendix C: OSS Interface Tables)

SEEM Measure

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

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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-AT&T website: http://www.interconnection.bellsouth.com/oss/oss_hour.html.

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's AT&T's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth AT&T, 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.
Scheduled OSS Maintenance

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.

Calculation

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

- a = Functional Availability in Minutes
b = Scheduled Availability in Minutes

Report Structure

- Legacy System/Interface Specific
Geographic Scope
Region

SQM Disaggregation - Analog/Benchmark

Table with 2 columns: SQM Level of Disaggregation, SQM/SEEM Analog/Benchmark. Row: Regional Level, Per OSS Interface >= 99.5%

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

SEEM Measure

Table with 2 columns: SEEM, Tier I, Tier II. Row: Yes, X

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PO-2 [LMT]: Loop Makeup - Response Time - Electronic

Definition

This report measures 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
- BeHSouthAT&T may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume is indicated by either a 100% increase over the individual CLEC's forecasted volumes or the average of the normalized volumes for the most recent prior six months. BeHSouthAT&T will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ordering interface gateways. It ends when BeHSouth's AT&T's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ordering interface gateways.

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 and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an LSR must be submitted by the CLEC.

Calculation

Response Interval = (a - b)

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

Percent within Interval = (c / d) X 100

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

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
- Interval for electronic LMUSIs:
 - 0 - > 4 minute

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• Loops Benchmark: 95% <= 1 Minute

SEEM Measure

SEEM Tier I Tier II

Yes X X

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Section 2: Ordering

O-2 [AKG]: Acknowledgement Message Completeness

Definition

This measure provides the percent of transmissions (LSRs) received via ordering interface gateways, which are acknowledged electronically.

Exclusions

- Manually Submitted LSRs
- Test Transactions Records

Business Rules

Ordering interface gateways send Functional Acknowledgements for all transmissions (LSRs) which are electronically submitted by a CLEC. Users of EDI may package many LSRs from multiple states in one transmission. 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

Acknowledgement Completeness = $(a / b) \times 100$

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions (LSRs) electronically submitted by ordering interface gateways, respectively
- b = Total number of electronically submitted transmissions (LSRs) received in the reporting period by ordering interface gateways, respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
Region

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

- Acknowledgments Benchmark: 99.75%

SEEM Measure

SEEM Tier I Tier II
 Yes X X

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O-3 [FT]: Percent Flow-Through Service Requests

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Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability 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
- CLEC System Fallout
- Test Transactions/Records
- LSRs that received a Z Status

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Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) submitted through one of the mechanized ordering interface gateways, 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).

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed initially. When an LSR is submitted by a CLEC, source systems 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 will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. 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*: 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 will determine if the LSR should be forwarded to LCSC for manual handling.

*See LSR Flow-Through Matrix on BellSouth's PMAPAT&T's performance measurement 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

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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 BellSouthAT&T 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 BellSouthAT&T's 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 = $a \cdot [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through 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
- c = The number of LSRs that fallout for planned manual processing

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- 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 LESC due to CLEC data entry error
- f = The number of LSRs that receive a Z status

Percent Achieved Flow Through = $a / [b - (c + d + e)] \times 100$

- 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 LESC due to CLEC clarification
- e = The number of LSRs that receive Z status

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
Flow Through	Benchmark: 90%
Residence	Benchmark: 95%
Business	Benchmark: 99%
UNE-L (includes UNE-L with LNP)	Benchmark: 85%
LNP	Benchmark: 95%

SEEM Measure

SEEM Tier I Tier II
Yes X X

Notes:

- The Flow-Through Error Analysis report is available on the PMA PAT&T website. 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 reach a status for a FOC to be issued.
- The CLEC LSR information is available for any CLEC on the PMA PAT&T website.

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O-8 [RI]: Reject Interval

Definition

The interval for the return of a reject is the response time from the receipt of a service request [Local Service Request (LSR) or Access Service Request (ASR)] to the distribution of a reject.

Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Project IDs" for Bulk Migration,
- Scheduled OSS Maintenance
- Test Transaction Records

Business Rules

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 ~~AT&T~~ 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 ordering interface gateways) until the LSR is rejected (date and time stamp of reject in 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 ordering interface gateways) which falls out for manual handling until the JCS Service Representative clarifies the LSR back to the CLEC via 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 paper LSRs are received in the LESC Email) until notice of the reject (clarification) is returned to the CLEC via FAX Server Email.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

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

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Percent within Interval = $(c / d) \times 100$

- c = Service requests rejected in reported interval
- d = Total service requests rejected in report period

Report Structure

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

- Fully Mechanized:
0 - <= 1 business hour
- Partially Mechanized:
0 - <= 10 business hours
- Non-Mechanized:
0 - <= 18 business hours
- Local Interconnection Trunks:
0 - <= 4 business days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
- State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Fully Mechanized	97% <= 1 Business Hour
• Partially Mechanized	95% <= 10 Business Hours
• Non-Mechanized	95% <= 18 Business Hours
• Local Interconnection Trunks	90% <= 4 Business Days

SEEM Measure

SEEM: Tier I Tier II
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0-9 [FOCT]: Firm Order Confirmation Timeliness

Definition

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

Exclusions

- Service Requests canceled by CLEC prior to a FOC being returned
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations
- 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 AT&T 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 ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth AT&T service representative and a Firm Order Confirmation is returned to the CLEC via 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 ECSC) Email until appropriate service orders are issued by an BellSouth AT&T 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 FAX-Server Email.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

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.

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Calculation

Firm Order Confirmation Interval = (a - b)

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

Percent within Interval = (c / d) X 100

- c = Service requests confirmed in reported interval
- d = Total service requests confirmed in the report period

Report Structure

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

- Fully Mechanized:
0 - <= 3 business hours
- Partially Mechanized:
0 - <= 10 business hours
- Non-mechanized:
0 - <= 24 business hours
- Local Interconnection Trunks:
0 - <= 5 business days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
_ State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Resale - Residence (Non-Design) Fully Mechanized: 95% <= 3 business hours
- Resale - Business (Non-Design) Partially Mechanized: 95% <= 10 business hours
- Resale - Design (Special) Non-Mechanized: 95% <= 24 business hours
- UNP (Standalone)
- UNE Analog Loop
- UNE Analog Loop with UNP
- UNE Digital Loop >= DS1
- UNE TSDNA/DC/DSL
- UNE Other
- UNE Line Splitting
- UNE EELs
- UNE xDSL (ADSL, HDSL, VDSL)
- Local Interconnection Trunks 95% <= 5 business days

SEEM Measure

SEEM _____ Tier I _____ Tier II
Yes X X

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O-11 [FOCG]: Firm Order Confirmation and Reject Response Completeness

Definition

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.

Exclusions

- Service requests canceled by the CLEC prior to FOC or Reject 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 Rejects sent to the CLEC from 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 ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fallout for manual handling by the ECSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs 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 Carrier Interconnection Switching Center (CISC).

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.

Calculation

Firm Order Confirmation / Reject Response Completeness = $(a / b) \times 100$

- 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
 - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State



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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
Fully Mechanized	98% Returned
Partially Mechanized	95% Returned
Non-Mechanized	95% Returned
Local Interconnection Trunks	95% Returned

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

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Florida Performance Metrics

O-12 [OAT]: Average Answer Time - Ordering Centers

Definition

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

Exclusions

- Volume of abandoned calls

Business Rules

The duration starts when a CLEC representative or BellSouth AT&T customer makes a choice on the ordering center's menu and is put in queue for the next service representative and stops when a BellSouth AT&T service representative 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.

Calculation

Answer Time for BellSouth AT&T Ordering Centers = (a - b)

- a = Time BellSouth AT&T service representative answers call
- b = 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

- CLEC Aggregate
- BellSouth Aggregate
 - Business Service Center
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Local Carrier Service Center

SQM/SEEM Analog/Benchmark

Parity with Retail (Business Service Center) Average Answer Time <= 30 seconds

SEEM Measure

SEEM Tier I Tier II
 Yes No

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Section 3: Provisioning

P-1 [HOI]: Held Order Interval

Definition

This report measures delays in completing CLEC orders due to BellSouthAT&T reasons. This report is based on orders still pending, held and past their committed due date at the end of the reporting period.

Exclusions

- Order Activities of BellSouthAT&T 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 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

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Business Rules

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. For each held order, the interval is determined from the number of calendar days between the earliest committed due date on which BellSouthAT&T had a company missed appointment and the close of the reporting period. The total number of held order days are accumulated and then divided by the number of held orders to produce the mean held order interval. The interval is expressed in calendar days with no exclusions for Holidays or Sundays.

Calculation

Mean Held Order Interval = a / b

- a = Sum of held-over-days for all held orders
- b = Total number of held orders

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Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Geographic Scope
- State

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design)
- Resale Business (Non-Design)
- Resale Design
- UNE Analog Loop (Design)
- UNE Analog Loop (Non-Design)
- UNE Digital Loop >= DS1
- UNE EELs

SQM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence, Business, and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch Based Orders)
- Retail Digital Loop >= DS1
- Retail DS1, DS3

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- UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) ADSL Provided to Retail
- UNE ISDN/UDC/DSL Retail ISDN – BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other-Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

SEEM Measure

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



P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours

Definition

This report measures the percentage of jeopardy notices that BellSouthAT&T provides in advance to the CLECs indicating a committed due date is in jeopardy due to a facility delay.

Exclusions

- Order activities of BellSouthAT&T 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 Orders
Orders jeopardized 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

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Business Rules

When BellSouthAT&T can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. 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 BellSouthAT&T systems FAX Server until 5 PM on the due date of the order. This report measures dispatched orders only.

Calculation

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

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

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Report Structure

- CLEC Specific
CLEC Aggregate
BellSouthAT&T Aggregate
Geographic Scope
- State

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SQM Disaggregation - Analog/Benchmark

Table with 2 columns: SQM Level of Disaggregation and SQM Analog/Benchmark. Rows include Resale Residence (Non-Design), Resale Business (Non-Design), Resale Design, UNE Analog Loop (Design), UNE Analog Loop (Non-Design), UNE Digital Loop >- DS1, UNE FELS, UNE xDSL (HDSL, ADSL, and UCL and Line Splitting), UNE ISDN/UDC/IDSL, UNE Line Splitting, UNE Other Design, UNE Other-Non-Design, and Local Interconnection Trunks.

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SEEM Measure

SEEM Tier I Tier II
No

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

Definition

This report measures the percentage of orders given jeopardy notices, due to facility delay, out of the total orders due in the reporting period.

Exclusions

- Order activities of BellSouthAT&T 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 Orders
- Listing Orders
- Orders jeopardized on the due date
- Orders issued with a due date of less than or equal to 48 hours

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Business Rules

Orders that have a due date in the reporting period are included in the calculation.

Calculation

Percent of Orders Given Jeopardy Notice = $(a \div b) \times 100$

- a = Number of orders given jeopardy notices in the reporting period
- b = Number of orders with a due date in the reporting period

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Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Geographic Scope
 - State

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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 |
| • UNE Analog Loop (Design) | • Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design) | • Retail Residence and Business - POTS (Excluding Switch Based Orders) |
| • UNE Digital Loop >= DS1 | • Retail Digital Loop >= DS1 |
| • UNE FEIs | • Retail DS1 DS3 |
| • UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) | • ADSL Provided to Retail |
| • UNE ISDN/UDC/IDSL | • Retail ISDN - BRI |
| • UNE Line Splitting | • ADSL Provided to Retail |
| • UNE Other Design | • Diagnostic |
| • UNE Other Non-Design | • Diagnostic |
| • Local Interconnection Trunks | • Parity with Direct comparison with Retail Trunks |



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SEEM Measure

SEEM _____ Tier I _____ Tier II

No.

P-3 [MIA]: Percent Missed Installation Appointments

Definition

This report measures the percentage of total orders for which BellSouthAT&T is unable to complete the service orders on the committed due date.

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 BellSouthAT&T 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 Orders
- Listing Orders

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Business Rules

All Service orders are considered as met, unless the first missed appointment code is due to BellSouthAT&T 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 BellSouthAT&T 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 where the installation appointment is not met
- b = Total number of orders completed during the reporting period

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Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
- State

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | | |
|---------------------------------------|-------|---|
| • Resale Residence (Non-Design) | | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | | Retail Business (Non-Design) |
| • Resale Design | | Retail Design |
| • LNP (Standalone) | | Retail Residence and Business (POTS) |
| • UNE Analog Loop (Design) | | Retail Residence, Business and Design (Dispatch)
(Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design) | | Retail Residence and Business - POTS (Excluding Switch
Based Orders) |
| • UNE Analog Loop with LNP-Design | | Retail Residence, Business and Design (Dispatch) (Excluding
Digital Loops) |
| • UNE Analog Loop with LNP-Non-Design | | Retail Residence and Business - POTS (Excluding Switch
Based Orders) |

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- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) ADSL Provided to Retail
- UNE ISDN/UDC/JDSL Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other-Design Diagnostic
- UNE Other-Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

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SEEM Measure

SEEM Tier I Tier II
 Yes X X



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

Definition

This report measures the interval of time it takes BellSouthAT&T to provide service for the CLEC or its own customers.

Exclusions

- Canceled Service Orders
- Order activities of BellSouthAT&T 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 Orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC End user-caused misses
- Listing Orders

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Business Rules

The completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouthAT&T issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth'sAT&T's order completion date. Orders worked on zero due dates are calculated with a .33-day interval (8 hours). Orders can be either dispatch or non-dispatch.

Only valid business days will be included in the calculation of this interval. Valid business days may be found at the following AT&T website: (<http://www.interconnection.bellsouth.com/#localorderinghandbookintervalguide>).

Calculation

Order Completion Interval = (a - b)

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

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Average Order Completion Interval = (c / d)

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

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Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- All Levels are reported < 6 lines/circuits; >= 6 lines/circuits (except trunks)
- Geographic Scope
 - State

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | | |
|---------------------------------|-------|--------------------------------------|
| • Resale Residence (Non-Design) | | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | | Retail Business (Non-Design) |
| • Resale Design | | Retail Design |
| • LNP (Standalone) | | Retail Residence and Business (POTS) |



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- UNE Analog Loop (Design) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) Retail Residence and Business (Dispatch)
- UNE Analog Loop with LNP-Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP-Non-Design Retail Residence and Business (Dispatch)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1(Dispatch)
- UNE EFLs Retail DS1/DS3(Dispatch)
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) without conditioning <= 5 Business Days
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) with conditioning <= 11 Business Days
- UNE ISDN/UDC/DSL Retail ISDN - BRI
- UNE Line Splitting without Conditioning ADSL-Provided-to Retail
- UNE Line Splitting with Conditioning <= 4 Business Days
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

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SEEM Measure

SEEM: Tier I Tier II
 Yes X X

P-5 [CNI]: Average Completion Notice Interval

Definition

This report measures the elapsed time between the BellSouthAT&T reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Canceled Service Orders
- Order activities of BellSouthAT&T 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 Orders
- Listing Orders

Business Rules

The interval begins with the completion date and time and the interval ends with release of the notice of completion status to the CLEC. 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 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 end time for mechanized orders is the time stamp when the notice was delivered to the CLEC interface. For non-mechanized orders the end time will be date and timestamp of order update from the C-SOTS system. For the retail analog, the start time begins when the technician completes the order and 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
- BellSouthAT&T Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Reporting intervals in hours
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design)
- Resale Business (Non-Design)

SQM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)

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- Resale DesignRetail Design
- LNP (Standalone)Retail Residence and Business (POTS)
- UNE Analog Loop (Design)Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design)Retail Residence and Business – POTS (Excluding Switch Based Orders)
- UNE Analog Loop with LNP - DesignRetail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP- Non-DesignRetail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1Retail Digital Loop >= DS1
- UNE EELsRetail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting)ADSL Provided to Retail
- UNE ISDN/UDC/HDSLRetail ISDN - BR1
- UNE Line SplittingADSL Provided to Retail
- UNE Other DesignDiagnostic
- UNE Other Non-DesignDiagnostic
- Local Interconnection TrunksParity with Direct comparison with Retail Trunks

SEEM Measure

SEEM Tier I Tier II
 No

P-7 [CCI]: Coordinated Customer Conversions– Hot Cut Duration

Definition

This report measures the average time it takes BellSouth AT&T to disconnect loops from the BellSouth AT&T switch, connect the loops to the CLEC, and notify the CLEC after the conversion is complete. This measurement applies to service orders where the CLEC has requested BellSouth AT&T to provide a coordinated conversion.

Exclusions

- Canceled Service Orders
- Delays caused by the CLEC
- Non-Coordinated Conversions
- Order activities of BellSouth AT&T 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

Coordinated conversions are scheduled between the CLEC and BellSouth AT&T. 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.

When the cut interval for a conversion is greater than zero, yet less than one minute, that conversion will reflect a one minute cut interval.

Calculation

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

- a = Completion date and time of CLEC notification
- b = Start date and time of conversion
- c = Number of loops per order

Percent Coordinated Customer Conversions = (d / e) X 100

- d = Total number of Coordinated Customer Conversions (loops) within <= 15 minutes
- e = Total number of Coordinated Customer Conversions (loops) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

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

- Coordinated Customer Conversions (Loops)95% <= 15 Minutes

SEEM Measure

SEEM Tier I Tier II

Yes No

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P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness
Percent within Interval

Definition

This report measures the percentage of orders where BellSouthAT&T begins the conversion of a loop on a coordinated and/or a time specific order within a timely manner of the CLEC requested start time.

Exclusions

- Any order canceled by the CLEC
- Delays caused by the CLEC
- Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent loops on multiple loop orders after the first loop
- Order activities of BellSouthAT&T 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

The cut is considered "on time" if it starts <= 15 minutes before or after the requested start time. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the "on time" interval. If Integrated Digital Loop Carrier (IDLC) is involved, BellSouthAT&T must notify the CLEC by 10:30 AM on the day before the due date 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 converted "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Product Reporting Level
 - Non-IDLC 95% within + or - 15 minutes of scheduled start time
 - IDLC 95% within + or - 2 hours of scheduled start time

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM: Tier I Tier II
 Yes X X

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

Definition

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

- Conversions where service outages are due to CLEC-caused reasons
- Conversions where service outages are due to end-user caused 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)
- Listing Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service 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 the initial trouble is cleared and the 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
- d = Number of troubles 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

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark

- Coordinated Customer Conversions (Loops) <= 5 Hours

SEEM Measure



Florida Performance Metrics

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SEEM Tier-I Tier-II

No.....



Florida Performance Metrics

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

Definition

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

Exclusions

- 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

The first trouble report received on a circuit-ID within 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate.

Calculation

Percentage of Provisioning Troubles within 5 Days of Service Order Completion = (a : b) X 100

- a - The sum of all Hot-Cut Circuits with a trouble within 5 days following service order(s) completion
- b - The total number of Hot-Cut Circuits completed in the previous reporting period

Report Structure

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation ----- SQM Analog/Benchmark

- UNE Loops ----- 1%

SEEM Measure

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

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Florida Performance Metrics

P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that BellSouthAT&T 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 BellSouthAT&T 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)

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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

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Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - o State

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

SEEM Measure

SEEM Tier I Tier II
Yes X X

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

Definition

This report measures the quality and accuracy of the provisioning process by calculating the percentage of troubles received within "X" days of service order completion.

Exclusions

- Canceled Service Orders
- Order activities of BellSouthAT&T 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 Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth's AT&T's control
 - A cut or damaged cable, caused by other than BellSouthAT&T employees or contractors
 - Troubles caused by vandalism-theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouthAT&T

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Business Rules

The first trouble report received after the completion of a service order is counted in this measure. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Candidates are identified by searching the prior report period for all completed service orders 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.

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Calculation

Percent Provisioning Troubles within "X" Days of Service Order Completion = (a / b) X 100

- a = Total completed orders receiving a trouble report within "X" days of the service order(s) completion
- b = All service orders completed in the previous reporting period

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Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Dispatch / Non-Dispatch (except trunks)
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• LNP (Standalone)	Retail Residence and Business (POTS)
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)



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- UNE Analog Loop (Non-Design) Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Analog Loop with LNP Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP Non-Design Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) ADSL Provided to Retail
- UNE ISDN/UDC/DSL Retail ISDN-BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

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SEEM Measure

SEEM Tier I Tier II
 Yes X X



Florida Performance Metrics

P-11 [SOA]: Service Order Accuracy

Definition

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 an BellSouth AT&T service representative in the ECSC LSC are measured.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth AT&T 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 Orders
- CLEC LSRs submitted electronically that are not manually handled by BellSouth AT&T (Flow-Through)
- "Projects" with no LSR
- LNP Trigger Orders

Business Rules

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

A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. If any Each of the service affecting fields listed below are populated on the LSR if the entries and do not match the corresponding field on the Service Order (s), and are service affecting, the order field will be scored as a miss.

BellSouth AT&T will maintain a list of ECSC LSC System workarounds which will not be considered service affecting. This list will be identified in a document posted on the Interconnection AT&T website. CLECs may discuss any of the posted ECSC System workarounds during the regular PMAP notification calls.

For Listing Orders:

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Perted Telephone Number
- Circuit ID
- PIC
- LPIG
- 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



Florida Performance Metrics

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

For Provisioning Orders:

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



Florida Performance Metrics

- EATN
- ATN
- APOT
- CFA
- NC
- NCJ

* 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 AT&T~~ 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 = Number of service affecting fields with no errors on completed Orders completed without error
- b = Number of service affecting fields on completed associated service Orders completed within reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - _ Region

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale Service order accuracy.....	95% Accurate
• UNE.....	95% Accurate

SEEM Measure

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

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

Definition

This report measures the percentage of time that BellSouthAT&T performs electronic system updates within 60 minutes of receiving LNP activations.

Exclusions

- CLEC Caused Errors
- NPAC errors unless caused by BellSouthAT&T
- Standalone LNP orders with more than 500 number activations
- Order activities of BellSouthAT&T 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

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Business Rules

The interval starts when the ESI Number Manager broadcast message is sent to BellSouth'sAT&T's gateway. The end time is the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth'sAT&T'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

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Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - o State

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SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
LNP.....	>= 96.5%

SEEM Measure

SEEM Tier I Tier II
Yes X X

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 percentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers prior to the due date.

Exclusions

- Remote Call Forwarding, DIDs, and ISDN Data FNs
- 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

The number of LNP orders where the 10-digit trigger was applied prior to the due date, divided by the total number of LNP orders where the 10-digit trigger was applicable.

Calculation

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

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

- LNP >= 95%

SEEM Measure

SEEM Tier I Tier II
Yes X X



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P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

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Definition

This report measures the percentage of time translations are removed from BellSouth's AT&T'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 AT&T 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
- CLEC Caused Errors
- NPAC Errors, unless caused by BellSouth AT&T
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via Activate Messages
- LSRs where the CLEC did not contact BellSouth AT&T within 30 minutes after Activate Message

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Business Rules

Disconnect Timeliness is the elapsed time from when BellSouth AT&T receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'activate') for each telephone number ported until each number is disconnected in the BellSouth AT&T switch. Non-business hours will be excluded from the duration calculation for unscheduled LNP ports.

Calculation

Disconnect Timeliness = (a / b) X 100

- a = Number of non-triggerable orders with translations removed in less than 4 hours
- b = Total number of non-triggerable orders during report period

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Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

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SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM 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)

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SEEM Measure

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

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Section 4: Maintenance & Repair

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

Definition

This report measures the percentage of customer trouble reports closed in the current reporting period and not cleared by the committed date and time.

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Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's AT&T's control
 - A cut or damaged cable, caused by other than BellSouth AT&T employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth AT&T

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Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time BellSouth AT&T personnel clear the trouble and close the customer trouble report in their workstation. If this is after the commitment time, the report is flagged as a 'missed commitment' or a 'missed repair appointment'. If no access occurs after the commitment time, the report is flagged a missed appointment.

