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November 24, 2009

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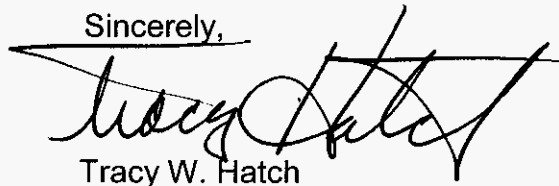
Ann Cole, Commission Clerk
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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 for filing in the above referenced docket are the Responses by BellSouth Telecommunications Inc. d/b/a AT&T Florida to Staff's Action Item Requests from the November 11 and 12, 2009 SEEM workshop.

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.

COM _____
APA 4
ECR _____
GCL 3
RAD _____
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ADM _____
OPC _____
CLK _____

DOCUMENT NUMBER DATE
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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 24th day of November, 2009 to the following:

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Tracy W. Hatch

(+) Signed Protective Agreement

REQUEST: Parties to discuss timeline for industry notification (separate from public notifications). Additionally, parties to discuss staff proposal of inserting language regarding a timeframe for objections to administrative changes.

RESPONSE: The parties have discussed and reached agreement to the following changes to what was filed on October 30th in the Parties Position Matrix. The agreed to changes are under lined for ease of reading.

Review of Measurements ~~Administrative Changes~~

A workshop and/or conference shall be organized and held periodically or at the request of either party 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 periodic workshop with AT&T and other CLECs and state regulatory authority representative.

Administrative Changes

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. An administrative change is one that corrects typographical, spelling, grammatical, or computational errors, updates website addresses and incorporates modifications to architecture implemented in an OSS release following the approved Change Management process. Administrative changes will not change the intent or the plan language of the document. AT&T's written notice of the administrative changes shall be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after AT&T provides notice. No later than ten (10) business days after AT&T provides written notice of the administrative changes, affected CLECs must file written comments to the Commission to the extent such CLECs have objections or concerns regarding the application of the administrative changes.

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FPSC-COMMISSION CLERK

REQUEST: Services and product types ordered via email.

RESPONSE: All services and product types may be ordered via email. With the implementation of LEX in November 2009, there are no service or product types designed only for submission via email.

REQUEST: Parties to discuss new benchmarks/intervals for measures impacted by email/non-mech ordering process.

RESPONSE: The parties have discussed new benchmarks/intervals for the O-8 (Reject Interval) and O-9 (Firm Order Confirmation Timeliness) measurements and have reached agreement to the following changes.

O-8 (Reject Interval)

Current: Non-Mechanized: 95% <= 18 business hours

Revised: Email: 95% <= 14 business hours

O-9 (Firm Order Confirmation Timeliness)

Current: Non-Mechanized: 95% <= 24 business hours

Revised: Email: 95% <= 17 business hours

The parties further agree for O-11 (Firm Order Confirmation and Reject Response Completeness) to change "Non-Mechanized" in the SQM Level of Disaggregation to "Email".

REQUEST: Number of email orders over the most recent 6-month period (Apr 09-Sep 09).

RESPONSE: Number of email orders and number of CLECs submitting email orders over the most recent 6-month period.

Month	Florida		SE Region	
	No. CLECs	No.LSRs	No. CLECs	No.LSRs
April '09	42	879	91	4,437
May '09	38	936	96	4,344
June '09	37	928	99	4,258
July '09	39	1,086	101	4,642
Aug '09	36	1,074	101	4,282
Sept '09	36	946	93	3,879

REQUEST: Types of services and products not allowed via ordering through LEX and 22-state XML Gateway.

RESPONSE: None. With the implementation of LEX in November 2009, all local services and products (all Act Types and all Req Types) are designed to be submitted electronically through LEX and 22-State XML Gateway.

REQUEST: Provide Commission staff with analysis of what was given to CLECs (comparison of proposed metric to actual data for past several months aggregated) [P-11].

RESPONSE: See table below.

Two month analysis:	
Resale June Current	94.71%
Resale June Proposed	98.76%
UNE June Current	97.29%
UNE June Proposed	97.38%
Resale July Current	95.00%
Resale July Proposed	98.89%
UNE July Current	97.48%
UNE July Proposed	92.26%

REQUEST: AT&T to discuss leaving P-11 as is.

RESPONSE: AT&T agrees to leave the P-11 (Service Order Accuracy) measurement as is currently structured in the existing Florida SQM Plan with the exception that AT&T request that the SQM Level of Disaggregation be combined into one instead of the current two levels (Resale and UNE).

REQUEST: Provide analysis from KPMG audit discussing 911 process as "Parity by Design".

RESPONSE: KPMG notes in its Final Report, Version 2.0, dated July 30, 2002 for Bellsouth Telecommunications, Inc. Oss Evaluation Project for Dockets 960786-TL and 981834-TP, filed as document 08024-02 on 7/31/2002, that the three SQM Measures for E911 (Timeliness, Accuracy, and Mean Interval to deliver service) were determined to be "parity by design".

Attached is excerpt from Appendix G, paragraph 5.0 Summary of Findings where the 911 metrics are noted as "Parity by Design".

The KPMG Final Report document may be viewed in its entirety at <http://www.floridapsc.com/utilities/telecomm/oss/>.

Final Report – Appendix G

BellSouth

5.0 Summary of Findings

For the reasons stated above, KPMG Consulting cannot and does not verify the accuracy of the Aggregate ALEC results presented in these tables or the validity of the statistical tests comparing them to the Florida SQM standards.

The FPSC requested that KPMG Consulting conduct an analysis of commercial data. A summary of the weighted average of BellSouth’s commercial results, organized by SQM category, for the months of January through March 2002 is provided in the table below:

Table ES-1 BellSouth Commercial Result Summary

	Parity by Design- No Determination	Not Applicable	Diagnostic	Cannot Determine	Failed Standard	Met Standard	Percentage Meeting Standard
E911							
E1	1						NA
E2	1						NA
E3	1						NA
E911 Total	3						NA

REQUEST: What other AT&T state performance measurements provide for these [CLEC proposed 911 and Directory Assistance] measures?

RESPONSE: Attached are copies of the below noted measurements.

SW – PM 104 Average Time Required to Update 911 Database
(Facility Based Providers)

MW – PM 102 Average Time to Clear Errors
PM 104 Percent of 911 Updates Processed within the Established Timeline
(Facility Based Providers)

W - PM 38 Percent Database Accuracy
PM 39 E911/911 MS Database Update – Measure the percentage of E911/911
database updates complete within 48 hours.

As CLECs have withdrawn their request in Florida for Directory Assistance measurements, AT&T has not provided any other AT&T state Directory Assistance measurements.

**SW – PM 104 Average Time Required to Update 911 Database
 (Facility Based Providers)**

104. Measurement	
Average Time Required to Update 911 Database (Facility Based Providers)	
Definition:	
The average time it takes to update the 911 database file.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
Calculation:	Report Structure:
$\Sigma(\text{Date and time data processing begins} - \text{date and time data processing ends}) + \text{total number of files}$	Reported for individual CLEC, all CLECs and SBC, by state.
Disaggregations and Benchmarks:	
None	Parity

MW – PM 102 Average Time to Clear Errors

911

102. Average Time To Clear Errors

Definition:

The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that AT&T Midwest installs.

Exclusions:

- None

Business Rules:

The clock starts upon the receipt of the error file and the clock stops when the error is corrected. Time chargeable to waiting for CLEC or PSAP required action is deducted in the calculation.

Levels of Disaggregation:

- None

Calculation:

$$[\sum(\text{Date and time error detected} - \text{date and time error cleared}) - \text{time chargeable to CLEC or PSAP action required}] \div \text{Total errors}$$

Report Structure:

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- Parity

MW – PM 104 Percent of 911 Updates Processed within the Established Timeline (Facility Based Providers)

911

104. Percent of 911 Updates Processed Within the Established Timeline (Facility Based Providers)

Definition:

The percent of 911 database updates processed within the established timeline.

Exclusions:

- None

Business Rules:

The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.

Levels of Disaggregation:

- None

Calculation:

$(\# \text{ of files processed within the timeline} \div \text{total files}) * 100$

Report Structure:

Reported for -

- CLEC
- All CLECs
- AT&T Midwest
- AT&T Midwest Affiliate

Measurement Type:

Remedied

Benchmark:

- 95% within 24 hours.