Calculation

Percentage of Missed Repair Appointments = $(a \div b) \times 100$

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

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Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Geographic Scope
 - State

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SQM Disaggregation - Analog/Benchmark

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SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|---------------------------------------|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • UNE Analog Loop (Design) | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design) | Retail Residence and Business - POTS (Excluding Switch |



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Florida Performance Metrics

- UNE Digital Loop >= DS1 Based Feature Troubles)
- UNE EELs Retail Digital Loop >= DS1
- UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) Retail DS1/DS3
- UNE ISDN/LDC/DSL ADSL Provided to Retail
- UNE Line Splitting Retail ISDN - BRI
- UNE Other Design ADSL Provided to Retail
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

SEEM Measure

SEEM Tier-I Tier-II
 Yes X X

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M&R-2 [CTRR]: Customer Trouble Report Rate Net of Provisioning Trouble and Repeat Reports

Definition

This report measures the percentage of customer troubles exclusive of provisioning and repeat trouble reports closed within a calendar month.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth AT&T trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Provisioning trouble reports. A provisioning trouble report is defined as any report that comes in within "X" calendar days of service order completion, where "X" is 5 days (POTS Non-Designed services) or 14 days (Designed services).
- Repeat trouble reports. A repeat trouble is defined as a customer report on the same line/circuit, received within 30 days of an original customer trouble report
- Troubles outside of BellSouth's AT&T's control
 - A cut or damaged cable, caused by either than BellSouth AT&T employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth AT&T.

Business Rules

Customer Trouble Report Rate contains all closed customer and/or CLEC direct reports, including net of provisioning and repeat reports, divided by the total "number of service" lines.

Calculation

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

- a = Count of initial and repeated customer trouble reports (net of provisioning and repeat trouble reports) closed in the current reporting period
- b = Number of lines in service at end of the reporting period

Report Structure

- Dispatch Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design) Retail Residence (Non-Design)
- Resale Business (Non-Design) Retail Business (Non-Design)
- Resale Design Retail Design
- UNE Analog Loop (Design) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)

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Florida Performance Metrics

- UNE Analog Loop (Non-Design) Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) ADSL Provided to Retail
- UNE ISDN/UDC/DSL Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other-Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

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SEEM Measure

SEEM Tier I Tier II
 Yes X X



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

Definition

This report measures the average duration of customer troubles closed during the reporting period.

Exclusions

- Trouble tickets canceled at the CLEC request
• BellSouthAT&T trouble reports associated with internal or administrative service
• Customer Provided Equipment (CPE) or CLEC Equipment Troubles
• Informational Tickets
• Troubles outside of BellSouth'sAT&T control
- A cut or damaged cable, caused by other than BellSouthAT&T employees or contractors
- Troubles caused by vandalism, theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouthAT&T.

Business Rules

The duration starts on the date and time of receipt of a repair request and stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work systems).

For tickets administered through WFA, (CLECs and BellSouthAT&T), 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 (except trunks)
• Affecting Service Out of Service (Non-Design only)
• CLEC Specific
• CLEC Aggregate
• BellSouthAT&T Aggregate
• Geographic Scope
- State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design)
• Resale Business (Non-Design)
• Resale Design
• UNE Analog Loop (Design)

SQM/SEEM Analog/Benchmark

- Retail Residence (Non-Design)
• Retail Business (Non-Design)
• Retail Design
• Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)

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Maintenance & Repair

Florida Performance Metrics

- UNE Analog Loop (Non-Design) Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- UNE Digital Loop >= DS1 Retail Digital Loop >= DS1
- UNE EELs Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) ADSL Provided to Retail
- UNE ISDN/UDC/DSL Retail ISDN - BRI
- UNE Line Splitting ADSL Provided to Retail
- UNE Other Design Diagnostic
- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

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SEEM Measure

SEEM Tier I Tier II
 Yes X X



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

Definition

This report measures the percentage of customer trouble reports received within 30 calendar days of a previous trouble report.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's AT&T's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism (theft, motor accidents BellSouth AT&T or petroleum/chemical accidents caused by parties other than BellSouth AT&T)

Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 calendar 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 Calendar Days = $(a / b) \times 100$

- a = Count of repeat customer trouble reports, within a continuous 30 calendar day period
- b = Total customer trouble reports cleared or closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design)
- Resale Business (Non-Design)
- Resale Design
- UNE Analog Loop (Design)
- UNE Analog Loop (Non-Design)
- UNE Digital Loop >= DS1
- UNE FELS
- UNE xDSL (HDSL, ADSL₂ and VDSL) and Line Splitting
- UNE ISDN/UDC/DSL
- UNE Line Splitting
- UNE Other-Design

SQM/SEEM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- Retail Digital Loop >= DS1
- ADSL Provided to Retail
- Retail ISDN - BRJ
- ADSL Provided to Retail
- Diagnostic

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- UNE Other Non-Design Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

SEEM Measure

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

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

Definition

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

Exclusions

- Trouble reports canceled at the CLEC request
- BellSouthAT&T trouble reports associated with administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's AT&T's control
 - A cut or damaged cable, caused by other than BellSouthAT&T employees or contractors
 - Troubles caused by vandalism-theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouthAT&T

Business Rules

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

Calculation

Out of Service (OOS) > 24 Clock Hours = (a / b) X 100

- a = Total Cleared Customer Troubles OOS > 24 clock hours
- b = Total OOS Customer Troubles in reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence (Non-Design)
- Resale Business (Non-Design)
- Resale Design
- UNE Analog Loop (Design)
- UNE Analog Loop (Non-Design)
- UNE Digital Loop >= DS1
- UNE EELS
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting)
- UNE ISDN/UDC/IDSL
- UNE Line Splitting

SQM/SEEM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- Retail Digital Loop >= DS1
- Retail DS1/DS3
- ADSL provided to Retail
- Retail ISDN - BRI
- ADSL Provided to Retail

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- ~~UNE Other Design~~ Diagnostic
- ~~UNE Other Non-Design~~ Diagnostic
- Local Interconnection Trunks Parity with Direct comparison with Retail Trunks

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SEEM Measure

SEEM ~~_____~~ Tier I ~~_____~~ Tier II
 Yes X X

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 AT&T repair center.

Exclusions

- Volume of abandoned calls

Business Rules

The duration starts when a CLEC representative or BellSouth AT&T customer makes a choice on the repair center menu and is put in queue for the next repair attendant and 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.

Calculation

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

- a = Time BellSouth AT&T repair attendant answers call
- b = Time of entry into queue

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

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

Report Structure

- CLEC Aggregate
- BellSouth AT&T Aggregate
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Average Answer Time

SQM Analog/Benchmark

BellSouthDirect.comparison with AT&T Average Answer Time

SEEM Measure

SEEM Tier I Tier II
No

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Section 5: Billing

B-1 [BIA]: Invoice Accuracy

Definition

This measure reports the accuracy of billing invoices rendered 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

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 = $\frac{(a - b)}{a} \times 100$

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

Report Structure

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

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

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

Definition

This report measures the mean interval for timeliness of billing invoices delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

Exclusions

None

Business Rules

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 - 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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

The average delivery intervals are compared as follows:

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

SEEM Measure



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



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B-5 [BUDT]: Usage Data Delivery Timeliness

Definition

This report measures recorded usage data that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording.

Exclusions

None

Business Rules

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 = $(a/b) \times 100$

- a = Total number of usage records sent within six (6) calendar days from initial recording receipt
- b = Total number of usage records sent during the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
Region

SQM Level of Disaggregation – Analog/Benchmark

SQM Level of Disaggregation **SQM/SEEM Analog/Benchmark**
 • Usage Data Delivery Timeliness >= 95% in Six Calendar Days

SEEM Measure

SEEM **Tier I** **Tier II**
 Yes X

B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 40 Business Days

Definition

This report measures timely responses to carrier bill adjustment requests.

Exclusions

- Adjustments 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 Adjustments Responded to within 40 Business Days = (a / b) X 100

- a = Total number of BAR requests received in the data month that were responded to in 40 business days
- b = Total number of BAR requests received in the data month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

- Percent Billing Adjustment Requests responded to 95% <= 40 business days

SEEM Measure

SEEM Tier I Tier II
Yes X X

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Section 6: Trunk Group Performance

TGP-1 [TGP]: Trunk Group Performance

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Definition

This report displays Trunk Group blocking performance for both BellSouth and CLECs. Percentage of calls blocked on outgoing traffic for alternate, final, and direct final trunk groups from AT&T end office to CLEC end office and from AT&T Tandem to CLEC end office.

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 delayed or refused by CLEC
- Trunk groups for which valid data is not available for an entire reporting period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network equipment failure

Final groups actually overflowing, not blocked

Exclusions

- Excludes Weekends and Holidays
- CLECs have trunks busied-out for maintenance at their end, or have other network problems that are under their control.
- Blocking caused by unplanned load on a CLEC's network
- AT&T is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks, e.g. not ready to accept traffic from AT&T on the due date or CLEC has no facilities or equipment at CLEC end.
- CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR is emailed/faxed to the CLEC) when a Call Blocking situation is identified by AT&T or in the timeframe specified in the InterConnection Agreement (ICA).
- If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by AT&T or in the time frame specified in the ICA.
- If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement.
- If a CLEC's actual trunk usage as shown by AT&T from traffic usage studies is more than 25% above the CLEC's most recent forecast which must have been provided within the last six months.
- New trunk groups that have not been in service for three months may be excluded from calculations for that 3 month period. Nevertheless, utilization data will be gathered upon the turn-up of the trunk group.

The exclusions do not apply if AT&T fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if AT&T refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of the current usage data.

Business Rules

Twenty days of data consisting of blocked calls and total calls are collected, aggregated, and reported. 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.

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

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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

$$\text{Percent Blocked Calls} = \frac{(a - b) + (c - b)}{c} \times 100$$

- a = count of blocked calls
- b = excluded blocked calls
- c = total calls offered

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurement 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

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- 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.

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Report Structure

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

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Aggregate and CLEC Specific
- AT&T end office to CLEC end office
- AT&T tandem to end office trunk

SQM/SEEM Analog/Benchmark

BellSouth Aggregate
 Any 2 consecutive hours in a 24-hour 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
 Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%]
 Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%]

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

Section 7: Collocation

C-1 [ART]: Collocation Average Response Time

Definition

This report measures the time it takes BellSouth to respond to the receipt of a complete and accurate collocation application. BellSouth must respond as to whether or not space is available within the required number of calendar days after having received a bona fide application for collocation.

Exclusions

- Any application canceled by the CLEC

Business Rules

The interval begins on the date BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The interval stops on the date BellSouth returns a response. The 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

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark

- Virtual-Initial 15 Calendar Days
- Virtual-Augment 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



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SEEM Tier-I Tier-II

No.....

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C-2 [AT]: Collocation Average Arrangement Time

Definition

This report measures the average time (in calendar days) for 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 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 on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

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

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark

- Virtual-Initial 60 Calendar Days
- Virtual-Augment (without space increase) 60 Calendar Days
- Virtual-Augment (with space increase) 60 Calendar Days
- Physical-Caged-Initial 90 Calendar Days
- Physical-Caged-Augment (without space increase) 45 Calendar Days
- Physical-Caged-Augment (with space increase) 90 Calendar Days
- Physical-Cageless-Initial 90 Calendar Days
- Physical-Cageless-Augment (without space increase) 45 Calendar Days
- Physical-Cageless-Augment (with space increase) 90 Calendar Days

SEEM Measure

SEEM Tier I Tier II
No

Section 7: Collocation

C-3 [MDD]: Collocation Percent of Due Dates Missed

Definition

This report measures the percentage of missed due dates for 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 BellSouthAT&T is unable to complete by the BellSouthAT&T 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 Due Dates Missed = $(a / b) \times 100$

- a = Number of completed collocation arrangements that were not completed by the committed due date in the reporting period
- b = Total number of collocation arrangements completed in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
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

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Section 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

The interval begins on the notification date 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 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 = $(a / b) \times 100$

- 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

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

- Notices 98% on time

SEEM Measure

SEEM Tier I Tier II
Yes X

CM-3 [DT]: Timeliness of Documentation Associated with Change

Definition

This report 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 interval begins on the date the business rule documentation is released 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 interval would restart.

Documentation standards and timeframes can be found in the Change Control Process, on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/cep_live/index.html).

Calculation

Timeliness of Documentation Associated with Change = $(a / b) \times 100$

- 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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Documentation	98% on-Time

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

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CM-5 [ION]: Notification of CLEC Interface Outages

Definition

This report measures the time it takes BellSouth to notify the CLECs of an interface outage as defined by the Change Control Process (CCP) documentation.

Exclusions

None

Business Rules

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 error log that identically matches a CLEC reported system outage.
3. When 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.

The 15-minute 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 interval begins at the point of verification.

Calculation

Notification of CLEC Interface Outages = $(a / b) \times 100$

- 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

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

ESOTS CLEC

LENS CLEC

TAG CLEC

ECTA CLEC

FAPF CLEC/BellSouth

SEEM Measure



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Change Management

SEEM Tier I Tier II
No.....

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CM-6 [SEC]: Percentage of Software Errors Corrected in "X" Business Days

Definition

This report measures the percentage of all outstanding met or overdue software errors, due and overdue, to be corrected by BellSouth AT&T, in "X" business days within the report period.

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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 AT&T must report the number of rejected or reclassified software errors disputed by the CLECs)

Business Rules

For corrected software errors, the interval begins when a Software Error is validated per the Change Control Process (CCP) and ends when the error is corrected and the notice is posted as implemented to the change control website. Currently "X" business days is defined. Additionally, all outstanding software errors not corrected within their standard interval will be included in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4 total measurement base. The current standard 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. The standard intervals established in the CCP currently are: Severity 2=10 days, Severity 3 = 30 days, and Severity 4= 45 days. A copy of the most current CCP can be found on the Interconnection AT&T 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.

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Calculation

Percentage of Software Errors Corrected in "X" Business Days = $(a / b) \times 100$

- a = Total number of software errors corrected in "X" 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 corrected and software errors overdue past their standard interval

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Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- AT&T Aggregate
- Geographic Scope
- Region

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SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Errors Severity 2 Errors Corrected	95% within Interval
• Severity 3 Errors Corrected	95% within Interval
• Severity 4 Errors Corrected	95% within Interval

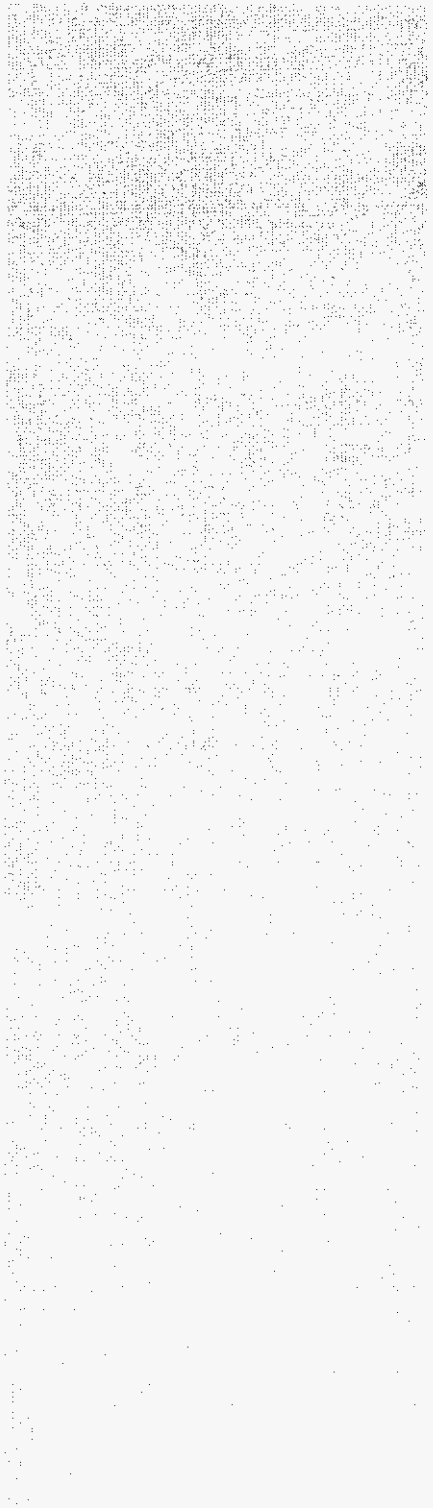


EXHIBIT A
Docket No. 000121A-TP
Change Management

Florida Performance Metrics

SEEM Measure

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



CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Business Days

Definition

This report measures 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 canceled or withdrawn before a response from BellSouth is due

Business Rules

The acceptance/rejection interval begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found on the Interconnection website: (http://www.interconnection.bellsouth.com/markets/lec/cep_live/index.html). The 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 the reporting period.

Calculation

Percentage of Change Requests Accepted or Rejected within 10 Business Days = (a ÷ b) X 100

- a = Total number of change request responses due in the reporting period that were accepted or rejected within 10 business days
- b = Total number of change requests due in the reporting period

Report Structure

- BellSouth Aggregate
- Geographic Scope
Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation SQM/SEEM Analog/Benchmark

- Requests Accepted/Rejected 95% within Interval

SEEM Measure

SEEM Tier I Tier II
Yes X

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CM-8 [GRR]: Percent Change Requests Rejected

Definition

This report measures the percentage of change requests (other than Type 4 or Type 6 Change Requests) submitted by CLECs that are rejected within the report period.

Exclusions

- Change requests 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 rejection per the Change Control Process, a copy of which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/cep_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 the reporting period.

Calculation

Percent Change Requests Rejected = $(a/b) \times 100$

- a = Total number of change requests rejected in the reporting period
- b = Total number of change requests responded to within the reporting period

Report Structure

- BellSouth Aggregate
- Geographic Scope
Region

SQM Level of Disaggregation -- Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark

- Reason -- Cost Diagnostic
- Reason -- Technical Feasibility Diagnostic
- Reason -- Industry Direction Diagnostic
- Reason -- Out of Scope (OOS) Diagnostic

SEEM Measure

SEEM Tier I Tier II

No

CM-9 [NDPR]: Number of Defects in Production Releases (Type 6 CR)

Definition

This report 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, 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, Severity 3, 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, 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, 3, and 4 Defects can be found in the Change Control Process, which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/icc/cep_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, 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

SQM Level of Disaggregation - Analog/Benchmark

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

- Number of Type 6 Severity 1 Defects 0 Defects
- Number of Type 6 Severity 2 Defects without a mechanized work-around 0 Defects
- 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.....

Florida Performance Metrics

CM-10 [SV]: Software Validation

Definition

This report 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 based on the weights 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) 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 on the Interconnection website (http://www.interconnection-bellsouth.com/markets/icc/cep_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

SQM Level of Disaggregation – Analog/Benchmark

SQM Level of Disaggregation SQM Analog/Benchmark
 • Failed Transactions 5%

SEEM Measure

SEEM Tier I Tier II
 No

CM-11 [SCRI]: Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

Definition

This report measures whether BellSouth provides CLECs timely implementation of prioritized software change requests.

Exclusions

- Software change requests implemented later than 60 weeks with the consent of the CLECs
- Software change requests where BellSouth has regulatory authority to exceed the interval

Business Rules

The interval for each software change request begins when it has first been prioritized as described in the Change Control Process and ends 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.

Calculation

Percentage of Type 5 CLEC-Initiated Software Change Requests Implemented on Time = $(a/b) \times 100$

- 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 = $(c/d) \times 100$

- 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
- d = All entries in "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

SQM Level of Disaggregation – Analog/Benchmark

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

- Type 4 Requests Implemented 95% within Interval
- Type 5 Requests Implemented 95% within Interval

SEEM Measure

SEEM **Tier I** **Tier II**
Yes X

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CM-11A [PCRI]: 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

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Appendix A: Glossary of Acronyms and Terms

Symbols used in calculations

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

x

A mathematical operator representing multiplication.

/

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 CLEC data for a given reporting level.

ALEC

Alternative Local Exchange Company - A BellSouth An AT&T 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.



Florida Performance Metrics

Appendix A: Glossary of Acronyms and Terms

ATLAS

Application for Telephone Number Load Administration System - The BellSouthAT&T 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.

Auto Clarification

A LSR that was electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

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 BellSouthAT&T Business Systems trouble receipt center which serves business and CLEC customers.

C

CABS

Carrier Access Billing System - The BellSouthAT&T 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 BellSouthAT&T and the CLECs to initiate OSS changes to BellSouthAT&T 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 BellSouthAT&T 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 BellSouthAT&T Center dedicated to handling CLEC access service requests for interconnection trunks.

CKIID

Circuit Identifier - A unique identifier for elements combined in a service configuration.

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Florida Performance Metrics

Appendix A: Glossary of Acronyms and Terms

CLEC

Competitive Local Exchange Carrier – A BellSouth AT&T wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

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CLP

Competitive Local Provider – A BellSouth AT&T wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

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CMDS

Centralized Message Distribution System - 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 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 - The BellSouth AT&T proprietary corporate database and billing system for non-access customers and/or services.

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CRSG

Complex Resale Support Group - The group within BellSouth AT&T 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.

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C-SOTS

CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database to monitor the progress 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 - Trunk groups between BellSouth AT&T independent end offices, and the BellSouth AT&T access tandems.

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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

Design

Design Service is defined as any special or plain old telephone service order which requires BellSouth AT&T design engineering activities.

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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.

DS0

The worldwide standard speed for one digital voice signal (64,000 bps).

DS1

24 DS0s (1.544Mb/sec.)

DOE

Direct Order Entry System – An internal BellSouthAT&T service order entry system used by BellSouthAT&T service representatives to input service orders in BellSouthAT&T 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 – A BellSouthAT&T system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSL

Digital Subscriber Line – Allows customers to provide simultaneous 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

EDI

Electronic Data Interchange – The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

Enhanced Verigate

An online Web-based system, which provides CLECs electronic access to pre-order information.

JSSX

BellSouthAT&T 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

LSRs electronically rejected from LEO 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 BellSouthAT&T OSS without manual or human intervention.

FOC

Firm Order Confirmation – A notification returned to the CLEC confirming the LSR has been received and accepted, including

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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.

GH

HDSL

High Bit Digital Subscriber Line – A dedicated digital transmission facility from BellSouth's AT&T's Main Distribution Frame (MDF) to an end user's premises.

IJK

IBS

Integrated Billing Solution-Processes and rates UNE data as it flows from CRIS to CABS for billing

ILEC

Incumbent Local Exchange 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 facsimile.

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.

LASR

Local Access Service Request-Negotiation system for entry and processing of Local Service Requests. Stores all LSRs received mechanically from CLECs. Tracks status of request and associated service orders.

LAUTO

The automatic processor in LNP Gateway that validates LSRs and issues service orders.

LCSC/LSC

Local Carrier-Service Center - The BellSouth AT&T center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.

Legacy System

Term used to refer to BellSouth AT&T Operations Support Systems.

LENS

Local Exchange Navigation System - The BellSouth AT&T application developed to provide both preordering and ordering electronic interface functions for CLECs.

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Florida Performance Metrics

Appendix A: Glossary of Acronyms and Terms

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 ~~AT&T~~ 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 ~~AT&T~~ operations system that stores the assignment and selected account information for use by downstream OSS and BellSouth ~~AT&T~~ personnel during provisioning and maintenance activities.

LMOS HOST

Loop Maintenance Operations System Host Computer

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 their current telephone number as they transfer to a different local service provider.

LNP Gateway

Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

- (1) Linking BellSouth ~~AT&T~~ to the Number Portability Administration Center (NPAC).
- (2) Allowing for inter-company communications between BellSouth ~~AT&T~~ 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 appropriate end-user's ported telephone number.

LSR

Local Service Request - A request from a CLEC for local resale service or unbundled network elements.

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M

Maintenance & Repair

The process and function by which trouble reports are sent to BellSouthAT&T, and the related service problems are resolved.

MARCI

BellSouthAT&T 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.

N

NBR

New Business Request - Process required by BellSouthAT&T for CLECs to initiate a service, which is not included within its interconnection agreement.

NC

No Circuits - All circuits busy announcement.

NMLI

Native Mode LAN Interconnection - An intraLATA, 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

OBF

Ordering and Billing Forum Adapter-Provides gateway between EDI-COBRA Verigate and the various BIS systems to retrieve pre-order data from legacy systems.

Ordering

The process and functions where resale services or unbundled network elements are ordered from BellSouthAT&T, as well as the process by which an LSR or ASR is placed with BellSouthAT&T

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 BellSouthAT&T region. A "T" Order Type is always paired 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.

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Florida Performance Metrics

Appendix A: Glossary of Acronyms and Terms

- (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 - Provides scheduling and completion information on outside plant construction activities.