W - PM 38 Percent Database Accuracy

Database Updates

Measure 38

Title: Percent Database Accuracy

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of database updates completed without error reported for 911 Database.
Method of Calculation:	$((\text{Count of Updates Completed without error}) / (\text{Count of Updates Completed})) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	E911 Database: <ul style="list-style-type: none"> • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	Parity
Exclusions:	CLEC caused errors
Business Rules:	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.
Notes:	<ul style="list-style-type: none"> • CLECs reserve the right to request additional databases be included in this measure.

W - PM 39 E911/911 MS Database Update – Measure the percentage of E911/911 database updates complete within 48 hours.

Database Updates

Measure 39

Title: E911/911 MS Database Update

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percentage of E911/911 database updates completed within 48 hours.
Method of Calculation:	(Number of valid records updated within 48 hours / Total number of valid records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> • Service order generated updates • Direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	<p>Parity for service order generated updates</p> <p>Direct gateway input:</p> <p>Benchmark:</p> <ul style="list-style-type: none"> • Standard - 48 hours
Exclusions:	<ul style="list-style-type: none"> • Any test transactions not submitted in connection with the pre-ordering, ordering, provisioning or maintenance of actual customers.

<i>Business Rules:</i>	<ul style="list-style-type: none">• For service order generated updates, 48 hour interval begins when service order is completed in SORD.• For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
<i>Notes:</i>	

REQUEST: Verify "NTF" counted in this measure (CTTR). [M&R-2].

RESPONSE: AT&T has confirmed that as stated at the workshop, No Trouble Found Tickets (NTF) are not excluded from the CTRR measurement.

REQUEST: Provide a new proposal that includes these three measures. [P-9, M&R-2, M&R-4]

RESPONSE: AT&T proposed modification of M&R-2 to exclude repeat trouble reports and provisioning trouble reports and add a diagnostic measurement to continue reporting overall trouble report rate. Concern arose as to the different timing of the measurements causing trouble reports to not be captured. AT&T has examined the measurements and would make the following proposal.

New M&R-2 will remain a rate measurement. The numerator will be the total trouble reports closed in the reporting month excluding installation trouble reports within 5 days and repeat trouble reports within 30 days. The denominator will continue to be the number of lines in service at the end of the reporting month.

No change will be required to the existing M&R-4 since the timing of the measurement currently corresponds to the proposed M&R-2. It uses the repeat trouble reports in the reporting month as the numerator and the total trouble reports for the reporting month in the denominator.

P-9 will change from a percentage measurement to a rate measurement. The numerator will change from total completed service orders receiving a trouble report within "X" days of service order completion to the number of trouble reports received within "X" days of service order completion and closed in the reporting period. The denominator will be the total service orders completed in the reporting period versus service orders completed in the previous reporting period.

This change gets all measurements in sync with the same reporting period. All trouble reports will fall into one and only one of the three measurements. Redlined business rules are attached reflecting these changes.

See Red Line attachment for the P-9 and M&R-2 measures.

Attachment for Item #16

P-9 [PPT]: Provisioning Trouble Rate 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 rate~~ of troubles received within "X" days of service order completion.

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
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of 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~~

Business Rules

The first trouble report received after the completion of a service order is counted in this measure. The numerator is the number of closed trouble reports received within 5 days (POTS Non-Designed services) or 14 days (Designed services) of the service order completion date. The denominator is the total number of service orders completed within the reporting period. 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.

Calculation

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

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

Report Structure

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

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
• 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)
• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE EELs.....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL, 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 Retail Trunks

SEEM Measure

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

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 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

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 = $(a / b) \times 100$

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	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	Parity with Retail Trunks

SEEM Measure

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

REQUEST: Provide the notice types reported by CM-1.

RESPONSE: The notice types reported by CM-1 are those required as documented in the AT&T – SE Change Control Process Guide. The notice requirements are documented in Section 4.0 – Change Control Process Flow and specifically for software releases in Part 2, Change Control Process Flow (Types 2 – 5).

The notice types reported for this metric and the associated requirement documentation are as follows:

<u>Notice Type</u>	<u>Change Control Process Guide</u>
Software Release Notifications will be provided 30 calendar days or more in advance of the implementation date.	Step 11, Release Management and Implementation, Sub-Process/Activities item 3.
Provide Initial Release Requirements - 142 days prior to production	Table 4-4 Intervals for Releases
Provide Final Release Requirements - 110 days prior to release implementation	Table 4-4 Intervals for Releases
CLEC Testing - No less than five (5) weeks prior to production (which includes a “quiet week”)	Table 4-4 Intervals for Releases

REQUEST: Provide copy of five notices as provided in Sept. 09 SQM report.