OSS

Operations Support System - Multiple support systems and databases which are used to mechanize the flow and performance of work. The term is used to refer to the overall system consisting of complex hardware, 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 AT&T Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) AT&T, 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

BellSouth AT&T system used to administer proactive maintenance and rehabilitation activities on outside plant facilities.

Preordering

The process and functions by which 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 where necessary work is performed to activate a service requested via a LSR ASR

Q R

RRC

Residence Repair Center - The BellSouth AT&T Consumer Services trouble receipt center which serves residential customers

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Florida Performance Metrics

Appendix A: Glossary of Acronyms and Terms

RSAG

Regional Street Address Guide - The BellSouthAT&T database which contains street addresses that have been validated for accuracy with state and local government 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 - BellSouthAT&T system which routes service order images among BellSouthAT&T provisioning systems.

SOG

Service Order Generator - Designed to generate a service order for xDSL

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 (example: alpha characters were entered in numeric slots) were used in the address field.

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TAFI

Trouble Analysis Facilitation Interface - The BellSouthAT&T 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'sAT&T's OSSs and participating CLECs.

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Test Transactions/Records



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Appendix A: Glossary of Acronyms and Terms

Transactions created by BellSouthAT&T, or in tests originated by CLECs, where the CLEC has coordinated the test with BellSouthAT&T, to enable identification of the transactions as part of a test used to test system functionality.

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TN
Telephone Number

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Total Manual Fallout
LSRs electronically submitted to BellSouthAT&T, which fallout, requiring manual input into a service order generator.

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U V

UCL
Unbundled Copper Loop - A dedicated metallic transmission facility from BellSouth's AT&T's Main Distribution Frame (MDF) to a customer's premises

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UNE
Unbundled Network Element - Those parts of BellSouth's AT&T's network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body

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USOC
Universal Service Order Code - A set of alpha or numeric characters identifying a particular service or equipment

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WebTAXI
Web-based application for viewing and tracking claims and for creating CABS billing adjustments

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WFA
Work Force Administration - Electronic document tracking system for trouble reports

WFM
Work Force Manager-Mechanizes work performed by LSCs. Manages the workload of all paper/email requests for local service.

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

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Appendix B: BellSouth AT&T Audit and Dispute Resolution Policy

Audit

BellSouth AT&T currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If requested or ordered by the Public Service Commission, BellSouth AT&T will agree to undergo an SQM audit. Unless otherwise agreed between AT&T and the Public Service Commission, the audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audit will be conducted under the following specifications:

1. The cost of one audit per version of the SQM plan shall be borne by BellSouth AT&T.
2. Should an independent third party auditor be required, it shall be selected by BellSouth AT&T and the PSC.
3. BellSouth AT&T and the PSC 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 audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP the AT&T performance measurement data report process produce accurate data that reflects each State's Order for performance measurements.

Dispute Resolution

Notwithstanding any other provision of the Interconnection Agreement between AT&T and each CLEC, if a dispute arises regarding AT&T's performance or obligations pursuant to this Plan, AT&T and the CLEC shall negotiate in good faith for a period of thirty (30) days to resolve the dispute. If at the conclusion of the 30 day period, AT&T and the CLEC are unable to reach a resolution, then the dispute shall be resolved by the Commission.

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Appendix C: OSS Interface Tables

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

Table 1: Legacy System Access Times For RNS

System	Contract	Data	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSACCTS	CSR	x	x
OASIS	OASISBIG	Feature/Service	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSOCSR	CSR	x	x
OASIS	OASISBIG	Feature/Service	x	x

Table 3: Legacy System Access Times For LENS/Enhanced Verigate (Pre-Order only)

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSECSRL	CSR	x	x
COFFI	COFFI/USOC	Feature/Service	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x

Table 4: Legacy System Access Times For TAG/XML

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
ATLAS	ATLAS-MLH	TN	x	x
ATLAS	ATLAS-DID	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSECSRL	CSR	x	x
P/SIMS	PSIM/ORB	Feature/Service	x	x



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Table 5: Legacy System Access Times for M&R (TAFI)

System	BellSouth & CLEC	AT&T	Count <= 10
CRIS	x		x
DLETH	x		x
DLR	x		x
LMOS	x		x
LMOSupd	x		x
LNP Gateway	x		x
MARCH	x		x
OSPCM	x		x
Predictor	x		x
SOCS	x		x
NIW	x		x

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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
LASR	CLEC	x
WFM	CLEC	x
OBF	CLEC	x
Enhanced Verigate	CLEC	x
LESOG	CLEC	x
TAG/XML	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SGG	CLEC	x
DOE	CLEC BellSouth AT&T	x
SONGS	CLEC BellSouth AT&T	x
ATLAS/COFFI	CLEC BellSouth AT&T	x
BOCRIS/CRIS	CLEC BellSouth AT&T	x
DSAP	CLEC BellSouth AT&T	x
RSAG	CLEC BellSouth AT&T	x
SOCS	CLEC BellSouth AT&T	x
LFACS	CLEC BellSouth AT&T	x
RNS	BellSouth AT&T	x
ROS	BellSouth AT&T	x

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OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
BellSouthAT&T, TAFI	x
CLEC TAFI	x
CLEC ECTA*	x
WILS eRepair	x
BellSouthAT&T & CLEC	
CRIS	x
LMOS HOST	x
LNP Gateway	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

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*Note: eRepair will be replacing ECTA. CLECs have until June 1, 2008 to transition to eRepair. From November of 2007 until May of 2008, at&t will report both interfaces. Beginning June 1, 2008, only eRepair will be reported.



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Appendix D: BellSouth's AT&T's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

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BellSouth AT&T will be required to repost 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:

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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 PMAPAT&T performance measurement 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 $\geq 2\%$ decline in BellSouth's AT&T'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 $\geq .5$ in the z-score at the sub-metric level.
5. Any data recalculations that reflect an improvement in BellSouth's AT&T's performance will be reposted at BellSouth's AT&T'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 AT&T 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.

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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 AT&T 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.

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Appendix D: BellSouth's AT&T's Policy on Reposting of
Performance Data and Recalculation of SEEM Payments

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Determination of when Reposting Policy Applies

As part of the Change Notification Process, BellSouth AT&T performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) the AT&T performance measurement reporting process code. These impacts are used to identify changes to its reported SQM results.

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To determine this impact, BellSouth AT&T 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 were erroneously being included in a particular product disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included 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 Z-Score 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

BellSouthAT&T Service Quality Measurement Plan (SQMP) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

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I. Definitions and Overview

A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in BellSouthAT&T 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 PMAPAT&T performance measurement website each month. For the measures calculated in PMAPthe AT&T performance measurement report process, 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: the AT&T performance measurement report process. Some reports are calculated outside of PMAPthe AT&T performance measurement report process 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 PMAPAT&T Web Site website. 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



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Other Supporting Data Files

- OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)
OSS-2 [IA]: Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)
PO-2 [LMT]: Loop Makeup - Response Time - Electronic

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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 [R]: Reject Interval
O-9 [FOCT]: Firm Order Confirmation Timeliness
O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

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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'd 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 [P48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours
P-2B [PJ]: Percentage of Orders Given Jeopardy Notices
P-3 [MIA]: Percent Missed Installation Appointments
P-4 [OCI]: Order Completion Interval
P-5 [CNI]: Average Completion Notice Interval
P-7 [CCI]: Coordinated Customer Conversions Interval - Hot Cut Duration
P-7A [CCT]: Coordinated Customer Conversions - Hot Cut Timeliness Percent within Interval
P-7B [CCRT]: Coordinated Customer Conversions - Average Recovery Time
P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
P-7D [NCDD]: 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 [SOA]: 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 [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

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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 [MRA]: Percent Missed Repair Appointments
M&R-2 [CTRR]: Customer Trouble Report Rate Net of Provisioning Trouble and Repeat Reports
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

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

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 AT&T 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 [BUDT]: Usage Data Delivery Timeliness
- B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 40 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 [MDD]: 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 the AT&T performance measurement website URL (<http://pmap.bellsouth.com>), in the Documentation/Exhibits folder.

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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.

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Appendix GE: SQM Equity Determination

This document describes the approach utilized in the determination of Equity for mean, proportion, and rate measures within the BellSouthAT&T Single Report Structure (SRS). The statistical comparison of BSTAT&T 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:
$$S = \sqrt{\hat{p}_{BST}(1 - \hat{p}_{BST}) \left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}} \right)}$$

RATE:
$$S = \sqrt{\hat{r}_{BST} \left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}} \right)}$$

n_{BST} = number of observations for BellSouthAT&T in current time period
 n_{CLEC} = number of observations for CLECs in current time period
 $StDev_{BST}$ = estimated standard deviation of BellSouthAT&T performance calculated using current time period's data.
 \hat{p}_{BST} = estimated BellSouthAT&T performance proportion calculated using current time period's data.
 \hat{r}_{BST} = estimated BellSouthAT&T 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:

$$Z = \frac{BST^* - CLEC^*}{S}$$

BST^* = estimated BellSouthAT&T mean (\bar{X}_{BST}), proportion (\hat{p}_{BST}), or rate (\hat{r}_{BST}) calculated using the current time period's data.
 $CLEC^*$ = estimated CLEC mean (\bar{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 1: 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:

Exception 2: Measures OSS-1 (ARI), O-12 (OAA), B-1 (BIA), B-2 (BIT), and M & R-6 (MAAT) also use the "Direct Comparison" criteria

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	Better Performance 1	Better Performance 2
YES	CLEC Measure >= BSTAT&T ₁ Measure	CLEC Measure <= BSTAT&T ₂ Measure
NO	CLEC Measure < BSTAT&T ₁ Measure	CLEC Measure > BSTAT&T ₂ Measure

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Appendix H: Special Access Measurements

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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:

- $\frac{\text{Count FOCs received where (FOC Receipt Date - ASR Received Date)} \leq \text{Performance Standard}}{\text{Total FOCs received during reporting period}} \times 100$

FOC Receipt – Distribution:

- (FOC Receipt Date - ASR Received Date), for each FOC received during reporting period, distributed by:
0 days, >0 - <= 1 day, >1 day - <= 2 days, >2 day - <= 5 days, > 5 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

- 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.
- The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
- 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.
- 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 Requested 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:

- $\frac{\text{Count of ASRs where (FOC Due Date - CDDD)} \geq \text{BellSouth Stated Interval}}{\text{Total number of ASRs where (CDDD - ASR Received Date) = 0}} \times 100$

Offered versus Requested Interval Delta - Distribution:

- $\frac{\text{Offered Due Date - CDDD where (CDDD - ASR Received Date) = 0}}{\text{BellSouth Stated Interval}}$ 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:**

- $\frac{\text{Count of Circuits Completed on or before BellSouth Committed Due Date} + \text{Count of Circuits Completed after FOC Due Date with a verifiable CNR code}}{\text{Count of Circuits Completed in Reporting Period}} \times 100$

Percent on Time Performance to FOC Due Date - Without CNR Consideration:

- $\frac{\text{Count of Circuits Completed on or before BellSouth Committed Due Date}}{\text{Count of Circuits Completed in Reporting Period}} \times 100$

Notes: 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:
 \leftarrow 1 day, 0 \rightarrow \leftarrow 3 days, \rightarrow \leftarrow 5 days, \rightarrow 5 \leftarrow 10 days, \rightarrow 10 \leftarrow 20 days, \rightarrow 20 \leftarrow 30 days, \rightarrow 30 \leftarrow 40 days, \rightarrow 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

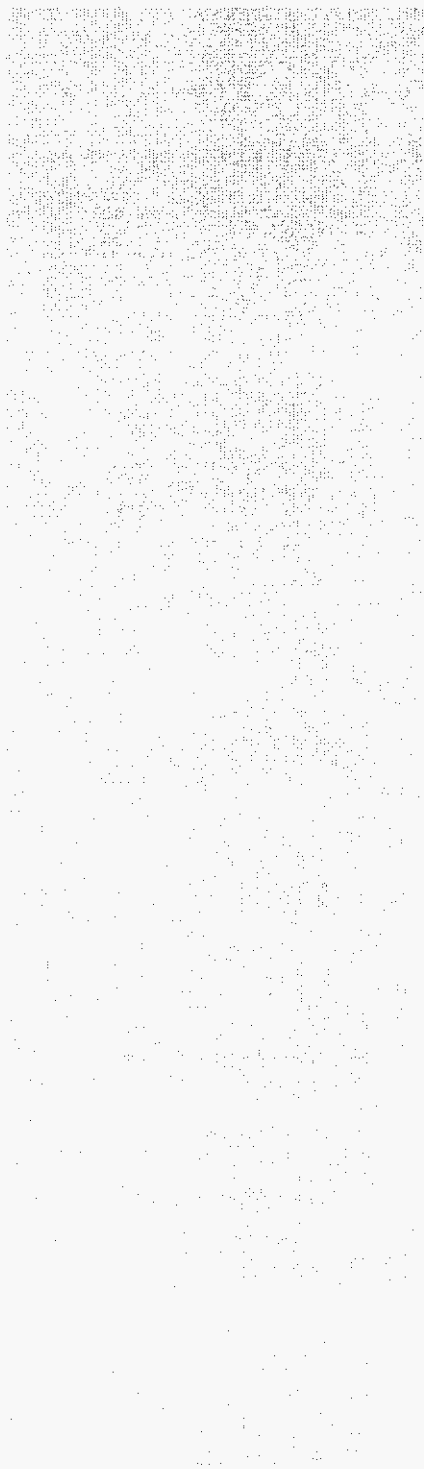
Levels of Disaggregation

- DS0
- DS1
- DS2 (Non Optical)
- DS3 (Optical/OC-n)



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.

Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

- $\frac{\text{Sum}(\text{CDDD} - \text{ASR Received Date})}{\text{Total Circuits Completed during reporting period}}$

Average BellSouth Offered Interval:

- $\frac{\text{Sum}(\text{FOC Due Date} - \text{ASR Received Date})}{\text{Total Circuits Completed during reporting period}}$

Average Installation Interval:

- $\frac{\text{Sum}(\text{BellSouth Completion Date} - \text{ASR Received Date})}{\text{Total Circuits Completed during reporting period}}$

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 OC'n)

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, >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

- ~~DSO / 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:~~

~~$$\frac{\text{Count (trouble reports within 30 Calendar Days of Installation)}}{\text{Total Number of Circuits Installed in the Report Period}} \times 100$$~~

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:

$$\text{Failure Rate} = (a / b) * 100$$

- a = Count of trouble reports resolved during a report period
- b = Number of circuits in service at the end of the report period

$$\text{Failure Rate Annualized} = (e / d) * 100$$

- e = 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

- 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.
- A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
- 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:

- $\frac{\sum \{(\text{Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier} - \text{Date and Time of Trouble Ticket Received by BellSouth}) - (\text{Customer Hold Times})\}}{(\text{Count of Trouble Tickets Resolved in Reporting Period})}$

% Out of Service Greater than 24 hrs:

- $\frac{(\text{Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier} - \text{Date and Time of Trouble Ticket Received by BellSouth}) - (\text{Customer Hold Times}) \text{ is } > 24 \text{ hrs}}{(\text{Count of Trouble Tickets Resolved in Reporting Period})} \times 100$

Mean Time To Restore - NTF / Test OK:

- $\frac{\sum \{(\text{Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as NTF / Test OK} - \text{Date and Time of Trouble Ticket Referred to BellSouth}) - (\text{Customer Hold Times})\}}{(\text{Count of Trouble Tickets Resolved in Reporting Period as NTF / Test OK})}$

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 - N/F/ 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:

$$\frac{\text{Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days}}{\text{Number of Reports in the Report Period}} \times 100$$

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/OK, 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 + DS4)
- 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

Σ

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.

Proposed Florida SQM

Rationale Matrix



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General Requirements

SQM#	Measure Category Code	Title of the Measure
SQM Section	Proposed Changes	Rationale
Introduction	<p>BellSouthAT&T Service Quality Measurement (SQM) Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouthAT&T's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouthAT&T to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)¹. The reports produced by the SQM provide regulators, CLECs and BellSouthAT&T the information necessary to monitor the delivery of non-discriminatory access.</p> <p>This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. PSC-07-0286-PAA-TP TBD issued by the Florida Public Service Commission (FPSC) on April 3, 2007 TBD in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC-07-0395-CO-TP, issued by the FPSC on May 7, 2007 and modifications resulting from the implementation of OSS architecture changes on April 19, 2008.</p>	<ul style="list-style-type: none"> Throughout the SQM document an administrative change is made changing BellSouth to AT&T. Administrative change that will be made to reflect order and date of order to be issued at close of the review.
Report Publication Dates	<p>Each month, preliminary SQM reports will be posted to BellSouth's PMAP AT&T's performance measurement 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 reports will contain information collected in each performance category and will be available to CLEC via the AT&T website. AT&T will also provide electronic access to the raw data underlying the SQM subject to the retention period. The Final 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.</p> <p>For details on SEEM, please refer to the SEEM Administrative Plan.</p> <p>BellSouth AT&T shall retain the performance measurement Supporting Data 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 performance measurement AT&T website and is automatically provided with each SDF download.</p>	<ul style="list-style-type: none"> Remove all references to PMAP to allow flexibility in the event platform changes in the future. Insert verbiage from SEEM Plan that further describes Performance report availability Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan.

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

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<p>Report Delivery Methods</p>	<p>CLEC SQM and SEEM reports will be considered delivered when posted to the <u>AT&T performance measurement website</u>. The State/Federal Commissions have been given access to the website.</p>	<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan.
<p>Change of Law</p>	<p><u>Upon a particular Commission's issuance of an Order pertaining to the Service Quality Measurement (SQM) Plan in a proceeding expressly applicable to all CLECs, AT&T shall implement such plan covering its performance for the CLECs, as well as any changes to that plan ordered by the Commission, on the date specified by the Commission. If a change of law occurs which may change AT&T's obligations, parties may petition the Commission within 30 days to seek changes to the SQM Plan in accordance with such change of law. Performance measurements that have been ordered by the Commission can currently be accessed via the AT&T website. Should there be any difference between the SQM Plan on AT&T's website and the plan the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.</u></p>	<ul style="list-style-type: none"> Inserted verbiage from SEEM Plan for Change of Law application within the Performance Plan
<p>Administrative Changes</p>	<p><u>A workshop and/or conference shall be organized and held periodically for the purpose of evaluating the existing performance measures and determining whether any measures should be deleted, modified or any new measures added. Provided however, no new measures shall be added which measure activity already governed by existing measures. CLEC may actively participate in this periodical workshop with AT&T and other CLECs and state regulatory authority representative.</u></p> <p><u>AT&T may make administrative changes that do not substantively change the SQM Plan. Such changes are excluded from the periodic review process noted above. AT&T will provide written notice to the Commission regarding all administrative changes.</u></p>	<ul style="list-style-type: none"> Proposing change annual review to periodic, as needed. Provide language to modify the SQM plan for administrative changes that do not substantively change the plan to simplify administration of the plan and ensure documentation that is compliant at all times with existing OSS systems and processes.

Contents

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SQM#	Measure Category Code	Title of the Measure	
OSS-1	ARI	OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)	
SQM Section			Proposed Changes
Business Rules			Rationale
<p>OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth AT&T interface systems to obtain, from BellSouth's AT&T'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 AT&T side of the interface and the clock stops when the appropriate response has been transmitted through the same point to the requester.</p> <p>The average response interval for retrieving Pre-Ordering/Ordering/Maintenance & Repair 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.</p> <p>The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, and CRIS. The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP-Gateway, MARCH, QSPCM, Predictor, SOCS, and NIW.</p>			<ul style="list-style-type: none"> Removal of duplicate measure reference to specific systems by name. Reference to systems in OSS Interface Tables already provided following the SQM Level of Disaggregation section (See Appendix C: OSS Interface Tables).
SQM Disaggregation - Analog/Benchmark	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	
	<p>Legacy System/Interface</p> <p>Pre-Ordering/Ordering OSS Response Average Interval Regional Level.....Parity <u>Direct Comparison with Retail</u> + 2 seconds</p> <p>Maintenance & Repair OSS Response Average Interval Regional Level, Per OSS Interface.....Parity <u>Direct comparison with Retail</u> + 1 second (See Appendix C: OSS Interface Tables)</p>		<ul style="list-style-type: none"> Administrative change for clarity
SEEM Measure	<p>SEEM <u> </u> Tier I <u> </u> Tier II</p> <p>Yes.....X</p>		<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. Eliminate Tier 2 remedies. <ul style="list-style-type: none"> Local markets irreversibly open. Thirteen years since passage of 96 Telecom Act. Tier 2 incentive to prevent backsliding no longer needed. Response times tend to be very consistent and the differences between retail

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		<p>and CLECs are generally fractions of a second depending on the application.</p> <ul style="list-style-type: none">○ When delays occur, it is frequently due to systems problems – measure OSS-2, OSS Interface Availability, captures system availability.○ System problems are infrequent.
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Operations Support Systems (OSS)

SQM#	Measure Category Code	Title of the Measure
OSS-2	IA	OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)
SQM Section	Proposed Changes	Rationale
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 AT&T website: (http://www.interconnection.bellsouth.com/oss/oss_hour.html)	<ul style="list-style-type: none"> Removal of specific URL to provide system platform flexibility for possible future rearrangements
Calculation	OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair) = (a / b) X 100 a = Functional Availability in Minutes b = Scheduled Availability in Minutes	<ul style="list-style-type: none"> Throughout the SQM document the mathematical operator representing multiplication has been corrected to a "x" rather than "*" or "X".
SEEM Measure	SEEM _____ Tier I _____ Tier II Yes _____ X	<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. Eliminate Tier 2 remedies. <ul style="list-style-type: none"> Local markets irreversibly open. Thirteen years since passage of 96 Telecom Act. Tier 2 incentive to prevent backsliding no longer needed.

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Operations Support
Systems (OSS)

SQM#	Measure Category Code	Title of the Measure
PO-2	LMT	Loop Makeup- Response Time - Electronic
SQM Section	Proposed Changes	Rationale
Calculation	<p>Response Interval = (a - b)</p> <p>a = Date and time the LMUSI returned to CLEC b = Date and time the LMUSI is received</p> <p>Percent within Interval = $(c / d) \times 100$</p> <p>c = Total LMUSIs received within the interval d = Total number of LMUSIs processed within the reporting period</p>	<ul style="list-style-type: none"> Throughout the SQM document, the mathematical operator representing multiplication has been corrected to a "x" rather than "*" or "X".
Report Structure	<ul style="list-style-type: none"> CLEC Aggregate CLEC Specific Geographic Scope <ul style="list-style-type: none"> State <p>Interval for electronic LMUSIs: 0 ← 1 minute</p>	<ul style="list-style-type: none"> Removed duplicate of standard interval value that is already included within the Benchmark section of this measure
SEEM Measure	<p>SEEM ——— Tier I ——— Tier II</p> <p>Yes X X</p>	<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. Eliminate Tier 1 remedies from the plan. <ul style="list-style-type: none"> \$240 paid to one CLEC in Florida for Tier 1 remedies over past 12 months, June 2008 to May 2009, with all of that in January to a single CLEC. Receiving LMU information within one minute has little or no direct impact on a CLEC's ability to compete. Eliminate Tier 2 remedies.

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		<ul style="list-style-type: none">o Local markets irreversibly open.o Thirteen years since passage of 96 Telecom Act.o Tier 2 incentive to prevent backsliding no longer needed.o AT&T consistently provides a high level of performance. Average performance for past 12 months (6/08 to 05/09) was 99.43%.o No Tier 2 remedies incurred in the past 12-month period.
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Ordering

SQM#	Measure Category Code	Title of the Measure
0-2	AKC	Acknowledgement Message Completeness
SQM Section	Proposed Changes	Rationale
Definition	This measure provides the percent of transmissions/LSRs received via ordering interface gateways, which are acknowledged electronically.	<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. Average performance for past 12 months (06/08 to 05/09) was 100%. No Tier 1 remedies incurred over past 12 months. No Tier 2 remedies incurred over past 12 months. Measures equivalent process (Firm Order Confirmation or Reject Notification) measured by O-8 and O-9 metrics. OSS-2, OSS Interface Availability, captures acknowledgement issues due to system functionality and availability.
Exclusions	<ul style="list-style-type: none"> Manually Submitted LSRs Test Transactions/Records 	
Business Rules	Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of EDI may package many LSRs from multiple states in one transmission. 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.	

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<p>Calculation</p>	<p>Acknowledgement Completeness $(a / b) \times 100$</p> <p>a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by ordering interface gateways, respectively</p> <p>b = Total number of electronically submitted transmissions/LSRs received in the reporting period by ordering interface gateways, respectively</p>	
<p>Report Structure</p>	<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Geographic Scope Region 	
<p>SQM Disaggregation - Analog/Benchmark</p>	<p>SQM Level of Disaggregation SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> • Acknowledgments Benchmark: 99.75% 	
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II</p> <p>Yes X X</p>	

Ordering

SQM#	Measure Category Code	Title of the Measure
O-3	FT	Percent Flow-Through Service Requests
SQM Section	Proposed Changes	Rationale
Business Rules	<p>The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) submitted through one of the mechanized ordering interface gateways, 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).</p> <p>Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed initially. When an LSR is submitted by a CLEC, source systems 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 will reject the LSR and the CLEC will receive a Fatal Reject.</p> <p>Auto-Clarification: Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. 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.</p> <p>Planned Manual Fallout*: 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 LESC. When a CLEC submits an LSR, the source systems will determine if the LSR should be forwarded to LESC LSC for manual handling.</p> <p>*See LSR Flow-Through Matrix on BellSouth's AT&T's PMAP performance measurement 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</p> <p>Total System Fallout: Errors that require manual review by the LESC 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 AT&T system functionality, the LESC LSC representative will correct the error and the LSR will continue to be processed.</p> <p>Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.</p>	<ul style="list-style-type: none"> Name change from BellSouth to AT&T and Local Carrier Service Center (LCSC) to Local Service Center (LSC) Remove reference to PMAP to allow flexibility in the event of platform changes in the future Remove reference to a specific URL to allow flexibility in the event of future platform changes.

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<p>SQM Disaggregation Analog/Benchmark</p>	<p>SQM Level of Disaggregation</p> <p align="right">SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> • Residence..... Benchmark: 95% • Business..... Benchmark: 90% • UNE-L (includes UNE-L with LNP)..... Benchmark: 85% • LNP..... Benchmark: 95% • Flow Through..... Benchmark: 90% 	<ul style="list-style-type: none"> • Metric should emphasize overall flow through impact of a CLEC's order mix. • 90% Benchmark is an increase over current Benchmark for UNE-L and maintains that for Resale Business • 90% Benchmark represents excellent performance level. Partial Mechanized volume (Non-Flow Through) still requires FOCT of 10 hours.
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II</p> <p>Yes..... X..... X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local markets irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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Ordering

SQM#	Measure Category Code	Title of the Measure
O-8	RI	Reject Interval
SQM Section	Proposed Changes	Rationale
Exclusions	<ul style="list-style-type: none"> • Service requests canceled by CLEC prior to being rejected/clarified • Fatal Rejects • LSRs identified as "Projects" with the exception of valid "Project IDs" for Bulk Migration • Scheduled OSS Maintenance • Test Transaction/Records 	<ul style="list-style-type: none"> • Project exclusion for bulk migration was related to UNE-P to Resale conversion. • Deadline for UNE-P conversion has passed • Measure for Bulk Migration was implemented in anticipation of high volumes of UNE-P to UNE-Loop conversion orders. Current volume is low. Within the past 12 months in Florida, from June 2008 to May 2009, there were no Bulk order requests received from June to August and December 2008. There were 62 orders in October and 154 in November 2008. In 2009, there were only 6 in January, 0 in February, 52 in March (27 for a single CLEC), 30 in April (all for that same CLEC), and 0 in May.

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<p>Business Rules</p>	<p>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.</p> <p>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 AT&T website, (http://www.interconnection.bellsouth.com/centers).</p> <p>Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is rejected (date and time stamp of reject in ordering interface gateways). Auto Clarifications are considered in the Fully Mechanized category.</p> <p>Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until the LCSC LSC Service Representative clarifies the LSR back to the CLEC via ordering interface gateways.</p> <p>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 paper LSRs are received in the LCSC Email) until notice of the reject (clarification) is returned to the CLEC via FAX-ServerEmail.</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).</p> <p>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.</p>	<ul style="list-style-type: none"> Update to remove URL reference Currently the AT&T Pre-Ordering & Ordering Center is named the Local Service Center(LSC) not Local Carrier Service Center (LCSC) Email is current method for delivery of manual requests Project exclusion for bulk migration was related to UNE-P to Resale conversion. Deadline for UNE-P conversion has passed. Measure for Bulk Migration was implemented in anticipation of high volumes of UNE-P to UNE-Loop conversion orders. Current volume is low. Within the past 12 months in Florida, from June 2008 to May 2009, there were no Bulk order requests received from June to August and December 2008. There were 62 orders in October and 154 in November 2008. In 2009, there were only 6 in January, 0 in February, 32 in March (27 for a single CLEC), 30 in April (all for that same CLEC), and 0 in May.
<p>Calculation</p>	<p>Reject Interval = (a - b)</p> <p>a = Date and time of service request rejection b = Date and time of service request receipt</p> <p>Percent within Interval = (c / d) X 100</p> <p>c = Service requests rejected in reported interval d = Total service requests rejected in report period</p>	<ul style="list-style-type: none"> Throughout the SQM document, the mathematical operator representing multiplication has been corrected to a "x" rather than "*" or "X".

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**AT&T
EXHIBIT B**

<p>Report Structure</p>	<p>One report with the following four Disaggregation Levels and their associated interval buckets:</p> <ul style="list-style-type: none"> • Fully Mechanized: 0 ~<= 1 business hour • Partially Mechanized: 0 ~<= 10 business hours • Non-Mechanized: 0 ~<= 18 business hours • Local Interconnection Trunks: 0 ~<= 4 business days • CLEC Specific • CLEC Aggregate • Geographic Scope - State 	<ul style="list-style-type: none"> • Removed duplicate of standard interval value that is already included within the Benchmark section of this measure 						
<p>SEEM Measure</p>	<table border="0"> <tr> <td>SEEM</td> <td>Tier I</td> <td>Tier II</td> </tr> <tr> <td>Yes.....</td> <td>X.....</td> <td>X.....</td> </tr> </table>	SEEM	Tier I	Tier II	Yes.....	X.....	X.....	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local markets irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.
SEEM	Tier I	Tier II						
Yes.....	X.....	X.....						

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Ordering

SQM#	Measure Category Code	Title of the Measure
O-9	FOCT	Firm Order Confirmation Timeliness
SQM Section	Proposed Changes	Rationale
Exclusions	<ul style="list-style-type: none"> • Service Requests canceled by CLEC prior to a FOC being returned • Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only • LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations • Test Transactions/Records • Scheduled OSS Maintenance 	<ul style="list-style-type: none"> • Project exclusion for bulk migration was related to UNE-P to Resale conversion. • Deadline for UNE-P conversion has passed. • Measure for Bulk Migration was implemented in anticipation of high volumes of UNE-P to UNE-Loop conversion orders. Current volume is low. Within the past 12 months in Florida, from June 2008 to May 2009, there were no Bulk order requests received from June to August and December 2008. There were 62 orders in October and 154 in November 2008. In 2009, there were only 6 in January, 0 in February, 52 in March (27 for a single CLEC), 30 in April (all for that same CLEC), and 0 in May.
Business Rules	<p>When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.</p> <p>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 <u>Interconnection AT&T website</u>: (http://www.interconnection.bellsouth.com/centers)</p> <p>Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.</p> <p>Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth AT&T service representative and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.</p> <p>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 Email) until appropriate service orders are issued by a BellSouth AT&T 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 FAX-Server Email.</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).</p>	<ul style="list-style-type: none"> • Update to remove reference to URL address. • Email is current method for delivery of manual requests

**AT&T
EXHIBIT B**

	<p>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.</p>	<ul style="list-style-type: none"> Project exclusion for bulk migration was related to UNE-P to Resale conversion. Deadline for UNE-P conversion has passed. Measure for Bulk Migration was implemented in anticipation of high volumes of UNE-P to UNE-Loop conversion orders. Current volume is low. Within the past 12 months in Florida, from June 2008 to May 2009, there were no Bulk order requests received from June to August and December 2008. There were 62 orders in October and 154 in November 2008. In 2009, there were only 6 in January, 0 in February, 52 in March (27 for a single CLEC), 30 in April (all for that same CLEC), and 0 in May. 												
<p>Calculation</p>	<p>Firm Order Confirmation Interval = (a - b) a = Date and time of Firm Order Confirmation b = Date and time of service request receipt</p> <p>Percent within Interval = (c / d) X 100 c = Service requests confirmed in reported interval d = Total service requests confirmed in the report period</p>	<ul style="list-style-type: none"> Throughout this document, mathematical operator representing multiplication has been corrected to a "x" rather than "*" or "X". 												
<p>Report Structure</p>	<p>One report with the following four Disaggregation Levels and their associated interval buckets:</p> <p>Fully Mechanized: 0 - <= 3 business hours</p> <p>Partially Mechanized: 0 - <= 10 business hours</p> <p>Non-mechanized: 0 - <= 24 business hours</p> <p>Local Interconnection Trunks: 0 - <= 5 business days</p> <p>CLEC Specific CLEC Aggregate Geographic Scope - State</p>	<ul style="list-style-type: none"> Removed duplicate of standard interval value that is already included within the Benchmark section of this measure 												
<p>SQM Disaggregation Analog/Benchmark</p>	<table border="0"> <thead> <tr> <th>SQM Level of Disaggregation</th> <th>SQM/SEEM Analog/Benchmark</th> </tr> </thead> <tbody> <tr> <td>Resale—Residence (Non-Design) Fully Mechanized</td> <td>95% <= 3 business hours</td> </tr> <tr> <td>Resale—Business (Non-Design) Partially Mechanized</td> <td>95% <= 10 business hours</td> </tr> <tr> <td>Resale—Design (Special) Non-Mechanized</td> <td>95% <= 24 business hours</td> </tr> <tr> <td>UNE-P (Standalone)</td> <td></td> </tr> <tr> <td>UNE Analog Loop</td> <td></td> </tr> </tbody> </table>	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	Resale—Residence (Non-Design) Fully Mechanized	95% <= 3 business hours	Resale—Business (Non-Design) Partially Mechanized	95% <= 10 business hours	Resale—Design (Special) Non-Mechanized	95% <= 24 business hours	UNE-P (Standalone)		UNE Analog Loop		<ul style="list-style-type: none"> Intent of metric is to measure response time of FOC. Product being ordered is insignificant. Simplify reporting by aggregating products to mechanization level.
SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark													
Resale—Residence (Non-Design) Fully Mechanized	95% <= 3 business hours													
Resale—Business (Non-Design) Partially Mechanized	95% <= 10 business hours													
Resale—Design (Special) Non-Mechanized	95% <= 24 business hours													
UNE-P (Standalone)														
UNE Analog Loop														

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AT&T
EXHIBIT B

	<p><input type="checkbox"/> UNE Analog Loop with LNP <input type="checkbox"/> UNE Digital Loop >= DSL <input type="checkbox"/> UNE ISDN/UDC/ADSL <input type="checkbox"/> UNE Other <input type="checkbox"/> UNE Line Splitting <input checked="" type="checkbox"/> UNE EELs <input checked="" type="checkbox"/> UNE xDSL (ADSL, HDSL, UCL) <input checked="" type="checkbox"/> Local Interconnection Trunks.....95% <= 5 business days</p>	<ul style="list-style-type: none"> • Level of disaggregation consistent with O-8, Reject Interval, metric.
SEEM Measure	<p>SEEM Tier I Tier II Yes..... X..... X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local markets irreversibly open. ○ Thirteen years since passage of '96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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AT&T
EXHIBIT B

Ordering

SQM#	Measure Category Code	Title of the Measure	
O-11	FOCC	Firm Order Confirmation and Reject Response Completeness	
SQM Section	Proposed Changes		Rationale
Definition	<p>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.</p>		<ul style="list-style-type: none"> • Eliminate metric to simplify plan. • AT&T provides a *high level of performance, from 06/08 to 05/09, FM = 99.91%, PM = 99.65%, NM = 97.06% • Measures equivalent process (Firm Order Confirmation or Reject Notification) measured by O-8 and O-9 metrics. • OSS-2, OSS Interface Availability, captures response issues due to system functionality and availability.
Exclusions	<ul style="list-style-type: none"> • Service requests canceled by the CLEC prior to FOC or Reject being sent • Fatal Rejects • LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations • Test Transactions/Records 		

AT&T
EXHIBIT B

<p>Business Rules</p>	<p>Fully Mechanized: The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).</p> <p>Partially Mechanized: The number of FOCs or Rejects sent to the CLEC from 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.</p> <p>Non-Mechanized: The number of FOCs or Rejects sent to the CLECs via FAX server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).</p> <p>Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).</p> <p>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.</p>											
<p>Calculation</p>	<p>Firm Order Confirmation / Reject Response Completeness = (a / b) X 100</p> <ul style="list-style-type: none"> • 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 											
<p>Report Structure</p>	<ul style="list-style-type: none"> □ One report with the following four Disaggregation Levels: <ul style="list-style-type: none"> - Fully Mechanized - Partially Mechanized - Non-Mechanized - Local Interconnection Trunks □ CLEC Specific □ CLEC Aggregate □ Geographic Scope <ul style="list-style-type: none"> - State 											
<p>SQM Disaggregation - Analog/Benchmark</p>	<table border="0"> <thead> <tr> <th style="text-align: left;">SQM Level of Disaggregation</th> <th style="text-align: left;">SQM/SEEM Analog/Benchmark</th> </tr> </thead> <tbody> <tr> <td>• Fully Mechanized.....</td> <td>98% Returned</td> </tr> <tr> <td>• Partially Mechanized.....</td> <td>95% Returned</td> </tr> <tr> <td>• Non-Mechanized.....</td> <td>95% Returned</td> </tr> <tr> <td>• Local Interconnection Trunks.....</td> <td>95% Returned</td> </tr> </tbody> </table>	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	• Fully Mechanized.....	98% Returned	• Partially Mechanized.....	95% Returned	• Non-Mechanized.....	95% Returned	• Local Interconnection Trunks.....	95% Returned	
SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark											
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<p>SEEM Measure</p>	<table border="0"> <tr> <td>SEEM</td> <td>Tier I</td> <td>Tier II</td> </tr> <tr> <td>Yes</td> <td>X</td> <td>X</td> </tr> </table>	SEEM	Tier I	Tier II	Yes	X	X					
SEEM	Tier I	Tier II										
Yes	X	X										

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AT&T
EXHIBIT B

Ordering

SQM#	Measure Category Code	Title of the Measure
0-12	OAA	Average Answer Time - Ordering Centers
SQM Section	Proposed Changes	Rationale
Business Rules	The duration starts when a CLEC representative or BellSouth AT&T customer makes a choice on the ordering center's menu and is put in queue for the next service representative and stops when a BellSouth AT&T service representative 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.	<ul style="list-style-type: none"> AT&T is eliminating the reference to the business unit comparison as it is no longer applicable with the establishment of a benchmark for this measure.
Report Structure	<ul style="list-style-type: none"> CLEC Aggregate BellSouth Aggregate Business Service Center Geographic Scope <ul style="list-style-type: none"> Region 	<ul style="list-style-type: none"> Dissimilar call processing activities occur within the Wholesale and retail centers making a comparison unlikely
SQM Disaggregation - Analog/Benchmark	<p>SQM Level of Disaggregation</p> <p>CLEC Local Carrier Service Center.....</p> <p>SQM/SEEM Analog/Benchmark</p> <p>Parity with Retail (Business Service Center) Average Answer Time <=30 seconds</p>	<ul style="list-style-type: none"> There is no equivalent retail analog comparison as processing for small business is different than processing for LSC. <ul style="list-style-type: none"> Unlike the retail centers, the LSC handles calls for products that are not measured by the plan and for calls from CLECs that do not relate to a measured product Calls on more than one account (up to 5 different problems on one call) will make the call times longer than what retail requires for a single account report Thirty seconds is sufficient time to answer the call
SEEM Measure	<p>SEEM Tier I Tier II</p> <p>Yes.....X</p>	<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. Eliminate Tier 2 remedies. <ul style="list-style-type: none"> Local market irreversibly open. Thirteen years since passage of 96 Telecom Act. Tier 2 incentive to prevent backsliding no longer needed.

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AT&T
EXHIBIT B

Provisioning

SQM#	Measure Category Code	Title of the Measure	
P-1	HOI	Held Order Interval	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> • Resale Residence (Non-Design)..... • Resale Business (Non-Design)..... • Resale Design • UNE Analog Loop (Design)..... • UNE Analog Loop (Non-Design)..... • UNE Digital Loop >= DS1 • UNE EELs..... • UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... • UNE ISDN/UDC/IDSL..... • UNE Line Splitting..... • UNE Other Design..... • UNE Other Non-Design..... • Local Interconnection Trunks..... 	<p>SQM Analog/Benchmark</p> <ul style="list-style-type: none"> • Retail Residence (Non-Design) • Retail Business (Non-Design) • Retail Design • Retail Residence, Business, and Design (Dispatch) (Excluding Digital Loops) • Retail Residence and Business - POTS (Excluding Switch Based Orders) • Retail Digital Loop >= DS1 • Retail DS1/DS3 • ADSL Provided to Retail • Retail ISDN - BRI • ADSL Provided to Retail • Diagnostic • Diagnostic • <u>Direct comparison</u> Parity with Retail Trunks 	<ul style="list-style-type: none"> • Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> ○ Performance standard for both existing disaggregations are identical (retail analog is ADSL service). ○ AT&T has not reported CLEC transactions for the UNE Line Splitting submeasure for at least the last 12-month period. Combining this disaggregation with UNE xDSL will have no impact on results. • Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. AT&T has not reported any data for these submeasures for the past 12 months. • Administrative change for clarity
SEEM Measure	<p>SEEM _____ Tier I _____ Tier II</p> <p>No _____</p>		<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan.

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AT&T
EXHIBIT B

Provisioning

SQM#	Measure Category Code	Title of the Measure
P-2A	PJ48	Percentage of Orders Given Jeopardy Notices >= 48 Hours
SQM Section	Proposed Changes	Rationale
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> • Resale Residence (Non-Design) 95% > = 48 hours • Resale Business (Non-Design) 95% > = 48 hours • Resale Design 95% > = 48 hours • UNE Analog Loop (Design) 95% > = 48 hours • UNE Analog Loop (Non-Design) 95% > = 48 hours • UNE Digital Loop >= DS1 95% > = 48 hours • UNE EELs 95% > = 48 hours • UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) 95% > = 48 hours • UNE ISDN/UDC/IDSL 95% > = 48 hours • UNE Line Splitting 95% > = 48 hours • UNE Other Design 95% > = 48 hours • UNE Other Non-Design 95% > = 48 hours • Local Interconnection Trunks 95% > = 48 hours <p>SQM/SEEM Analog/Benchmark</p>	<ul style="list-style-type: none"> • Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> ○ Performance standard for both existing disaggregations are identical (retail analog is ADSL service). ○ AT&T has not reported CLEC transactions for the UNE Line Splitting submeasure for at least the last 12-month period, 06/08 through 05/09. Combining this disaggregation with UNE xDSL will have no impact on results. • Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. AT&T has reported less than 30 CLEC transactions for these submeasures combined for at least the last 12 months.
SEEM Measure	<p>SEEM.....Tier I.....Tier II</p> <p>No</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan.

AT&T
EXHIBIT B

Provisioning

SQM#	Measure Category Code	Title of the Measure	
P-2B	PJ	Percentage of Orders Given Jeopardy Notices	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Resale Residence (Non-Design)..... Resale Business (Non-Design)..... Resale Design..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Digital Loop >= DS1..... UNE EELs..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... UNE ISDN/UDC/IDSL..... UNE Line Splitting..... UNE Other Design..... UNE Other Non-Design..... Local Interconnection Trunks..... 	<p>SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business - POTS (Excluding Switch Based Orders) Retail Digital Loop >= DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN - BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (retail analog is ADSL service). AT&T has not reported CLEC misses for the UNE Line Splitting submeasure for at least the last 12-month period, June 08 through May 09. Combining this disaggregation with UNE xDSL will have no impact on results. Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. AT&T has reported less than 30 CLEC jeopardy notices for these submeasures combined for at least the last 12 months Administrative change for clarity
SEEM Measure	<p>SEEM.....Tier I.....Tier II</p> <p>No</p>		<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan.

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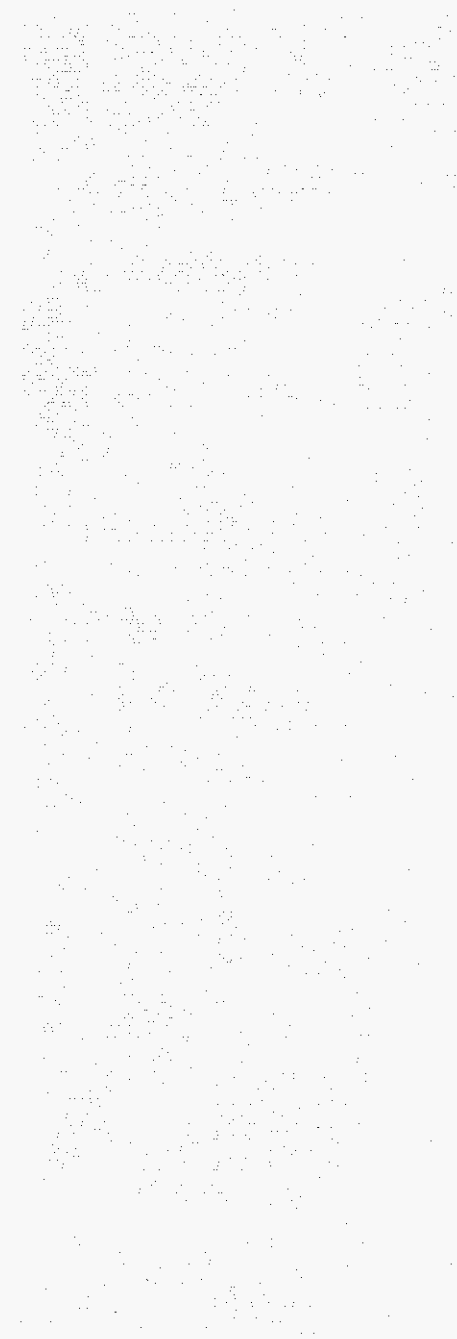
SQM#	Measure Category Code	Title of the Measure	
P-3	MIA	Percent Missed Installation Appointments	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Resale Residence (Non-Design)..... Resale Business (Non-Design)..... Resale Design..... LNP (Standalone)..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Analog Loop with LNP-Design..... UNE Analog Loop with LNP-Non-Design..... UNE Digital Loop >= DS1..... UNE EELs..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... UNE ISDN/UDC/ISDI..... UNE Line Splitting..... UNE Other Design..... UNE Other Non-Design..... Local Interconnection Trunks..... 	<p>SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence and Business (POTS) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business – POTS (Excluding Switch Based Orders) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business – POTS (Excluding Switch Based Orders) Retail Digital Loop >= DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN - BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (retail analog is ADSL service). AT&T has reported less than 5 CLEC missed appointments for the UNE Line Splitting submeasures for at least the last 12-month period, June 08 through May 09. Combining this disaggregation with UNE xDSL will have only a minimal impact on results. Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. AT&T has reported only 5 CLEC misses for these submeasures combined for at least the last 12 months. Administrative change for clarity

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SEEM Measure	SEEM	Tier I	Tier II
	Yes	X	X

- Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan.
- Eliminate Tier 2 remedies.
 - Local market irreversibly open.
 - Thirteen years since passage of 96 Telecom Act.
 - Tier 2 incentive to prevent backsliding no longer needed.