RESPONSE: Attached are copies of the Accessible Letters summarized in the below table.

September 2009 CM-1 Accessible Letters

Item	Description	Date
CLECSSES09-061	March 2010 Release Announcement	9/25/09
CLECSSES09-056	LEX Initial Requirements	9/11/09
CLECSSES09-063	LEX Final Requirements	9/30/09
CLECSSES09-022	Exception to Final Requirements for Nov. 2009	9/30/09
CLECSSES09-057	Cave Testing Availability	9/30/09

Attachment for item #20

Date:	September 25, 2009	Number:	CLECSES09-061
Effective Date:	March 20, 2010	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Release Announcement for 22-State XML Gateway Pre-Ordering and Ordering for LSPOR/LSOR Version 10.07 Scheduled for March 20, 2010 (All Carriers)		
Related Letters:	NA	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	NA		

This Accessible Letter provides notification that the AT&T Southeast Region 22-State XML Gateway release is scheduled for March 20, 2010. New Version 10.07 will be implemented for Local Service Pre-Ordering Requirements (LSPOR) and Local Service Ordering Requirements (LSOR). Version 10.05 will retire and version 10.06 of the LSPOR and LSOR will be modified.

NOTE: When moving to a new version for ordering and/or pre-ordering, CLECs should contact their OSS Managers to ensure smooth transitions.

As discussed during Change Management Process meetings, data in the Local Ordering Handbook (LOH) has been moved or will be moved to CLEC Online (<https://clec.att.com/clec/>), the LSPOR or the LSOR at the time of this release. Please see the "LOH to CLEC Online" document on the CMP website under the AT&T Southeast Region heading for details. The LOH associated with retired versions will continue to be available for those CLECs requiring field level information for supplements.

With the implementation of LSPOR and LSOR Versions 10.07, the following milestones will occur:

Version 10.07 MILESTONES	
RELEASE DATE	03/20/2010
TEST WINDOW	02/15/2010 – 03/12/2010
NO TESTING ALLOWED	03/15/2010 – 03/19/2010
APPLICATIONS RETIRING	<ul style="list-style-type: none"> ▪ EDI (Electronic Data Interchange) ▪ TAG/Direct XML (Telecommunications Access Gateway/Extensible Markup Language) ▪ LENS (Local Exchange Navigation System)
PRODUCTION VERSIONS WITH RELEASE	<ul style="list-style-type: none"> ▪ LSPOR Pre-Ordering Version 10.06 ▪ LSPOR Pre-Ordering Version 10.07 ▪ LSOR Ordering Version 10.06 ▪ LSOR Ordering Version 10.07
VERSIONS RETIRING WITH RELEASE	<ul style="list-style-type: none"> ▪ LOH-32.0 ELMS10 and ELMS06 Version 32.0 and associated maps ▪ LSPOR Pre-Ordering Version 10.05 ▪ LSOR Ordering Version 10.05
LSPOR and LSOR PUBLICATION DATE	03/05/2010

NOTE: When an application retires, no new requests (Local Service Request - LSR) are permitted in that retired application. In addition, an LSR will remain in the application it was originally submitted. As an example, if an LSR was submitted via EDI, any supplement to that LSR must be sent via EDI and cannot be sent via the 22-State XML. The LOH associated with retired versions will continue to be available for those CLECs requiring field level information for supplements.

Should any modifications be made to the information contained in this letter, these modifications will be reflected in a subsequent letter. AT&T Southeast Region will incur no liability to CLECs if AT&T Southeast Region elects not to proceed with the changes as outlined in this letter.

Date: **September 11, 2009** Number: **CLECS09-056**
Effective Date: **November 14th, 2009** Category: **OSS**
Subject: **Initial Requirements for LEX, Version 10.06, Scheduled for November 14th, 2009**
Related Letters: **NA** Attachment: **Yes**
States Impacted: **Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee**
Issuing ILECS: **AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")**
Response Deadline: **September 20th, 2009** Contact: **Change Management Point of Contact at attcmp@att.com**
Conference Call/Meeting: **NA**

This Accessible Letter provides the Initial Requirements for the Local Service Request Exchange (LEX) System, Version 10.06 Release, scheduled for November 14th, 2009. These requirements reflect the implementation of the Local Service Order Requirements (LSOR) Version 10.06 in the AT&T Southeast Region.