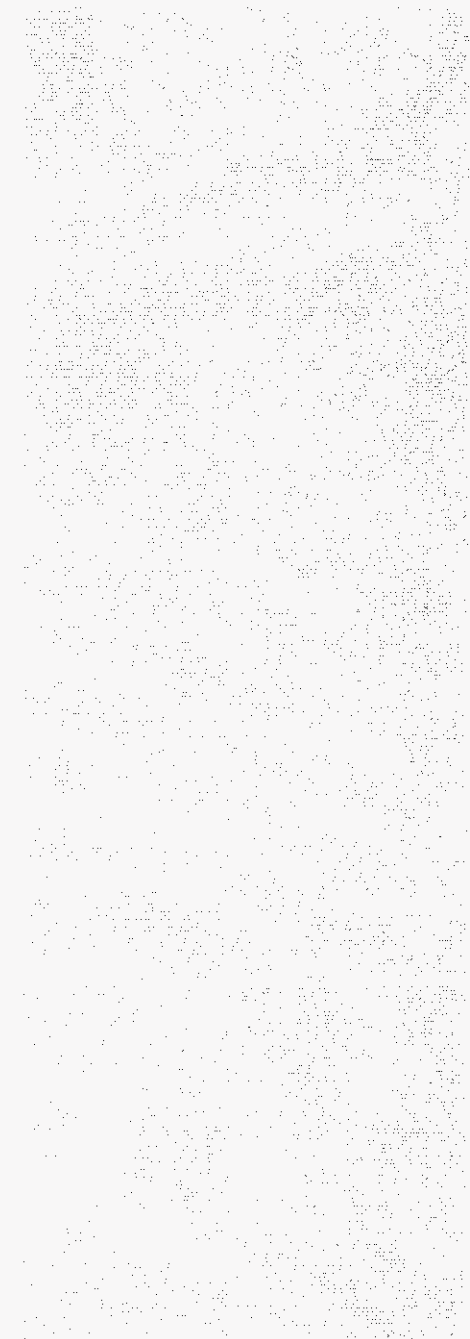
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SQM#	Measure Category Code	Title of the Measure	
P-4	OCI	Order Completion Interval (OCI)	
SQM Section	Proposed Changes		Rationale
Business Rules	<p>The completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth- AT&T issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth's- AT&T's order completion date. Orders worked on zero due dates are calculated with a .33-day interval (8 hours). Orders can be either dispatch or non-dispatch.</p> <p>Only valid business days will be included in the calculation of this interval. Valid business days may be found at the following AT&T website: (http://www.interconnection.bellsouth.com/#localorderinghandbook/intervalguide).</p>		<ul style="list-style-type: none"> Update to provide reference to website rather than the URL for a specific site that may change in future platform rearrangements.
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Resale Residence (Non-Design) Resale Business (Non-Design)..... Resale Design LNP (Standalone)..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Analog Loop with LNP-Design..... UNE Analog Loop with LNP-Non-Design UNE Digital Loop >= DS1..... UNE EELs UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) without conditioning..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) with conditioning..... UNE ISDN/UDC/IDSL UNE Line Splitting without Conditioning..... UNE Line Splitting with Conditioning..... UNE Other Design UNE Other Non-Design Local Interconnection Trunks 	<p>SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence and Business (POTS) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business (Dispatch) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business (Dispatch) Retail Digital Loop >= DS1(Dispatch) Retail DS1/DS3(Dispatch) <= 5 Business Days <= 11 Business Days Retail ISDN - BRI ADSL Provided to Retail <= 11 Business Days Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> The benchmark performance standard is applicable to all DSL like services. Of the four different UNE Line Splitting disaggregations, AT&T has not reported CLEC miss for at least the last 12-month period. Combining this disaggregation with UNE xDSL will have no impact on results. Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. With no applicable retail analogs for these submeasures for at least the last 12 months, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. Administrative change for clarity

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<p>SEEM Measure</p>	<p>SEEM Tier I Tier II Yes X X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 1 remedies <ul style="list-style-type: none"> ○ Measures same process of providing service to end-user that is captured by other metrics. ○ Critical customer service affecting metric is P-3, Percent Missed Installation Appointments (MIA). ○ Will continue to provide performance measurement reports • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.
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SQM#	Measure Category Code	Title of the Measure	
P-5	CNI	Average Completion Notice Interval	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Resale Residence (Non-Design)..... Resale Business (Non-Design)..... Resale Design..... LNP (Standalone)..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Analog Loop with LNP - Design..... UNE Analog Loop with LNP- Non-Design..... UNE Digital Loop > DS1..... UNE EELs..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... UNE ISDN/UDC/IDSL..... UNE Line Splitting..... UNE Other Design..... UNE Other Non-Design..... Local Interconnection Trunks..... 	<p>SQM Analog/Benchmark</p> <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence and Business (POTS) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business – POTS (Excluding Switch Based Orders) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business – POTS (Excluding Switch Based Orders) Retail Digital Loop >= DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN - BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (retail analog is ADSL service). The performance results for the combination of these submeasures will be consistent with the results of each submeasure separately. Combining this disaggregation with UNE xDSL will have no impact on results. Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. With no applicable retail analogs for these submeasures for at least the last 12-month period, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results Administrative change for clarity
SEEM Measure	<p>SEEM — Tier 1 — Tier II</p> <p>No.....</p>		<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan

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SOM#	Measure Category Code	Title of the Measure
P-7	CCI	Coordinated Customer Conversions- Hot Cut Duration
SOM Section	Proposed Changes	Rationale
SEEM Measure	<p>SEEM ----- Tier I ----- Tier II</p> <p>Yes.....X.....X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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SQM#	Measure Category Code	Title of the Measure
P-7A	CCT	Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
SQM Section	Proposed Changes	Rationale
SEEM Measure	SEEM _____ Tier I _____ Tier II Yes X X	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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SOM#	Measure Category Code	Title of the Measure
P-7B	CCRT	Coordinated Customer Conversions—Average Recovery Time
SQM Section	Proposed Changes	Rationale
Definition	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.	<ul style="list-style-type: none"> • Eliminate metric to simplify plan. • AT&T consistently provides a high level of performance. <ul style="list-style-type: none"> ○ During the last 12-month period, June 08 through May 09, CLEC missed volume reported 3 outages that were associated with coordinated conversions.
Exclusions	<ul style="list-style-type: none"> • Conversions where service outages are due to CLEC caused reasons • Conversions where service outages are due to end-user caused 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) • Listing Orders 	
Business Rules	Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service 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.	

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Calculation	<p>Recovery Time = (a - b)</p> <ul style="list-style-type: none"> • a = Date and time the initial trouble is cleared and the CLEC is notified • b = Date and time the initial trouble is opened with BellSouth <p>Average Recovery Time = (c / d)</p> <ul style="list-style-type: none"> • c = Sum of all the Recovery Times • d = Number of troubles referred to BellSouth <p>Percentage of Items with No Troubles = (e / f) X 100</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • Geographic Scope State 	
SQM Disaggregation Analog/Benchmark	<p>_____ SQM Level of Disaggregation _____ SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> • Coordinated Customer Conversions (Loops) <= 5 Hours 	
SEEM Measure	<p>SEEM _____ Tier I _____ Tier II</p> <p>No.</p>	

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SQM#	Measure Category Code	Title of the Measure
P-7C	GPF	Hot Cut Conversions—Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
SQM Section	Proposed Changes	Rationale
Definition	This report measures the percentage of provisioning troubles received within 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion and ensures the quality and accuracy of Hot Cut Conversion activities.	<ul style="list-style-type: none"> • Eliminate metric to simplify plan • Measures same process captured by P-9 (PPT), Percent Provisioning Troubles within "X" Days of Service Order Completion. • AT&T consistently provides a high level of performance. <ul style="list-style-type: none"> ○ Performance for past 12 months for dispatch and non-dispatch (June 2008 to May 2009) averaged 1.45% against a benchmark of <=3%.
Exclusions	<ul style="list-style-type: none"> ☐ 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 F) ☐ Troubles outside of BellSouth's control <ul style="list-style-type: none"> - 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	The first trouble report received on a circuit ID within 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate.	
Calculation	<p>Percentage of Provisioning Troubles within 5 Days of Service Order Completion = (a / b) X 100</p> <ul style="list-style-type: none"> • a - The sum of all Hot Cut Circuits with a trouble within 5 days following service order(s) completion • b - The total number of Hot Cut Circuits completed in the previous reporting period 	

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Report Structure	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • Dispatch/Non-Dispatch • Geographic Scope <li style="padding-left: 20px;">State 	
SQM Disaggregation Analog/Benchmark	<p>• SQM Level of Disaggregation SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> • UNE Loops ← 3% 	
SEEM Measure	<p>SEEM Tier I Tier II</p> <p>No</p>	

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SQM#	Measure Category Code	Title of the Measure
P-7D	NCDD	Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date
SQM Section	Proposed Changes	Rationale
SEEM Measure	SEEM _____ Tier I _____ Tier II Yes X X	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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SQM#	Measure Category Code	Title of the Measure	
P-9	PPT	Percent Provisioning Troubles within "X" Days of Service Order Completion	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> • Resale Residence (Non-Design)..... • Resale Business (Non-Design)..... • Resale Design..... • LNP (Standalone)..... • UNE Analog Loop (Design)..... • UNE Analog Loop (Non-Design)..... • UNE Analog Loop with LNP Design..... • UNE Analog Loop with LNP Non-Design..... • UNE Digital Loop >= DS1..... • UNE EELs..... • UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... • UNE ISDN/UDC/IDSL..... • UNE Line Splitting..... • UNE Other Design..... • UNE Other Non-Design..... • Local Interconnection Trunks..... 	<p>SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence and Business (POTS) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business - POTS (Excluding Switch Based Orders) Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business - POTS (Excluding Switch Based Orders) Retail Digital Loop > = DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN-BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> • Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> ○ Performance standard for both existing disaggregations are identical (analog is retail ADSL service). ○ Combining this disaggregation with UNE xDSL will have minimal impact on results. • Remove two Diagnostic disaggregations, UNE Other Design and UNE Other Non-Design. With no applicable retail analogs for these submeasures for at least the last 12 months, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. • Administrative change for clarity
SEEM Measure	<p>SEEM Tier I Tier II</p> <p>Yes..... X..... X</p>		<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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SQM#	Measure Category Code	Title of the Measure
P-11	SOA	Service Order Accuracy
SQM Section	Proposed Changes	Rationale
Definition	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 an BellSouth AT&T service representative in the ECSC LSC are measured.	<ul style="list-style-type: none"> Currently the AT&T Pre-Ordering and Ordering Center is named Local Service Center (LSC)
Exclusions	<ul style="list-style-type: none"> Canceled Service Orders Order activities of BellSouth AT&T 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 Orders CLEC LSRs submitted electronically that are not manually handled by BellSouth AT&T (Flow-Through) "Projects" with no LSR LNP Trigger Orders 	<ul style="list-style-type: none"> LNP Trigger Orders are internal administrative orders. Trigger Orders alert downstream systems that a telephone number is getting ready to be ported out and do not prevent the port activity from taking place

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<p>Business Rules</p>	<p>The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.</p> <p>Selected CLEC Affecting Service Attributes</p> <p>The BellSouth AT&T Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.</p> <p>A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. If any <u>Each</u> of the <u>service affecting</u> fields listed below are populated on the LSR, <u>if the entries</u> and do not match the corresponding field on the Service Order (s), and are service affecting, the order <u>field</u> will be scored as a miss.</p> <p>BellSouth AT&T will maintain a list of LCSC LSC/System workarounds which will not be considered service affecting. This list will be identified in a document posted on the Interconnection AT&T website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.</p> <p><u>For Listing Orders:</u></p> <ul style="list-style-type: none"> Company Code PGN Billed Telephone Number Telephone Number Ported Telephone Number Circuit ID PIC LPIC Directory Listing <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • Changing the measurement to review critical fields for the percentage of accuracy. This will provide a truer picture of service order accuracy. • Review only the service affecting fields for listing orders which are different from the fields for provisioning orders. Specifically identify the particular service affecting fields by order type.
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For Provisioning Orders:

Company Code

PON

Billed Telephone Number

Telephone Number

Ported Telephone Number

Circuit ID

PIC

LPIC

Directory Listing

Directory Delivery Address

Listing Activity

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

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	<p>E911 Listing Service Address Information 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</p> <p>EATN ATN APOT CFA NC NCI</p> <p>* Feature Detail will only be checked for the following USOCs: GCE, GCI, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection AT&T Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.</p>							
<p>Calculation</p>	<p>Percent Service Order Accuracy = (a / b) X 100 a = Number of service affecting fields with no errors on completed Orders completed without error b = Number of service affecting fields on completed associated service Orders completed within reporting period</p>	<ul style="list-style-type: none"> • Change calculation to provide a truer picture of service order accuracy by calculating the percentage of accuracy of all populated service affecting fields. 						
<p>SQM Disaggregation Analog/Benchmark</p>	<table border="0"> <tr> <td>SQM Level of Disaggregation</td> <td>SQM/SEEM Analog/Benchmark</td> </tr> <tr> <td>Resale Service order accuracy</td> <td>95% Accurate</td> </tr> <tr> <td>UNE</td> <td>95% Accurate</td> </tr> </table>	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	Resale Service order accuracy	95% Accurate	UNE	95% Accurate	<ul style="list-style-type: none"> • Change disaggregation from Resale and UNE to one aggregated disaggregation of accurate service orders.
SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark							
Resale Service order accuracy	95% Accurate							
UNE	95% Accurate							
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II Yes X X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of '96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed. 						

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SQM#	Measure Category Code	Title of the Measure	
P-13B	LOOS	LNP-Percent Out of Service < 60 Minutes	
SQM Section	Proposed Changes		Rationale
SEEM Measure	SEEM ----- Tier I ----- Tier II Yes X X		<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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SQM#	Measure Category Code	Title of the Measure	Rationale
P-13C	LAT	LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date	
SQM Section		Proposed Changes	
Definition	This report measures the percentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers prior to the due date.		<ul style="list-style-type: none"> Eliminate metric to simplify plan AT&T consistently provides high level of performance. Performance for the past 12 months, June 08 through May 09, has exceeded 99% against a benchmark of >=95% for Florida.
Exclusions	<ul style="list-style-type: none"> Remote Call Forwarding, DIDs, and ISDN Data TNs 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	The number of LNP orders where the 10-digit trigger was applied prior to the due date, divided by the total number of LNP orders where the 10-digit trigger was applicable.		
Calculation	Percentage of 10-Digit Trigger Applications = (a / b) X 100 <ul style="list-style-type: none"> a = Count of LNP orders for which a 10-digit trigger was applied prior to due date b = Total LNP orders for which 10-digit triggers were applicable 		
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Geographic Scope State 		
SQM Disaggregation Analog/Benchmark	SQM Level of Disaggregation SQM/SEEM Analog/Benchmark <ul style="list-style-type: none"> LNP >=95% 		
SEEM Measure	SEEM Tier I Tier II Yes X X		

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SOM#	Measure Category Code	Title of the Measure	
P-13D	LDT	LNP-Disconnect Timeliness (Non-Trigger)	
SQM Section	Proposed Changes	Rationale	
Business Rules	Disconnect Timeliness is the elapsed time from when BellSouth's AT&T receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'activate') for each telephone number ported until each number is disconnected in the BellSouth's AT&T switch. Non-business hours will be excluded from the duration calculation for unscheduled LNP ports.	<ul style="list-style-type: none"> Remove reference to ESI to allow flexibility in the event of future platform changes. 	
SEEM Measure	SEEM _____ Tier I _____ Tier II Yes..... X..... X	<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan Eliminate Tier 2 remedies. <ul style="list-style-type: none"> Local market irreversibly open. Thirteen years since passage of 96 Telecom Act. Tier 2 incentive to prevent backsliding no longer needed. 	

AT&T
EXHIBIT B

Maintenance
& Repair

SQM#	Measure Category Code	Title of the Measure	
M&R- 1	MRA	Percent Missed Repair Appointments	
SQM Section	Proposed Changes		Rationale
Report Structure	Dispatch/Non-Dispatch (except trunks) CLEC Specific CLEC Aggregate BellSouth-AT&T Aggregate Geographic Scope - State		<ul style="list-style-type: none"> Administrative update to correct omission in prior version
SQM Disaggregation Analog/Benchmark	SQM Level of Disaggregation <ul style="list-style-type: none"> Resale Residence (Non-Design)..... Resale Business (Non-Design)..... Resale Design..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Digital Loop >= DS1..... UNE EELs..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... UNE ISDN/UDC/IDSL..... UNE Line Splitting..... UNE Other Design..... UNE Other Non-Design..... Local Interconnection Trunks..... 	SQM/SEEM Analog/Benchmark <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business - POTS (Excluding Switch Based Feature Troubies) Retail Digital Loop >= DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN - BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (retail analog is ADSL service). In Florida, no more than 14 CLEC missed appointments for UNE Line Splitting submeasure over the past 12 months. Combining this disaggregation with UNE xDSL will have minimal impact on reported results. Remove two Diagnostic disaggregations, UNE Other Design and UNE other Non-Design. AT&T has reported 17 CLEC missed appointments for these submeasures over that last 12 months, June 08 through May 09. In addition, with no applicable retail analogs for these submeasures, there is no substantive information being provided. Administrative change for clarity

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**AT&T
EXHIBIT B**

<p>SEEM Measure</p>	<p>SEEM _____ Tier I _____ Tier II Yes _____ X _____ X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.
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AT&T
EXHIBIT B

Maintenance
& Repair

SQM#	Measure Category Code	Title of the Measure
M&R-2	CTRR	Customer Trouble Report Rate <u>Net of Provisioning Trouble and Repeat Reports</u>
SQM Section	Proposed Changes	Rationale
Definition	This report measures the percentage of customer troubles <u>exclusive of provisioning and repeat trouble reports</u> closed within a calendar month.	
Exclusions	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BellSouth AT&T trouble reports/lines associated with internal or administrative service • Customer Provided Equipment (CPE) or CLEC Equipment Troubles • Informational Tickets • ... <u>Provisioning trouble reports. A provisioning trouble report is defined as any report that comes in within "X" calendar days of service order completion, where "X" is 5 days (POTS Non-Designed services) or 14 days (Designed services).</u> • ... <u>Repeat trouble reports. A repeat trouble is defined as a customer report on the same line/circuit, received within 30 days of an original customer trouble report</u> • Troubles outside of BellSouth's AT&T's control <ul style="list-style-type: none"> -A cut or damaged cable, caused by other than BellSouth AT&T employees or contractors -Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth AT&T 	<ul style="list-style-type: none"> • Measure captures duplicative data reported in P-9, (PPT), Percent Provisioning Troubles within "X" Days of Service Order Completion and M&R-4 (PRT) Percent Customer Troubles within 30 Calendar Days
Business Rules	Customer Trouble Report Rate contains all closed customer and/or CLEC direct reports, <u>net of provisioning and including</u> repeat reports, divided by the total "number of service" lines.	
Calculation	<p>Customer Trouble Report Rate = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Count of <u>initial and repeated</u> customer trouble reports (<u>net of provisioning and repeat trouble reports</u>) closed in the current reporting period • b = Number of lines in service at end of the reporting period 	
Report Structure	Dispatch/Non-Dispatch (<u>except trunks</u>) CLEC Specific CLEC Aggregate BellSouth AT&T Aggregate Geographic Scope <ul style="list-style-type: none"> • State 	<ul style="list-style-type: none"> • Administrative update to correct omission in prior version

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<p>SQM Disaggregation Analog/Benchmark</p>	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> • Resale Residence (Non-Design)..... Retail Residence (Non-Design) • Resale Business (Non-Design)..... Retail Business (Non-Design) • Resale Design..... Retail Design • UNE Analog Loop (Design)..... Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) • UNE Analog Loop (Non-Design)..... Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) • UNE Digital Loop >= DS1..... Retail Digital Loop >= DS1 • UNE EELs..... Retail DS1/DS3 • UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... ADSL Provided to Retail • UNE ISDN/UDC/IDSL..... Retail ISDN -- BRI • UNE Line Splitting..... ADSL Provided to Retail • UNE Other Design..... Diagnostic • UNE Other Non-Design..... Diagnostic • Local Interconnection Trunks..... <u>Direct comparison</u> Parity with Retail Trunks 	<ul style="list-style-type: none"> • Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> ○ Performance standard for both existing disaggregations are identical (analog is retail ADSL service). ○ The performance results for the combination of these submeasures will be consistent with the results of each submeasure separately. Combining this disaggregation with UNE xDSL will have minimal impact on reported results. • Remove two Diagnostic disaggregations, UNE Other Design and UNE other Non-Design. With no applicable retail analogs for these submeasures for at least the last 12-month period, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. • Administrative change for clarity
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II</p> <p>Yes..... X..... X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

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Maintenance & Repair

SQM#	Measure Category Code	Title of the Measure	
M&R-3	MAD	Maintenance Average Duration	
SQM Section	Proposed Changes		Rationale
Report Structure	<ul style="list-style-type: none"> Dispatch/Non-Dispatch (except trunks) Affecting Service/Out of Service (Non-Design only) CLEC Specific CLEC Aggregate BellSouth/AT&T Aggregate Geographic Scope <ul style="list-style-type: none"> - State 		<ul style="list-style-type: none"> Administrative update to correct omission in prior version Propose changing reporting structure of Non-Design submeasure into Affecting Service (AS) and Out of Service (OOS). <ul style="list-style-type: none"> AT&T Local Field Operations manages workload subject to AS and OOS conditions for Retail and Wholesale. AS and OOS disaggregations will provide better Retail analog comparison.
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> Resale Residence (Non-Design)..... Resale Business (Non-Design)..... Resale Design..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Digital Loop >= DS1..... UNE EELs..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... UNE ISDN/UDC/IDSL..... UNE Line Splitting..... UNE Other Design..... UNE Other Non-Design..... Local Interconnection Trunks..... 	<p>SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) Retail Digital Loop >= DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN - BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (analog is retail ADSL service). The performance results for the combination of these submeasures will be consistent with the results of each submeasure separately. Combining this disaggregation with UNE xDSL will have minimal impact on reported results. Remove two Diagnostic disaggregations, UNE Other Design and UNE other Non-Design. With no applicable retail analogs for these submeasures for at least the last 12-month period, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. Administrative change for clarity

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**AT&T
EXHIBIT B**

SEEM Measure	SEEM	Tier I	Tier II
	Yes	X	X
	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed. 		



AT&T
EXHIBIT B

Maintenance
& Repair

SQM#	Measure Category Code	Title of the Measure	
M&R-4	PRT	Percent Repeat Customer Troubles within 30 Calendar Days	
SQM Section	Proposed Changes		Rationale
Report Structure	Dispatch/Non-Dispatch (except trunks) CLEC Specific CLEC Aggregate BellSouth AT&T Aggregate Geographic Scope - State		<ul style="list-style-type: none"> Administrative update to correct omission in prior version
SQM Disaggregation Analog/Benchmark	SQM Level of Disaggregation <ul style="list-style-type: none"> Resale Residence (Non-Design)..... Resale Business (Non-Design)..... Resale Design..... UNE Analog Loop (Design)..... UNE Analog Loop (Non-Design)..... UNE Digital Loop >= DS1..... UNE EFLs..... UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)..... UNE ISDN/UDC/IDSL..... UNE Line Splitting..... UNE Other Design..... UNE Other Non-Design..... Local Interconnection Trunks..... 	SQM/SEEM Analog/Benchmark <ul style="list-style-type: none"> Retail Residence (Non-Design) Retail Business (Non-Design) Retail Design Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) Retail Digital Loop >= DS1 Retail DS1/DS3 ADSL Provided to Retail Retail ISDN - BRI ADSL Provided to Retail Diagnostic Diagnostic Direct comparison Parity with Retail Trunks 	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (analog is retail ADSL service). AT&T has reported less than 20 CLEC repeat trouble reports over that last 12 months, June 08 through May 09, for the Line Splitting submeasure. The performance results for the combination of these submeasures will be consistent with the results of each submeasure separately. Combining this disaggregation with UNE xDSL will have minimal impact on reported results. Remove two Diagnostic disaggregations, UNE Other Design and UNE other Non-Design. With no applicable retail analogs for these submeasures for at least the last 12-month period, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. Administrative change for clarity
SEEM Measure	SEEM Tier I Tier II		<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to

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**AT&T
EXHIBIT B**

	<p>Yes.....X.....X</p>	<p>transition to commercial remedy plan</p> <ul style="list-style-type: none">• Eliminate Tier 2 remedies.<ul style="list-style-type: none">○ Local markets irreversibly open.○ Thirteen years since passage of 96 Telecom Act.○ Tier 2 incentive to prevent backsliding no longer needed.
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AT&T
EXHIBIT B

Maintenance & Repair

SQM#	Measure Category Code	Title of the Measure																												
M&R-5	OOS	Out of Service (OOS) > 24 Clock Hours																												
SQM Section	Proposed Changes	Rationale																												
Report Structure	Dispatch/Non-Dispatch (except trunks) CLEC Specific CLEC Aggregate BellSouth/AT&T Aggregate Geographic Scope _State	<ul style="list-style-type: none"> Administrative change to correct omission in prior version 																												
SQM Disaggregation Analog/Benchmark	<table border="0"> <thead> <tr> <th>SQM Level of Disaggregation</th> <th>SQM/SEEM Analog/Benchmark</th> </tr> </thead> <tbody> <tr> <td>• Resale Residence (Non-Design)</td> <td>• Retail Residence (Non-Design)</td> </tr> <tr> <td>• Resale Business (Non-Design)</td> <td>• Retail Business (Non-Design)</td> </tr> <tr> <td>• Resale Design</td> <td>• Retail Design</td> </tr> <tr> <td>• UNE Analog Loop (Design)</td> <td>• Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)</td> </tr> <tr> <td>• UNE Analog Loop (Non-Design)</td> <td>• Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)</td> </tr> <tr> <td>• UNE Digital Loop >= DS1</td> <td>• Retail Digital Loop >= DS1</td> </tr> <tr> <td>• UNE EELS</td> <td>• Retail DS1/DS3</td> </tr> <tr> <td>• UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)</td> <td>• ADSL provided to Retail</td> </tr> <tr> <td>• UNE ISDN/UDC/IDSL</td> <td>• Retail ISDN - BRI</td> </tr> <tr> <td>• UNE Line Splitting</td> <td>• ADSL Provided to Retail</td> </tr> <tr> <td>• UNE Other Design</td> <td>• Diagnostic</td> </tr> <tr> <td>• UNE Other Non-Design</td> <td>• Diagnostic</td> </tr> <tr> <td>• Local Interconnection Trunks</td> <td>• Direct comparison Parity with Retail Trunks</td> </tr> </tbody> </table>	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	• Resale Residence (Non-Design)	• Retail Residence (Non-Design)	• Resale Business (Non-Design)	• Retail Business (Non-Design)	• Resale Design	• Retail Design	• UNE Analog Loop (Design)	• Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)	• UNE Analog Loop (Non-Design)	• Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)	• UNE Digital Loop >= DS1	• Retail Digital Loop >= DS1	• UNE EELS	• Retail DS1/DS3	• UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting)	• ADSL provided to Retail	• UNE ISDN/UDC/IDSL	• Retail ISDN - BRI	• UNE Line Splitting	• ADSL Provided to Retail	• UNE Other Design	• Diagnostic	• UNE Other Non-Design	• Diagnostic	• Local Interconnection Trunks	• Direct comparison Parity with Retail Trunks	<ul style="list-style-type: none"> Combine DSL like services into a single disaggregation. <ul style="list-style-type: none"> Performance standard for both existing disaggregations are identical (analog is retail ADSL service). AT&T has reported only one CLEC transaction for the UNE Line Splitting submeasure for at least the last 12 months, June 08 through May 09. Combining this disaggregation will have no impact on reported results. Remove two Diagnostic disaggregations, UNE Other Design and UNE other Non-Design. With no applicable retail analogs for these submeasures for at least the last 12-month period, there is no substantive information being provided. Discontinuing the production of these disaggregations will have no impact on results and will reduce the number of submeasures being processed. Administrative change for clarity
SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark																													
• Resale Residence (Non-Design)	• Retail Residence (Non-Design)																													
• Resale Business (Non-Design)	• Retail Business (Non-Design)																													
• Resale Design	• Retail Design																													
• UNE Analog Loop (Design)	• Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)																													
• UNE Analog Loop (Non-Design)	• Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)																													
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**AT&T
EXHIBIT B**

SEEM Measure	SEEM _____ Tier I _____ Tier II Yes _____ X _____ X	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier I remedies. <ul style="list-style-type: none"> ○ Data captured by OOS is a duplicate of data captured by M&R-3 (MAD), Maintenance average Duration. • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

AT&T
EXHIBIT B

Maintenance
& Repair

SQM#	Measure Category Code	Title of the Measure	
M&R-6	MAAT	Average Answer Time – Repair Centers	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation - Analog/Benchmark	SQM Level of Disaggregation CLEC Average Answer Time	SQM Analog/Benchmark BellSouthDirect comparison with AT&T Average Answer Time	<ul style="list-style-type: none"> Administrative change for clarification
SEEM Measure	SEEM:..... Tier I..... Tier II No.....		<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan

AT&T
EXHIBIT B

Billing

SQM#	Measure Category Code	Title of the Measure
B-1	BIA	Invoice Accuracy
SQM Section	Proposed Changes	
Definition	This measure reports the accuracy of billing invoices rendered by BellSouth to wholesale and retail customers.	
Exclusions	<ul style="list-style-type: none"> 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	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	$\text{Invoice Accuracy} = \frac{(a - b)}{a} \times 100$ <p>a = Absolute value of total billed revenues during data month b = Absolute value of total billing error-related adjustments entered during data month</p>	
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BellSouth Aggregate Geographic Scope <ul style="list-style-type: none"> State Number of Adjustments 	

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Billing

SQM#	Measure Category Code	Title of the Measure	
B-1	BIA	Invoice Accuracy	
SQM Section	Proposed Changes		Rationale
SQM Disaggregation - Analog/Benchmark	SQM Level of Disaggregation SQM/SEEM Analog/Benchmark		
	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		

AT&T
EXHIBIT B

Billing

SOM#	Measure Category Code	Title of the Measure	
B-2	BIF	Mean Time to Deliver Invoices	
SOM Section	Proposed Changes		Rationale
Definition	This report measures the mean interval for timeliness of billing invoices delivered to USPS (US Postal Service) or transmitted to the customer in an agreed-upon format.		<ul style="list-style-type: none"> Eliminate administrative requirement to simplify plan Billing measurements for rendering bills to the CLEC do not measure performance that impacts the CLEC customers There are current processes in place for dealing with invoice disputes on a business-to-business basis. Processes are provided within the Billing Section of the CLEC Handbook at https://clec.att.com/clec/.
Exclusions	None		
Business Rules	<p>Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice.</p> <p>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.</p>		
Calculation	<p>Invoice Timeliness = (a - b)</p> <ul style="list-style-type: none"> a = Invoice Transmission Date b = Bill Cycle Period Date <p>Mean Time to Deliver Invoices = (c / d)</p> <ul style="list-style-type: none"> c = Sum of all invoice timeliness intervals d = Count of invoices transmitted in reporting period 		

AT&T
EXHIBIT B

<p>Report Structure</p>	<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BellSouth Aggregate • Geographic Scope <p style="text-align: center;">State</p>	
<p>SQM Disaggregation Analog/Benchmark</p>	<p>SQM Level of Disaggregation _____ SQM/SEEM Analog/Benchmark</p> <p>The average delivery intervals are compared as follows:</p> <ul style="list-style-type: none"> • Resale CRIS Retail CRIS • UNE CRIS Retail CRIS • Interconnection UNE CABS Retail CABS 	
<p>SEEM Measure</p>	<p>SEEM _____ Tier I _____ Tier II</p> <p>Yes X X</p>	

AT&T
EXHIBIT B

Billing

SQM#	Measure Category Code	Title of the Measure	
B-5	BUDT	Usage Data Delivery Timeliness	
SQM Section	Proposed Changes		Rationale
Definition	This report measures recorded usage data that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording.		<ul style="list-style-type: none"> Eliminate administrative requirement to simplify plan Billing measurements for rendering bills to the CLEC do not measure performance that impacts the CLEC customers There are current processes in place for dealing with invoice disputes on a business-to-business basis. Processes are provided within the Billing Section of the CLEC Handbook at https://clec.att.com/clec/.
Exclusions	None		
Business Rules	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 during the reporting period		
Report Structure	CLEC Aggregate CLEC Specific Geographic Scope -Region		
SQM Level of Disaggregation - Analog/Benchmark	SQM Level of Disaggregation SQM/SEEM Analog/Benchmark Usage Data Delivery Timeliness >= 95% in Six Calendar Days		
SEEM Measure	SEEM Tier I Tier II Yes X X		

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AT&T
EXHIBIT B

Billing

SQM#	Measure Category Code	Title of the Measure	
B-10	BEC	Percent Billing Adjustment Requests (BAR) Responded to within 40 Business Days	
SQM Section	Proposed Changes		Rationale
Definition	This report measures timely responses to carrier bill adjustment requests		<ul style="list-style-type: none"> Eliminate administrative requirement to simplify plan Billing measurements for rendering bills to the CLEC do not measure performance that impacts the CLEC customers There are current processes in place for dealing with invoice disputes on a business to business basis. Processes are provided within the Billing Section of the CLEC Handbook at https://clec.att.com/clec/.
Exclusions	Adjustments initiated by BellSouth		
Business Rules	This measure applies to CLEC wholesale bill adjustment requests. EXC 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 Web FAX and BellSouth notifies the CLEC of the BAR request resolution. BellSouth will report separately those adjustment requests that are disputed by BellSouth. (BAR form and instructions are found at www.ntcconnection.bellsouth.com/forms/html/billing&collections.html)		
Calculation	<p>Percent Billing Adjustments Responded to within 40 Business Days = $(a / b) \times 100$</p> <ul style="list-style-type: none"> a = Total number of BAR requests received in the data month that were responded to in 40 business days b = Total number of BAR requests received in the data month 		
Report Structure	CLEC Specific CLEC Aggregate Geographic Scope State		
SQM Disaggregation - Analog/Benchmark	<p>SQM Level of Disaggregation SQM/SEEM Analog/Benchmark</p> <p>Percent Billing Adjustment Requests responded to 95% <= 40 business days</p>		
SEEM Measure	<p>SEEM Tier I Tier II</p> <p>Yes X X</p>		

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Trunk Group Performance

SQM#	Measure Category Code	Title of the Measure
TGP-1	TGP	Trunk Group Performance
SQM Section	Proposed Changes	Rationale
Definition	This report displays Trunk Group blocking performance for both BellSouth and CLECs—Percentage of calls blocked on outgoing traffic for alternate final and direct final trunk groups from AT&T end office to CLEC end office and from AT&T Tandem to CLEC end office.	<ul style="list-style-type: none"> Measuring the percentage of blocked calls caused by AT&T will provide the correct method to report AT&T's impact to the end user experience The AT&T Trunk Planning and Engineering Group performs a common Trunk Group monitoring, planning, and analysis for all trunk groups. Modification required for this measure will ensure alignment of treatment for these activities within this common resource The recommended changes for this measure have been successfully implemented within other AT&T regions This measure has been met for the last 12 months of data, from June 2008 to May 2009.
Exclusions	<ul style="list-style-type: none"> 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 delayed or refused by CLEC Trunk groups for which valid data is not available for an entire reporting period Duplicate trunk group information Trunk groups blocked due to CLEC network/equipment failure Final groups actually overflowing, not blocked Excludes Weekends and Holidays CLECs have trunks busied-out for maintenance at their end, or have other network problems that are under their control. Blocking caused by unplanned load on a CLEC's network AT&T is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks, e.g. not ready to accept traffic from AT&T on the due date or CLEC has no facilities or equipment at CLEC end. CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR is emailed/faxed to the CLEC) when a Call Blocking situation is identified by AT&T or in the timeframe specified in the InterConnection Agreement (ICA). If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by AT&T or in the time frame specified in the ICA. If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement. If a CLEC's actual trunk usage as shown by AT&T from traffic usage studies is more than 25% above the CLEC's most recent 	<ul style="list-style-type: none"> Provide a realistic view of the source of blocking to accurately measure customer service provided by AT&T.

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	<p>forecast which must have been provided within the last six months.</p> <ul style="list-style-type: none"> New trunk groups that have not been in service for three months may be excluded from calculations for that 3-month period. Nevertheless, utilization data will be gathered upon the turn-up of the trunk group. <p>The exclusions do not apply if AT&T fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if AT&T refuses to accept CLEC trunk orders (ASRs or TGRSs) that are within the CLEC's reasonable forecast regardless of the current usage data.</p>																												
<p>Business Rules</p>	<p>Twenty days of data consisting of blocked calls and total calls are collected, aggregated, and reported. 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.</p> <p>Monthly Average Blocking:</p> <ul style="list-style-type: none"> 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. <p>Aggregate Monthly Blocking:</p> <ul style="list-style-type: none"> 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. <p>Trunk Categorization:</p> <ul style="list-style-type: none"> 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: <p>CLEC Affecting Categories:</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;">Point A</th> <th style="width: 20%; text-align: center;">Point B</th> </tr> </thead> <tbody> <tr> <td>Category 1:</td> <td>BellSouth End Office</td> <td>BellSouth Access Tandem</td> </tr> <tr> <td>Category 3:</td> <td>BellSouth End Office</td> <td>CLEC Switch</td> </tr> <tr> <td>Category 4:</td> <td>BellSouth Local Tandem</td> <td>CLEC Switch</td> </tr> <tr> <td>Category 5:</td> <td>BellSouth Access Tandem</td> <td>CLEC Switch</td> </tr> <tr> <td>Category 10:</td> <td>BellSouth End Office</td> <td>BellSouth Local Tandem</td> </tr> <tr> <td>Category 16:</td> <td>BellSouth Tandem</td> <td>BellSouth Tandem</td> </tr> </tbody> </table> <p>BellSouth Affecting Categories:</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;">Point A</th> <th style="width: 20%; text-align: center;">Point B</th> </tr> </thead> <tbody> <tr> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>		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		Point A	Point B	
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.....																											

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	<p>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</p>	
Calculation	<p>Monthly Average Blocking:</p> <ul style="list-style-type: none"> For each hour of the day, each day's raw data are summed across all valid measurement 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. <p>Aggregate Monthly Blocking:</p> <ul style="list-style-type: none"> 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. <p>Percent Blocked Calls = $(\frac{a - b}{c - b}) * 100$</p> <p><u>a = count of blocked calls</u> <u>b = excluded blocked calls</u> <u>c = total calls offered</u></p>	<ul style="list-style-type: none"> Trunk groups are engineered from a time consistent busy hour, not hourly data.
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate BellSouth Aggregate Geographic Scope State 	<ul style="list-style-type: none"> Proposal is to change this measure to a Benchmark result, therefore AT&T Aggregate data is no long applicable.
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation</p> <ul style="list-style-type: none"> CLEC Aggregate and CLEC Specific <p>SQM/SEEM Analog/Benchmark</p> <p>BellSouth Aggregate Any 2 consecutive hours in a 24-hour 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</p> <ul style="list-style-type: none"> AT&T end office to CLEC end office Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%] AT&T tandem to end office trunk Blocked Calls on Dedicated Trunk Groups not to exceed 	<ul style="list-style-type: none"> Standardize and streamline the blocking metric across the 22 states to accurately measure blocking impact and simplify the process of reporting

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	blocking standard of B.01. [B.01 standard is 1%]	CLEC blocking.						
SEEM Measure	<table border="0"> <tr> <td>SEEM</td> <td>Tier I</td> <td>Tier II</td> </tr> <tr> <td>Yes.....</td> <td>X.....</td> <td>X.....</td> </tr> </table>	SEEM	Tier I	Tier II	Yes.....	X.....	X.....	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local market irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.
SEEM	Tier I	Tier II						
Yes.....	X.....	X.....						

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Collocation

SQM#	Measure Category Code	Title of the Measure	
E-4	ART	Collocation-Average-Response-Time	
SQM Section	Proposed Changes		Rationale
Definition	This report measures the time it takes BellSouth to respond to the receipt of a complete and accurate collocation application. BellSouth must respond as to whether or not space is available within the required number of calendar days after having received a bona fide application for collocation.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. Performance for past 12 months (June 2008 to May 2009) was 100% meeting target level for all levels of disaggregation. Key service affecting metric is C-3 (MDD), Collocation Percent of Due Dates Missed.
Exclusions	<ul style="list-style-type: none"> Any application canceled by the CLEC 		
Business Rules	The interval begins on the date BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The interval stops on the date BellSouth returns a response. The interval will restart upon receipt of changes to the original application request.		
Calculation	<p>Response Time = (a - b)</p> <ul style="list-style-type: none"> a = Request Response Date b = Request Submission Date <p>Average Response Time = (c / d)</p> <ul style="list-style-type: none"> c = Sum of all response times d = Count of responses returned within the reporting period 		
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Geographic Scope State 		

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SQM Disaggregation Analog/Benchmark	<table border="0"> <tr> <td>SQM Level of Disaggregation</td> <td>SQM Analog/Benchmark</td> </tr> <tr> <td>• Virtual-Initial</td> <td>15 Calendar Days</td> </tr> <tr> <td>• Virtual-Augment</td> <td>15 Calendar Days</td> </tr> <tr> <td>• Physical-Caged-Initial</td> <td>15 Calendar Days</td> </tr> <tr> <td>• Physical-Caged-Augment</td> <td>15 Calendar Days</td> </tr> <tr> <td>• Physical-Cageless-Initial</td> <td>15 Calendar Days</td> </tr> <tr> <td>• Physical-Cageless-Augment</td> <td>15 Calendar Days</td> </tr> </table>	SQM Level of Disaggregation	SQM Analog/Benchmark	• Virtual-Initial	15 Calendar Days	• Virtual-Augment	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	
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• Physical-Cageless-Augment	15 Calendar Days															
SEEM Measure	SEEM Tier-I Tier-II No															



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Collocation

SQM#	Measure Category Code	Title of the Measure	
E-2	AT	Collocation Average Arrangement Time	
SQM Section	Proposed Changes		Rationale
Definition	This report measures the average time (in calendar days) for provisioning a collocation arrangement.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. Performance for past 12 months (June 2008 to May 2009) was 100% meeting target level for all levels of disaggregation. Key service affecting metric is C-3 (MDD), Collocation Percent of Due Dates Missed.
Exclusions	<ul style="list-style-type: none"> 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 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 on the date that BellSouth completes the collocation arrangement and notifies the CLEC.		
Calculation	<p>Arrangement Time = (a - b)</p> <ul style="list-style-type: none"> a = Date collocation arrangement is complete b = Date order for collocation arrangement submitted <p>Average Arrangement Time = (c / d)</p> <ul style="list-style-type: none"> c = Sum of all arrangement times d = Total number of collocation arrangements completed during reporting period 		
Report Structure	<ul style="list-style-type: none"> CLEC Specific CLEC Aggregate Geographic Scope State 		

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SQM Disaggregation Analog/Benchmark	<table border="0"> <tr> <td>SQM Level of Disaggregation</td> <td>SQM Analog/Benchmark</td> </tr> <tr> <td>• Virtual Initial.....</td> <td>60 Calendar Days</td> </tr> <tr> <td>• Virtual Augment (without space increase).....</td> <td>60 Calendar Days</td> </tr> <tr> <td>• Virtual Augment (with space increase).....</td> <td>60 Calendar Days</td> </tr> <tr> <td>• Physical Caged Initial.....</td> <td>90 Calendar Days</td> </tr> <tr> <td>• Physical Caged Augment (without space increase).....</td> <td>45 Calendar Days</td> </tr> <tr> <td>• Physical Caged Augment (with space increase).....</td> <td>90 Calendar Days</td> </tr> <tr> <td>• Physical Cageless Initial.....</td> <td>90 Calendar Days</td> </tr> <tr> <td>• Physical Cageless Augment (without space increase).....</td> <td>45 Calendar Days</td> </tr> <tr> <td>• Physical Cageless Augment (with space increase).....</td> <td>90 Calendar Days</td> </tr> </table>	SQM Level of Disaggregation	SQM Analog/Benchmark	• Virtual Initial.....	60 Calendar Days	• Virtual Augment (without space increase).....	60 Calendar Days	• Virtual Augment (with space increase).....	60 Calendar Days	• Physical Caged Initial.....	90 Calendar Days	• Physical Caged Augment (without space increase).....	45 Calendar Days	• Physical Caged Augment (with space increase).....	90 Calendar Days	• Physical Cageless Initial.....	90 Calendar Days	• Physical Cageless Augment (without space increase).....	45 Calendar Days	• Physical Cageless Augment (with space increase).....	90 Calendar Days	
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SEEM Measure	<table border="0"> <tr> <td>SEEM.....</td> <td>Tier I.....</td> <td>Tier II</td> </tr> <tr> <td>No.....</td> <td></td> <td></td> </tr> </table>	SEEM	Tier I	Tier II	No																	
SEEM	Tier I	Tier II																				
No																						

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Collocation

SQM#	Measure Category Code	Title of the Measure	Rationale
C-3	MDD	Collocation Percent of Due Dates Missed	
SQM Section	Proposed Changes		Rationale
SEEM Measure	SEEM <input type="checkbox"/> Tier I <input type="checkbox"/> Tier II <input type="checkbox"/> Yes <input type="checkbox"/> X <input checked="" type="checkbox"/> X <input checked="" type="checkbox"/>		<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan. • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local markets irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed.

Change Management

SQM#	Measure Category Code	Title of the Measure	
CM-1	NT	Timeliness of Change Management Notices	
SQM Section	Proposed Changes		Rationale
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.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. This regional measure was made for the last 12 months, June 2008 to May 2009. Measures a process that does not have direct, significant impact on CLECs and end users.
Exclusions	<ul style="list-style-type: none"> 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	The interval begins on the notification date 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 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 = $(a / b) \times 100$ <ul style="list-style-type: none"> a = Total number of Change Management Notifications sent within required timeframes b = Total number of Change Management Notifications sent 		
Report Structure	<ul style="list-style-type: none"> BellSouth Aggregate Geographic Scope Region 		
SQM Disaggregation Analog/Benchmark	SQM Level of Disaggregation SQM Analog/Benchmark <ul style="list-style-type: none"> Notices 98% on time 		

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SEEM Measure	SEEM	
	Tier I Tier II YesX	

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Change Management

SQM#	Measure Category Code	Title of the Measure	
EM-3	DT	Timeliness of Documentation Associated with Change	
SQM Section	Proposed Changes		Rationale
Definition	This report 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.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. The percentage of documentation sent on time benchmark of 98% was exceeded (100%) for June 2008 to May 2009 Measures a process that does not have direct, significant impact on CLECs and end users.
Exclusions	<ul style="list-style-type: none"> 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	<p>The interval begins on the date the business rule documentation is released 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 interval would restart.</p> <p>Documentation standards and timeframes can be found in the Change Control Process, on the Interconnection website (http://www.interconnection-bellsouth.com/markets/lec/ecp_live/index.html)</p>		
Calculation	<p>Timeliness of Documentation Associated with Change $=(a/b) \times 100$</p> <ul style="list-style-type: none"> a = Change Management documentation sent within required timeframes after notices b = Total number of Change Management documentation sent 		
Report Structure	<ul style="list-style-type: none"> BellSouth - Aggregate Geographic Scope Region 		

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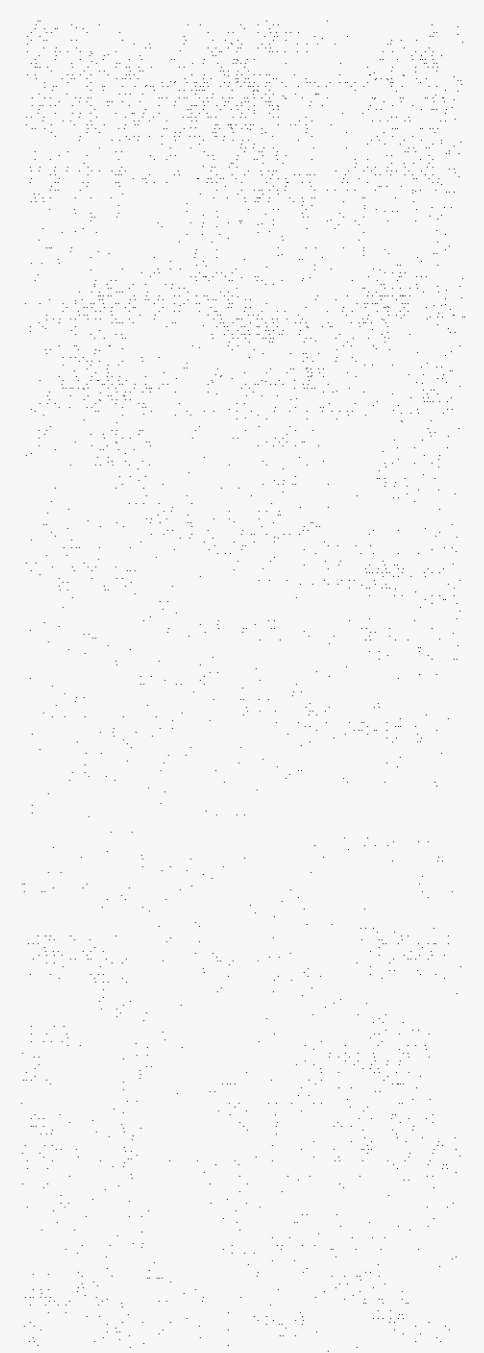
SQM Disaggregation Analog/Benchmark	SQM Level of Disaggregation SQM Analog/Benchmark • Documentation 98% on Time	
SEEM Measure	SEEM Tier I Tier II Yes X	

Change Management

SQM#	Measure Category Code	Title of the Measure
EM-5	IGN	Notification of CLEC Interface Outages
SQM Section	Proposed Changes	Rationale
Definition	This report measures the time it takes BellSouth to notify the CLECs of an interface outage as defined by the Change Control Process (CCP) documentation.	<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. Performance for past 12 months from June 2008 to May 2009 has been 100% against a benchmark of 97% <= 15 Minutes.. OSS-2 (IA) OSS Interface Availability captures interface availability.
Exclusions	None	
Business Rules	<p>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:</p> <ol style="list-style-type: none"> BellSouth AT&T can duplicate a CLEC reported system error. BellSouth AT&T finds an error message within the error log that identically matches a CLEC reported system outage. When three or more CLECs report the identical type of outage. BellSouth AT&T detects a problem due to the loss of functionality for users of a system. <p>The 15-minute 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 interval begins at the point of verification.</p>	
Calculation	<p>Notification of CLEC Interface Outages = $(a / b) \times 100$</p> <ul style="list-style-type: none"> a = Number of interface outages where CLECs are notified within 15 minutes b = Total number of interface outages 	
Report Structure	<ul style="list-style-type: none"> CLEC Aggregate Geographic Scope Region 	

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<p>SQM Disaggregation Analog/Benchmark</p>	<p>SQM Level of Disaggregation SQM Analog/Benchmark</p> <p>• By interface type for all interfaces accessed by CLECs 97% <= 15 Minutes</p> <table border="0"> <thead> <tr> <th style="text-align: left;">Interface</th> <th style="text-align: left;">Applicable to</th> </tr> </thead> <tbody> <tr> <td>EDI</td> <td>CLEC</td> </tr> <tr> <td>CSOTS</td> <td>CLEC</td> </tr> <tr> <td>LENS</td> <td>CLEC</td> </tr> <tr> <td>TAG</td> <td>CLEC</td> </tr> <tr> <td>ECTA</td> <td>CLEC</td> </tr> <tr> <td>TAFI</td> <td>CLEC/BellSouth</td> </tr> </tbody> </table>	Interface	Applicable to	EDI	CLEC	CSOTS	CLEC	LENS	CLEC	TAG	CLEC	ECTA	CLEC	TAFI	CLEC/BellSouth	
Interface	Applicable to															
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CSOTS	CLEC															
LENS	CLEC															
TAG	CLEC															
ECTA	CLEC															
TAFI	CLEC/BellSouth															
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II</p> <p>No</p>															



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Change Management

SQM#	Measure Category Code	Title of the Measure	
CM-6	SEC	Percentage of Software Errors Corrected in "X" Business Days	
SQM Section	Proposed Changes		Rationale
Definition	<p>This report measures the percentage of all outstanding met or overdue software errors, due and overdue, to be corrected by BellSouth AT&T in "X" business days within the report period.</p>		<ul style="list-style-type: none"> • Verbiage updated for clarity
Business Rules	<p>For corrected software errors, the interval begins when a Software Error is validated per the Change Control Process (CCP) and ends when the error is corrected and the notice is posted as implemented to the change control website. Additionally, all outstanding software errors not corrected within their standard interval will be included in the total measurement base. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current standard 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. The standard intervals established in the CCP currently are: Severity 2=10 days, Severity 3 = 30 days, and Severity 4= 45 days. A copy of the most current CCP can be found on the Intereconnection AT&T website (http://www.intereconnection.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.</p>		<ul style="list-style-type: none"> • Verbiage updated for clarity and to best reflect actual coding of current reports • Remove reference to specific URL to allow flexibility in the event of future platform changes.
Calculation	<p>Percentage of Software Errors Corrected in "X" Business Days = (a / b) X 100</p> <ul style="list-style-type: none"> • a = Total number of software errors corrected in "X" 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 corrected <u>and software errors overdue past their standard interval</u> 		<ul style="list-style-type: none"> • Verbiage updated for clarity and to best reflect actual coding of current reports

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<p>Report Structure</p>	<ul style="list-style-type: none"> • Severity 2 = 10 Business Days • Severity 3 = 30 Business Days • Severity 4 = 45 Business Days • AT&T Aggregate • Geographic Scope -Region 	<ul style="list-style-type: none"> • Verbiage updated for clarity and to best reflect actual coding of current reports 								
<p>SQM Disaggregation Analog/Benchmark</p>	<table border="0"> <tr> <td style="width: 50%;">SQM Level of Disaggregation</td> <td style="width: 50%;">SQM/SEEM Analog/Benchmark</td> </tr> <tr> <td>• Errors Severity 2 Errors Corrected.....</td> <td>95% within Interval</td> </tr> <tr> <td>• Severity 3 Errors Corrected.....</td> <td>95% within Interval</td> </tr> <tr> <td>• Severity 4 Errors Corrected.....</td> <td>95% within Interval</td> </tr> </table>	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	• Errors Severity 2 Errors Corrected	95% within Interval	• Severity 3 Errors Corrected	95% within Interval	• Severity 4 Errors Corrected	95% within Interval	<ul style="list-style-type: none"> • Verbiage updated for clarity and to best reflect actual coding of current reports
SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark									
• Errors Severity 2 Errors Corrected	95% within Interval									
• Severity 3 Errors Corrected	95% within Interval									
• Severity 4 Errors Corrected	95% within Interval									
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II</p> <p>Yes.....X</p>	<ul style="list-style-type: none"> • Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan • Eliminate Tier 2 remedies. <ul style="list-style-type: none"> ○ Local markets irreversibly open. ○ Thirteen years since passage of 96 Telecom Act. ○ Tier 2 incentive to prevent backsliding no longer needed. 								

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EXHIBIT B

Change Management

SQM#	Measure Category Code	Title of the Measure	
CM-7	GRA	Percentage of Change Requests Accepted or Rejected within 10 Business Days	
SQM Section		Proposed Changes	Rationale
Definition	This report measures 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.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of performance. Low volume – only 3 change requests submitted over past 12 months, June 2008 to May 2009 with performance at 100% for meeting the 95% benchmark. Measures a process that does not have any direct, significant impact on CLECs and end users.
Exclusions	<ul style="list-style-type: none"> Change requests canceled or withdrawn before a response from BellSouth is due 		
Business Rules	The acceptance/rejection interval begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found on the Interconnection website: (http://www.interconnection.bellsouth.com/markets/lec/cep_live/index.html). The 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 the reporting period.		
Calculation	<p>Percentage of Change Requests Accepted or Rejected within 10 Business Days = (a / b) X 100</p> <ul style="list-style-type: none"> a = Total number of change request responses due in the reporting period that were accepted or rejected within 10 business days b = Total number of change requests due in the reporting period 		
Report Structure	<ul style="list-style-type: none"> BellSouth Aggregate Geographic Scope Region 		
SQM Disaggregation Analog/Benchmark	<p>SQM Level of Disaggregation SQM/SEEM Analog/Benchmark</p> <ul style="list-style-type: none"> Requests Accepted/Rejected 95% within Interval 		

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EXHIBIT B

SEEM Measure	SEEM <u>Tier I</u> <u>Tier II</u> Yes X	
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Change Management

SQM#	Measure Category Code	Title of the Measure
CM-8	CRR	Percent Change Requests Rejected
SQM Section	Proposed Changes	Rationale
Definition	This report measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected within the report period.	<ul style="list-style-type: none"> Eliminate metric to simplify plan. Total volume of change requests for all disaggregation in this diagnostic measure is low (10) for last 12 months, June 2008 to May 2009. Measures a process that does not have direct, significant impact on CLECs and end users.
Exclusions	<ul style="list-style-type: none"> Change requests canceled or withdrawn before a response from BellSouth AT&T 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 rejection per the Change Control Process, a copy of which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/cep_live/index.html) (http://wholesale.att.com/reference_library/processes/cep_live/cep_doc_bcep.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 the reporting period.	
Calculation	<p>Percent Change Requests Rejected = $(a / b) \times 100$</p> <ul style="list-style-type: none"> a = Total number of change requests rejected in the reporting period b = Total number of change requests responded to within the reporting period 	
Report Structure	<ul style="list-style-type: none"> BellSouth AT&T Aggregate Geographic Scope <ul style="list-style-type: none"> Region 	
SQM Level of Disaggregation - Analog/Benchmark	<p>SQM Level of Disaggregation SQM Analog/Benchmark</p> <ul style="list-style-type: none"> Reason Cost Diagnostic Reason Technical Feasibility Diagnostic Reason Industry Direction Diagnostic Reason Out of Scope (OOS) Diagnostic 	

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EXHIBIT B**

SEEM Measure	SEEM <input type="checkbox"/> Tier I <input type="checkbox"/> Tier II No	
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Change Management

SQM#	Measure Category Code	Title of the Measure
EM-9	NDPR	Number of Defects in Production Releases (Type 6 CR)
SQM Section	Proposed Changes	Rationale
Definition	This report 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, 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, Severity 3, and Severity 4 Defects can be found in the Change Control Process document.	<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T recommends removal of this measure as it is no longer needed based on low volume, 0 in last 12-month report (June 2008 through May 2009), and level of performance.
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, 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, 3, and 4 Defects can be found in the Change Control Process, which can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/icc/cep_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, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects.	
Report Structure	<ul style="list-style-type: none"> 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 	

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<p>SQM Level of Disaggregation Analog/Benchmark</p>	<p>SQM Level of Disaggregation</p> <p>SQM Analog/Benchmark</p> <ul style="list-style-type: none"> • Number of Type 6 Severity 1 Defects 0 Defects • Number of Type 6 Severity 2 Defects 0 Defects without a mechanized work around • Number of Type 6 Severity 3 Defects 0 Defects • Number of Type 6 Severity 4 Defects 0 Defects 	
<p>SEEM Measure</p>	<p>SEEM Tier I Tier II</p> <p>No</p>	



Change Management

SQM#	Measure Category Code	Title of the Measure	
CM-10	SV	Software Validation	
SQM Section		Proposed Changes	Rationale
Definition	This report measures software validation test results for production releases of BellSouth local interfaces.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of service performance. Performance for past 12 months (June 2008 through May 2009) exceeded software validation requirements benchmark of 95% for all production releases.
Exclusions	None		
Business Rules	<p>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 based on the weights 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) and then equally distributed across transactions within the specific type.</p> <p>BellSouth AT&T 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.</p> <p>A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.</p> <p>The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found on the Intereconnection website (http://www.intereconnection.bellsouth.com/markets/icc/cep_live/index.html) (http://wholesale.att.com/reference_library/processes/cep_live/cep_doe_bcep.html).</p>		

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Calculation	<p>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:</p> <ul style="list-style-type: none"> • Numerator—Sum of weights of failed transactions • Denominator—Sum of weights of all transactions in the test deck 	
Report Structure	<ul style="list-style-type: none"> • BellSouth Aggregate • Geographic Scope Region 	
SQM Level of Disaggregation—Analog/Benchmark	<p>SQM Level of Disaggregation _____ SQM Analog/Benchmark</p> <ul style="list-style-type: none"> • Failed Transactions <= 5% 	
SEEM Measure	<p>SEEM _____ Tier I _____ Tier II</p> <p>No _____</p>	

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Change Management

SQM#	Measure Category Code	Title of the Measure	
CM-11	SCRI	Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization	
SQM Section	Proposed Changes		Rationale
Definition	This report measures whether BellSouth provides CLECs timely implementation of prioritized software change requests.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T consistently provides a high level of service performance. Performance for past 12 months met the benchmark for all change requests. Low volume (6) with no misses for Type 4 or 5 change requests submitted from June 2008 through May 2009 Measures a process that does not have direct, significant impact on CLECs and end users.
Exclusions	<ul style="list-style-type: none"> Software change requests implemented later than 60 weeks with the consent of the CLECs Software change requests where BellSouth has regulatory authority to exceed the interval 		
Business Rules	The interval for each software change request begins when it has first been prioritized as described in the Change Control Process and ends 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.		
Calculation	<p>Percentage of Type 5 CLEC Initiated Software Change Requests Implemented on Time = (a / b) X 100</p> <ul style="list-style-type: none"> 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 <p>Percentage of Type 4 BellSouth Initiated Software Change Requests Implemented on Time = (c / d) X 100</p> <ul style="list-style-type: none"> 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 d = All entries in "c" above plus all Type 4 software change requests prioritized more than 60 weeks before the end of the monthly reporting period 		

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Report Structure	<ul style="list-style-type: none"> • BellSouth Aggregate • Type 4 Requests Implemented • Type 5 Requests Implemented • Percent implemented within 16, 32, 48 and 60 weeks • Geographic Scope Region 							
SQM Disaggregation Analog/Benchmark	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">SQM Level of Disaggregation</td> <td style="width: 50%;">SQM/SEEM Analog/Benchmark</td> </tr> <tr> <td>• Type 4 Requests Implemented</td> <td>95% within Interval</td> </tr> <tr> <td>• Type 5 Requests Implemented</td> <td>95% within Interval</td> </tr> </table>	SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark	• Type 4 Requests Implemented	95% within Interval	• Type 5 Requests Implemented	95% within Interval	
SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark							
• Type 4 Requests Implemented	95% within Interval							
• Type 5 Requests Implemented	95% within Interval							
SEEM Measure	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">SEEM</td> <td style="width: 35%;">Tier I</td> <td style="width: 35%;">Tier II</td> </tr> <tr> <td>Yes</td> <td></td> <td>X</td> </tr> </table>	SEEM	Tier I	Tier II	Yes		X	
SEEM	Tier I	Tier II						
Yes		X						

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Change Management

SQM#	Measure Category Code	Title of the Measure	
CM-11A	PCR1	Average Time to Implement Process Change Requests	
SQM Section	Proposed Changes		Rationale
Definition	This report measures the average time BellSouth takes to implement prioritized Process Change Requests.		<ul style="list-style-type: none"> Eliminate metric to simplify plan. AT&T has not reported any activity data for this measure for the past 12 months, June 2008 to May 2009.
Exclusions	<ul style="list-style-type: none"> 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	<p>Average Implementation Time for the Type 5 CLEC Initiated Process Change Requests = (a / b)</p> <ul style="list-style-type: none"> 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 <p>Average Implementation Time for the Type 4 BellSouth Initiated Process Change Requests = (c / d)</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> BellSouth Aggregate Type 4 Process Change Requests implemented Type 5 Process Change Requests implemented Geographic Scope Region 		

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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	

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Appendix

SOM#	Measure Category Code	Title of the Measure						
<table border="1"> <thead> <tr> <th>SOM Section</th> <th>Proposed Changes</th> <th>Rationale</th> </tr> </thead> <tbody> <tr> <td>Appendix A</td> <td> <p>x A mathematical operator representing multiplication</p> <p>LCSC Local Carrier Service Center - The BellSouth AT&T center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.</p> <p>PMAP Performance Measurement Analysis Platform—Provides delivery of performance reports via the web and facilitates analysis of the summary level data.</p> <p>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</p> <p>WebTAXI Web-based application for viewing and tracking claims and for creating CABS billing adjustments</p> </td> <td> <ul style="list-style-type: none"> To define mathematical operator representing multiplication The duties and functions performed by the BellSouth Local Carrier Service Center (LCSC) are now performed by the AT&T Local Service Center (LSC). Remove references where appropriate to specific systems throughout document to provide possible system flexibility Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan Added definition of WebTAXI system to Appendix A: Glossary of Acronyms and Terms. </td> </tr> </tbody> </table>			SOM Section	Proposed Changes	Rationale	Appendix A	<p>x A mathematical operator representing multiplication</p> <p>LCSC Local Carrier Service Center - The BellSouth AT&T center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.</p> <p>PMAP Performance Measurement Analysis Platform—Provides delivery of performance reports via the web and facilitates analysis of the summary level data.</p> <p>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</p> <p>WebTAXI Web-based application for viewing and tracking claims and for creating CABS billing adjustments</p>	<ul style="list-style-type: none"> To define mathematical operator representing multiplication The duties and functions performed by the BellSouth Local Carrier Service Center (LCSC) are now performed by the AT&T Local Service Center (LSC). Remove references where appropriate to specific systems throughout document to provide possible system flexibility Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan Added definition of WebTAXI system to Appendix A: Glossary of Acronyms and Terms.
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Appendix

SQM#	Measure Category Code	Title of the Measure
SQM Section	Proposed Changes	Rationale
Appendix B	<p><u>BellSouthAT&T Audit and Dispute Resolution Policy</u></p> <p><u>Audit</u></p> <p>BellSouthAT&T currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If requested ordered by a the Public Service Commission, BellSouthAT&T will agree to undergo an SQM audit. Unless otherwise agreed between AT&T and the Public Service Commission, t The audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audit will be conducted under the following specifications:</p> <ol style="list-style-type: none"> 1. The cost of one audit per version of the SEEM plan shall be borne by BellSouthAT&T. 2. Should an independent third party auditor be required, it shall be selected by BellSouthAT&T and the PSC. 3. BellSouthAT&T and the PSC 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. <p>These audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP the AT&T performance measurement data report process produce accurate data that reflects each State's Order for performance measurements.</p>	<ul style="list-style-type: none"> • Added verbiage to ensure cooperative decision. • Added to limit AT&T exposure to additional expense for multiple audits
	<p><u>Dispute Resolution</u></p> <p>Notwithstanding any other provision of the Interconnection Agreement between AT&T and each CLEC, if a dispute arises regarding AT&T's performance or obligations pursuant to this Plan, AT&T and the CLEC shall negotiate in good faith for a period of thirty (30) days to resolve the dispute. If at the conclusion of the 30 day period, AT&T and the CLEC are unable to reach a resolution, then the dispute shall be resolved by the Commission.</p>	<ul style="list-style-type: none"> • Inserted verbiage from SEEM Plan into SQM to provide for Dispute Resolution description

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Appendix

SQM#	Measure Category Code	Title of the Measure																								
SQM Section	Proposed Changes	Rationale																								
Appendix C	<p>OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)</p> <p>OSS Table 2: SQM Interface Availability for Maintenance & Repair</p> <table border="0"> <thead> <tr> <th>OSS Interface</th> <th>% Availability</th> </tr> </thead> <tbody> <tr> <td>BellSouth AT&T TAFI.....</td> <td>x</td> </tr> <tr> <td>CLEC TAFI.....</td> <td>x</td> </tr> <tr> <td>CLEC ECTA*.....</td> <td>x</td> </tr> <tr> <td>WHLS eRepair*.....</td> <td>x</td> </tr> </tbody> </table> <p>BellSouth AT&T & CLEC</p> <table border="0"> <tbody> <tr> <td>CRIS.....</td> <td>x</td> </tr> <tr> <td>LMOS HOST.....</td> <td>x</td> </tr> <tr> <td>LNP Gateway.....</td> <td>x</td> </tr> <tr> <td>MARCH.....</td> <td>x</td> </tr> <tr> <td>OSPCM.....</td> <td>x</td> </tr> <tr> <td>PREDICTOR.....</td> <td>x</td> </tr> <tr> <td>SOCS.....</td> <td>x</td> </tr> </tbody> </table> <p><small>*Note: eRepair will be replacing ECTA. CLECs have until June 1, 2008 to transition to eRepair. From November of 2007 until May of 2008, at&t will report both interfaces. Beginning June 1, 2008, only eRepair will be reported.</small></p>	OSS Interface	% Availability	BellSouth AT&T TAFI.....	x	CLEC TAFI.....	x	CLEC ECTA*.....	x	WHLS eRepair*.....	x	CRIS.....	x	LMOS HOST.....	x	LNP Gateway.....	x	MARCH.....	x	OSPCM.....	x	PREDICTOR.....	x	SOCS.....	x	<ul style="list-style-type: none"> Update of expired note to reflect change of application to replace ECTA. AT&T is in the process of implementing a 22 state ELECTRONIC BONDING TROUBLE ADMINISTRATION (EBTA) OSS that will take over the functionality of ECTA. Accessible Letters provided during this process will advise on current status. ECTA is expected to remain available until 1st Qtr. 2010. Future application of eRepair has not been determined.
OSS Interface	% Availability																									
BellSouth AT&T TAFI.....	x																									
CLEC TAFI.....	x																									
CLEC ECTA*.....	x																									
WHLS eRepair*.....	x																									
CRIS.....	x																									
LMOS HOST.....	x																									
LNP Gateway.....	x																									
MARCH.....	x																									
OSPCM.....	x																									
PREDICTOR.....	x																									
SOCS.....	x																									

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Appendix

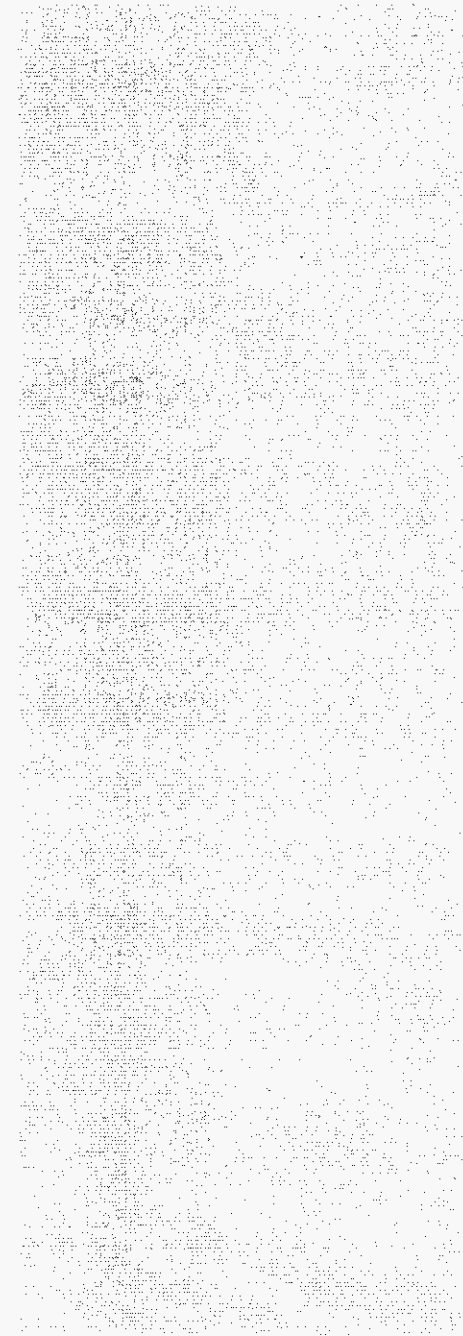
SQM#	Measure Category Code	Title of the Measure
SQM Section	Proposed Changes	Rationale
Appendix D	<p>BellSouth's AT&T's Policy on Reposting of Performance Data and Recalculation of SEEM Payments Raw (Supporting) Data Files (SDF)</p> <p>BellSouth AT&T will be required to repost make available reposted 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:</p> <p>---</p> <ul style="list-style-type: none"> 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 ≥ -0.5 in the zZ score at the sub-metric level. 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. <p>Determination of when Reposting Policy Applies</p> <p>As part of the Change Notification Process, BellSouth AT&T performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) the AT&T performance measurement reporting process, code. These impacts are used to identify changes to its reported SQM results.</p> <p>To determine this impact, BellSouth AT&T 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.</p>	<ul style="list-style-type: none"> Remove all references to SEEM to reflect AT&T's proposal to transition to commercial remedy plan Corrected spelling of Z-Score and corrected typing error for > symbol Remove reference to PMAP to allow flexibility in the event of platform changes in the future

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Assume that service orders were erroneously being included in a particular product disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included 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~~ Z-Score 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.

- Administrative change to correct spelling of Z-Score.



Appendix

SOM#	Measure Category Code	Title of the Measure	
SOM Section	Proposed Changes		Rationale
Appendix E	<p>II. Raw (Supporting) Data – General</p> <p>Raw (Supporting) Data Files (SDF)</p> <p>Raw (Supporting) Data Files for CLEC data will be published on the PMAP AT&T performance measurement website each month. For the measures calculated in PMAP the AT&T performance measurement report process, 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; the AT&T performance measurement report process. Some reports are calculated outside of PMAP the AT&T performance measurement report process and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.</p> <p>B. Raw Data (SDF) Records - Ordering</p> <p>For Ordering Metrics:</p> <p>Supporting data is provided for the following metrics:</p> <ul style="list-style-type: none"> • O-2 [AKC]: Acknowledgement Message Completeness • O-8 [RI]: Reject Interval • O-9 [FOCT]: Firm Order Confirmation Timeliness • O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness <p>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'd or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.</p> <p>C. Raw Data (SDF) Records – Provisioning</p> <p>For Provisioning Metrics:</p> <p>Supporting data is provided for the following metrics:</p> <ul style="list-style-type: none"> • P-1 [HOI]: Held Order Interval • P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours • P-2B [PJ]: Percentage of Orders Given Jeopardy Notices • P-3 [MIA]: Percent Missed Installation Appointments • P-4 [OCI]: Order Completion Interval • P-5 [CNI]: Average Completion Notice Interval • P-7 [CCH]: Coordinated Customer Conversions Interval – Hot Cut Duration • P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval 		<ul style="list-style-type: none"> • Remove reference to PMAP to allow flexibility in the event of platform changes in the future • Rationale for removal of metrics O-2, O-11, P-7B, P-7C, and P-13C is provided on individual metric entry.

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	<p>☐ P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time ☐ P-7C [CPT]: Hot Cut Conversions – Percent Provisioning Troubles Received within 5 Days of a Completed Service Order</p> <ul style="list-style-type: none"> • P-7D [NCDD]: 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 [SOA]: Service Order Accuracy • P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes <p>☐ P-13C [LAT]: LNP-Percentage of Time BellSouth/AT&T Applies the 10-Digit Trigger Prior to the LNP Order Due Date</p> <ul style="list-style-type: none"> • P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger) <p>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.</p>	
	<p>D. Raw Data (SDF) Records – M&R</p> <p>For Maintenance and Repair (M&R) Metrics:</p> <p>Supporting data is provided for the following metrics:</p> <ul style="list-style-type: none"> • M&R-1 [MRA]: Percent Missed Repair Appointments • M&R-2 [CTRR]: Customer Trouble Report Rate <u>Net of Provisioning Trouble and Repeat Reports</u> • 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 <p>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/AT&T generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.</p>	<ul style="list-style-type: none"> • Refer to M&R-2 [CTRR] metric for rationale.
	<p>E. Raw Data (SDF) Records – Other</p> <p>For Other Metrics:</p> <p>Billing:</p> <p>Supporting data is provided for the following metrics:</p> <ul style="list-style-type: none"> • B-1 [BIA]: Invoice Accuracy B-2 [BIT]: Mean Time to Deliver Invoices • B-5 [BUDT]: Usage Data Delivery Timeliness • B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 40 Business Days <p>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.</p>	<ul style="list-style-type: none"> • Rationale for removed Billing metrics-, C-1, and C-2 is provided on the individual metric entry • Remove reference to PMAP to allow flexibility in the event of platform changes in the future

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	<p>Database Update Information - None</p> <p>Trunk Group Performance – None</p> <p>Collocation – None:</p> <p>Supporting data is provided for the following metrics:</p> <ul style="list-style-type: none">C-1 {ART}: Collocation Average Response TimeC-2 {AT}: Collocation Average Arrangement Time•.... C-3 {MDD}: Collocation Percent of Due Dates Missed <p>Change Management - None</p>	
	<p>III. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)</p> <p>The SDUM and Schema can be found at the AT&T performance measurement website URL (http://pmap.bellsouth.com) in the Documentation/Exhibits folder.</p>	<ul style="list-style-type: none">• Remove reference to PMAP to allow flexibility in the event of platform

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Appendix

SQM#	Measure Category Code	Title of the Measure
SQM Section	Proposed Changes	Rationale
Appendix F	<p align="center">BellSouthPMAP Data Notification Process</p> <ol style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> • Eliminate administrative requirement to simplify plan. • No objections or concerns have been filed by any party with the Commission for any changes notified by AT&T. • AT&T is held accountable for maintaining code that is compliant with the Exclusions, Business Rules, Calculation, Report Structure and SQM Disaggregation as noted in the SQM plan for each metric. • All changes to the code that supports the SQM plan is subject to audit.

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Appendix

SQM#	Measure Category Code	Title of the Measure
SQM Section	Proposed Changes	Rationale
Appendix GE	<p>SQM Equity Determination</p> <p>C. Equity Determination</p> <p><u>Exception 2:</u> Measures OSS-1 (ARI), O-12 [OAAAT], B-1 [BIA], B-2 [BIT], and M & R-6 [MAAT] also use the "Direct Comparison" criteria.</p>	<ul style="list-style-type: none"> Refer to Billing and Average Answer Time measures for removal rationale for these verbiage changes

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Appendix

SOM#	Measure Category Code	Title of the Measure
Appendix	H	Special Access Measurements
SOM Section	Proposed Changes	Rationale
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- Eliminate Appendix H (Special Access Measurements) to simplify plan.
- Special Access metrics covered by FCC requirement.
- AT&T's voluntary commitments set forth in Appendix F of the FCC's Memorandum Opinion and Order in the AT&T BellSouth Merger (WC Docket No. 06-74).
- FCC "BOC Nondominance Order" established obligation to track and report to the FCC compliance with special access metrics on a quarterly basis (WC Docket 06-120 Section 272 (f)1 Sunset of the BOC Separate Affiliation and Related Requirements).
- AT&T FCC report provides monthly and Year-to-date performance by state by DSO, DS1 and DS3 services for the following measures:
 - o FOCT: Firm Order Confirmation (FOC) Timeliness
 - o PIAM: Percent Installation Appointments Met
 - o NITR: New Installation Trouble Report Rate
 - o CTRR: Failure Rate / Trouble Report Rate
 - o MAD: Average Repair Interval / Mean Time to Restore

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<p>Reporting Dimensions</p>	<p>CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements:</p> <ul style="list-style-type: none"> - Special Access disaggregated by bandwidth <ul style="list-style-type: none"> - Sub-Totaled by State - Totaled by BellSouth <p>Comparison reports are required for:</p> <ul style="list-style-type: none"> - CLEC/IXC Carrier Aggregate - BellSouth Long-Distance (BSLD) Aggregate <p>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.</p> <p>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.</p> <p>Exclusions: Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.</p> <p>Reporting Period: The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.</p>
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Appendix

SQM#	Measure Category Code	Title of the Measure	
Appendix	H	ORDERING- Measurement: SA-1-FOC Receipt	
SQM Section	Proposed Changes		Rationale
Description	<p>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.</p>		
Calculation Methodology	<p>Percent Meeting Performance Standard:</p> $\frac{\text{Count FOCs received where (FOC Receipt Date - ASR Received Date) } \leq \text{Performance Standard}}{\text{Total FOCs received during reporting period}} \times 100$ <p>FOC Receipt Distribution:</p> <p>$\frac{1}{n}(\text{FOC Receipt Date} - \text{ASR Received Date})$, for each FOC received during reporting period, distributed by:</p> <p>0 days, >0 <= 1 day, >1 day <= 2 days, >2 days <= 5 days, >5 days <= 10 days, >10 days</p> <p>ASRs Withdrawn at BellSouth Request due to a lack of BellSouth Facilities or Otherwise:</p> <p>$\frac{1}{n}$ 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</p>		
Business Rules	<ol style="list-style-type: none"> 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. 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. Projects are included. 		
Exclusions	<ul style="list-style-type: none"> <input type="checkbox"/> Unsolicited FOCs <input type="checkbox"/> Disconnect ASRs <input type="checkbox"/> Cancelled ASRs <input type="checkbox"/> Record ASRs 		

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Levels of Disaggregation	<input type="checkbox"/> DS0 <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 (Non-Optical) <input type="checkbox"/> DS3 (Optical OCn)	
Performance Standard	<input type="checkbox"/> Percent FOCs Received within Standard <ul style="list-style-type: none"> - 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) <input type="checkbox"/> FOC Receipt Distribution Diagnostic <input type="checkbox"/> ASRs Withdrawn at BellSouth's Request Due to a Lack of BellSouth Facilities or Otherwise Diagnostic	

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Appendix

SQM#	Measure Category Code	Title of the Measure	Rationale
Appendix	H	-ORDERING- Measurement: SA-2-FOC Receipt Past Due	
SQM Section	Proposed Changes		Rationale
Description	<p>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.</p>		
Calculation Methodology	<p>Percent FOC Receipt Past Due - Without Open Query/Reject: $\frac{\text{Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period - ASR Received Date > Expected FOC Receipt Interval)}}{\text{Total number of ASRs received during reporting period}} \times 100$</p> <p>FOC Receipt Past Due - Without Open Query/Reject - Distribution: $\frac{\text{((End of Reporting Period - ASR Received date) - (Expected FOC Receipt Interval))}}{\text{Sum of ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by:}}$ <p>0 days, >0 - <= 5 days, >5 days - <= 10 days, >10 days - <= 20 days, >20 days - <= 30 days, >30 days - <= 40 days, >40 days</p> </p> <p>Percent FOC Receipt Past Due - With Open Query/Reject: $\frac{\text{Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period - ASR Sent Date > Expected FOC Receipt Interval)}}{\text{Total number of ASRs received during reporting period}} \times 100$</p>		
Business Rules	<ol style="list-style-type: none"> 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. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure. 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. Projects are included. 		
Exclusions	<ul style="list-style-type: none"> ☐ Unsolicited FOCs ☐ Disconnect ASRs ☐ Cancelled ASRs ☐ Record ASRs 		

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Levels of Disaggregation	<input type="checkbox"/> DS0 <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 (Non-Optical) <input type="checkbox"/> DS3 (Optical OCn)	
Performance Standard	<input type="checkbox"/> Percent FOC Receipt Past Due - Without Open Query/Reject < 2.0 % FOC Receipt Past Due <input type="checkbox"/> FOC Receipt Past Due - Without Open Query/Reject - Distribution - Diagnostic <input type="checkbox"/> Percent FOC Receipt Past Due - With Open Query/Reject Diagnostic	

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Appendix

SOM#	Measure Category Code	Title of the Measure	Rationale
Appendix	H	-ORDERING- Measurement: SA-3 Offered Versus Requested Due Date	
SOM Section	Proposed Changes		Rationale
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	<p>Percent Offered with CLEC or IXC Carrier Requested Due Date:</p> $\frac{\text{Count of ASRs where (FOC Due Date} \leq \text{CDDD)}}{\text{Total number of ASRs where (CDDD} \leq \text{ASR Received Date)}} \times 100$ <p>Offered versus Requested Interval Delta - Distribution:</p> <p>$\frac{\text{Count of (Offered Due Date} \leq \text{CDDD) where (CDDD} \leq \text{ASR Received Date)}}{\text{Total number of FOCs received during the reporting period}}$, distributed by:</p> <p>0 days, >0 - <= 5 days, >5 days - <= 10 days, >10 days - <= 20 days, >20 days - <= 30 days, >30 days - <= 40 days, >40 days</p>		
Business Rules	<ol style="list-style-type: none"> 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. 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. Projects are included 		
Exclusions	<ul style="list-style-type: none"> <input type="checkbox"/> Unsolicited FOCs <input type="checkbox"/> Disconnect ASRs <input type="checkbox"/> Cancelled ASRs <input type="checkbox"/> Record ASRs 		
Levels of Disaggregation	<ul style="list-style-type: none"> <input type="checkbox"/> DS0 <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 (Non-Optical) <input type="checkbox"/> DS3 (Optical-OCn) 		

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Performance Standard	<ul style="list-style-type: none">☐ 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	
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Appendix

SOM#	Measure Category Code	Title of the Measure
Appendix	H	PROVISIONING Measurement: SA 4 - On Time Performance To FOC Due Date
SQM Section	Proposed Changes	Rationale
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	<p>Percent on Time Performance to FOC Due Date - With CNR Consideration:</p> $\frac{\{(Count\ of\ Circuits\ Completed\ on\ or\ before\ BellSouth\ Committed\ Due\ Date\ +\ Count\ of\ Circuits\ Completed\ after\ FOC\ Due\ Date\ with\ a\ verifiable\ CNR\ code)\}}{\{(Count\ of\ Circuits\ Completed\ in\ Reporting\ Period)\}} \times 100$ <p>Percent on Time Performance to FOC Due Date - Without CNR Consideration:</p> $\frac{\{(Count\ of\ Circuits\ Completed\ on\ or\ before\ BellSouth\ Committed\ Due\ Date)\}}{\{(Count\ of\ Circuits\ Completed\ in\ Reporting\ Period)\}} \times 100$ <p>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.</p>	
Business Rules	<ol style="list-style-type: none"> Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth. 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. 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. Projects are included. 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	<ul style="list-style-type: none"> ☐ Unsolicited FOCs ☐ Disconnect ASRs ☐ Cancelled ASRs ☐ Record ASRs 	

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Levels of Disaggregation	<ul style="list-style-type: none"> ☐ DS0 ☐ DS1 ☐ DS3 (Non-Optical) ☐ DS3 (Optical-OCn) 	
Performance Standard	<ul style="list-style-type: none"> ☐ 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 	

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Appendix

SQM#	Measure Category Code	Title of the Measure
Appendix	H	PROVISIONING Measurement: SA-5 - Days Late
SQM Section	Proposed Changes	Rationale
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	<p>Average Days Late:</p> $\frac{\sum (\text{Circuit Completion Date} - \text{BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)})}{(\text{Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code})}$ <p>Days Late Distribution:</p> <p>$\frac{\sum (\text{Circuit Completion Date} - \text{BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)})}{(\text{Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code})}$ distributed by:</p> <p><=1 day, 0 <=3 days, >1 <=5 days, >5 <=10 days, >10 <=20 days, >20 <=30 days, >30 <=40 days, >40 days</p> <p>Average Days Late Due to a Lack of BellSouth Facilities:</p> $\frac{\sum (\text{Circuit Completion Date} - \text{BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)})}{(\text{Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities})}$	
Business Rules	<ol style="list-style-type: none"> Measures are based on the latest valid ASR received and the associated FOC Due Date received from the BellSouth. 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. 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. Projects are included. 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. 	

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Exclusions	<input type="checkbox"/> Unsolicited FOCs <input type="checkbox"/> Disconnect-ASRs <input type="checkbox"/> Cancelled-ASRs <input type="checkbox"/> Record-ASRs	
Levels of Disaggregation	<input type="checkbox"/> DS0 <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 (Non-Optical) <input type="checkbox"/> DS3 (Optical-OCn)	
Performance Standard	<input type="checkbox"/> Average Days Late < 3.0 Days <input type="checkbox"/> Days Late Distribution Diagnostic <input type="checkbox"/> Average Days Late Due to a Lack of BellSouth Facilities Diagnostic	

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Appendix

SQM#	Measure Category Code	Title of the Measure	Rationale
Appendix	H	PROVISIONING Measurement: SA-6 - Average Intervals - Requested/Offered/Installation	
SQM Section	Proposed Changes	Rationale	
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.		
Calculation Methodology	<p>Average CLEC or IXC Carrier Requested Interval: <input type="checkbox"/> $\text{Sum (CDDD - ASR Received Date) / Total Circuits Completed during reporting period}$</p> <p>Average BellSouth Offered Interval: <input type="checkbox"/> $\text{Sum (FOC Due Date - ASR Received Date) / Total Circuits Completed during reporting period}$</p> <p>Average Installation Interval: <input type="checkbox"/> $\text{Sum (BellSouth Completion Date - ASR Received Date) / Total Circuits Completed during reporting period}$</p>		
Business Rules	<ol style="list-style-type: none"> Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth. Selection is based on circuits completed by BellSouth 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. 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. Projects are included. The Average Installation Interval includes all completions. 		
Exclusions	<input type="checkbox"/> Unsolicited FOCs <input type="checkbox"/> Disconnect ASRs <input type="checkbox"/> Cancelled ASRs <input type="checkbox"/> Record ASRs		
Levels of Disaggregation	<input type="checkbox"/> DS0 <input type="checkbox"/> DS4 <input type="checkbox"/> DS3 (Non-Optical) <input type="checkbox"/> DS3 (Optical-OCn)		

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Performance Standard

□ Average Requested Interval Diagnostic
□ Average Offered Interval Diagnostic
Average Installation Interval Diagnostic

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Appendix

SQM#	Measure Category Code	Title of the Measure	Rationale
Appendix	H	PROVISIONING Measurement: SA-7 Past Due Circuits	
SQM Section	Proposed Changes		Rationale
Description	<p>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.</p>		
Calculation Methodology	<p>Percent Past Due Circuits:</p> $\frac{\text{Count of all circuits not completed at the end of the reporting period } > 5 \text{ days beyond the FOC Due Date, grouped separately for Total BellSouth Reasons, Lack of BellSouth Facility Reasons, and Total CLEC/Carrier Reasons}}{\text{Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period}} \times 100$ <p>Past Due Circuits Distribution:</p> <p>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:</p> <p><= 1 day, > 1 <= 5 days, 0 days <= 5 days, > 5 <= 10 days, > 10 <= 20 days, > 20 <= 30 days, > 30 <= 40 days, > 40 days</p> <p>Percent Cancellations after FOC Due Date:</p> $\frac{\text{Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled > FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period)}}}{\text{Total circuits Past Due at the end of the previous reporting period}} \times 100$		
Business Rules	<ol style="list-style-type: none"> Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date. 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. 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. Projects are included. 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. 		

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Exclusions	<ul style="list-style-type: none"> ☐ Unsolicited FOCs ☐ Disconnect ASRs ☐ Record ASRs 	
Levels of Disaggregation	<ul style="list-style-type: none"> ☐ DSO / DS1 / DS3 (Non Optical) / DS3 (Optical OCn) 	
Performance Standard	<ul style="list-style-type: none"> ☐ 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 	

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Appendix

SOM#	Measure Category Code	Title of the Measure	Rationale
Appendix	H	PROVISIONING Measurement: SA-8 - New Installation Trouble Report Rate	
SOM Section	Proposed Changes		Rationale
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	$\frac{\text{Trouble Report Rate within 30 Calendar Days of Installation}}{100} = \frac{\text{Count (trouble reports within 30 Calendar Days of Installation)}}{\text{Total Number of Circuits Installed in the Report Period}} \times 100$		
Business Rules	<ol style="list-style-type: none"> 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. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket. 		
Exclusions	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> DS0 DS1 DS3 (Non-Optical) DS3 (Optical OCn) Below DS3 (DS0 + DS1) DS3 and Above (DS3 + OCn) 		
Performance Standard	<ul style="list-style-type: none"> New Installation Trouble Report Rate < 1.0 trouble reports per 100 circuits installed 		

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SQM#	Measure Category Code	Title of the Measure
Appendix	H	MAINTENANCE & REPAIR Measurement: SA-9 - Failure Rate
SQM Section	Proposed Changes	Rationale
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	<p>Failure Rate Annualized:</p> $\text{Failure Rate} = (a / b) * 100$ <p> <input type="checkbox"/> a = Count of trouble reports resolved during a report period <input type="checkbox"/> b = Number of circuits in service at the end of the report period </p> <p>Failure Rate Annualized = (c / d) * 100</p> <p> <input type="checkbox"/> c = Average count of trouble reports closed per month during the past 12 months <input type="checkbox"/> d = Average number of circuits in service per month for the past 12 months </p>	
Business Rules	<ol style="list-style-type: none"> 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. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters. 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	<ul style="list-style-type: none"> <input type="checkbox"/> Trouble tickets that are canceled at the CLEC's or IXC Carrier's request <input type="checkbox"/> CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles <input type="checkbox"/> BellSouth trouble reports associated with administrative service <input type="checkbox"/> CLEC or IXC Carrier requests for informational tickets <input type="checkbox"/> Tickets used to track referrals of misdirected calls 	
Levels of Disaggregation	<ul style="list-style-type: none"> <input type="checkbox"/> Below DS3 (DS0 + DS1) <input type="checkbox"/> DS3 and Above (DS3 + OCn) <input type="checkbox"/> DS0 <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 (Non Optical) <input type="checkbox"/> DS3 (Optical Oen) 	

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Performance Standard	Failure Rate Annualized Below DS3 <= 10.0% DS3 and Above <= 10.0%	
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SQM#	Measure Category Code	Title of the Measure
Appendix	H	MAINTENANCE & REPAIR Measurement: SA-10 Mean Time to Restore
SQM Section	Proposed Changes	Rationale
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	<p>Mean Time To Restore_i</p> $\frac{\sum \{(\text{Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier} - \text{Date and Time of Trouble Ticket Received by BellSouth}) - (\text{Customer Hold Times})\}}{(\text{Count of Trouble Tickets Resolved in Reporting Period})}$ <p>% Out of Service Greater than 24 hrs_i</p> $\frac{\sum \{(\text{Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier} - \text{Date and Time of Trouble Ticket Received by BellSouth}) - (\text{Customer Hold Times}) is > 24 hrs} / (\text{Count of Trouble Tickets Resolved in Reporting Period})\}} \times 100$ <p>Mean Time To Restore - NTF / Test OK_i</p> $\frac{\sum \{(\text{Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as NTF / Test OK} - \text{Date and Time of Trouble Ticket Referred to BellSouth}) - (\text{Customer Hold Times})\}}{(\text{Count of Trouble Tickets Resolved in Reporting Period as NTF / Test OK})}$	
Business Rules	<ol style="list-style-type: none"> 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. 	

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<p>Exclusions</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Trouble tickets that are canceled at the CLEC's or IXC Carrier's request <input type="checkbox"/> CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles <input type="checkbox"/> BellSouth trouble reports associated with administrative service <input type="checkbox"/> CLEC or IXC Carrier requests for informational tickets <input type="checkbox"/> Trouble tickets created for tracking and/or monitoring circuits <input type="checkbox"/> Tickets used to track referrals of misdirected calls 	
<p>Levels of Disaggregation</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Below DS3 (DS0 + DS1) <input type="checkbox"/> DS3 and Above (DS3 + OCn) <input type="checkbox"/> DS0 <input type="checkbox"/> DS1 <input type="checkbox"/> DS3 (Non-Optical) <input type="checkbox"/> DS3 (Optical-OCn) 	
<p>Performance Standard</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Mean Time to Restore..... Below DS3 <= 2.0 Hours <input type="checkbox"/> DS3 and Above <= 1.0 Hour <input type="checkbox"/> % Out of Service > 24 Hrs..... Diagnostic <input type="checkbox"/> Mean Time to Restore - NTF/ Test OK..... Diagnostic 	

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Appendix	H	GLOSSARY																																						
SOM Section	Proposed Changes	Rationale																																						
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AT&T
EXHIBIT B

Appendix

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SQM#	Measure Category Code	Title of the Measure	
Appendix	H	Symbols Used In Calculations	
SQM Section	Proposed Changes		Rationale
	<p>Σ A mathematical symbol representing the sum of a series of values following the symbol.</p> <p>- A mathematical operator representing subtraction.</p> <p>+ A mathematical operator representing addition.</p> <p>/ A mathematical operator representing division.</p> <p>< A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.</p> <p><= A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.</p> <p>> A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.</p> <p>>= A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.</p> <p>() Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.</p>		

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