This release will provide for the following enhancements and modifications to the LEX application and the LEX User Guide.

General LEX application changes:

- The existing LEX application in the AT&T 13-State has been modified to include the AT&T Southeast Region. This modification will provide for all the necessary functionality to create, maintain, change or supplement LSRs.
- Provide for the ordering of Core and Complex Products.
- Pre-order integration within the Create LSR (Firm Order) process for the Core Products.
- Inclusion of all necessary fields within the various LSR forms to allow for ordering of all applicable services.
- Bulk Ordering capability.
- Pre-population of LSR fields based upon Requisition Type / Activity Type combinations.
- Search capability of LSRs based on certain criteria
- Data report capability to provide customized reports within the LEX database.
- Returns Notifications based upon LSR activity.
- CLEC Profile Utility program to manage pre-population of LSR fields based on a company code.

General LEX User Guide changes:

- The current LEX User Guide in the AT&T 13-State will be updated to include all applicable AT&T Southeast Region functionality. This includes modifications of existing chapters updated to include sections appropriate for AT&T Southeast Region users.
- Specific chapters have been included to include applicable AT&T Southeast Region functionality:
 - Chapter 4 – “Pre-order Integration”
 - Chapter 6 – “Bulk Ordering”
 - Appendix C – “CLEC Profile Utility”

For release details and the enhancements and modifications to LEX and the User Guide, please refer to the attached document. As this is a GUI, configuration changes are not needed for those CLECs who are currently electronically bonded to AT&T order functionality using EDI or Direct XML. CLEC testing for this release will commence on October 12th, 2009.

A LEX User Guide for this release will be available September 28th, 2009, on the CLEC online web site at <https://clec.att.com/clec>. The User Guide can be accessed using the following steps:

- Select CLEC HANDBOOK
- Select Handbook State (Top of screen)
- Select GUIDES / TECH PUBS
- Select Ordering and then select LEX
- To view the updated User Guide, select LEX, Version 10.06

Should any modifications be made to the information contained in this letter, these modifications will be reflected in a subsequent letter. AT&T Southeast Region will incur no liability to CLECs if AT&T Southeast Region makes such modifications.

CLECs may send comments on these Initial Requirements to the Change Management mailbox at attcmp@att.com through September 20th, 2009.

Attachment



LEX
RequirementsVer10.C

Date: **September 30, 2009**

Number: **CLECSSES09-063**

Effective Date: **November 14th, 2009**

Category: **OSS**

Subject: **Final Requirements for LEX, Version 10.06, Scheduled for November 14th, 2009**

Related Letters: **CLECSSES09-056**

Attachment: **Yes**

States Impacted: **Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee**

Issuing ILECS: **AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")**

Response Deadline: **NA**

Contact: **Change Management Point of Contact at attcmp@att.com**

Conference Call/Meeting: **NA**

This Accessible Letter provides the Final Requirements for the Local Service Request Exchange (LEX) System, Version 10.06 Release, scheduled for November 14th, 2009. These requirements reflect the implementation of the Local Service Order Requirements (LSOR) Version 10.06 in the AT&T Southeast Region.

As a result of a CLEC comment, the attached requirements from Accessible Letter **CLECSSES09-056**, dated September 11th, 2009 have been updated to correct information on the Pre-order Integration within the Create LSR (Firm Order) process for the Core products section. Those updates are noted in bold italics with a (Change) noted next to it.

Accessible Letter **CLECSSES09-056** follows as published:

Date: **September 11, 2009** Number: **CLECSSES09-056**
Effective Date: **November 14th, 2009** Category: **OSS**
Subject: **Initial Requirements for LEX, Version 10.06, Scheduled for November 14th, 2009**
Related Letters: **NA** Attachment: **Yes**
States Impacted: **Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee**
Issuing ILECS: **AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")**
Response Deadline: **September 20th, 2009** Contact: **Change Management Point of Contact at attcmp@att.com**
Conference Call/Meeting: **NA**

This Accessible Letter provides the Initial Requirements for the Local Service Request Exchange (LEX) System, Version 10.06 Release, scheduled for November 14th, 2009. These requirements reflect the implementation of the Local Service Order Requirements (LSOR) Version 10.06 in the AT&T Southeast Region.

This release will provide for the following enhancements and modifications to the LEX application and the LEX User Guide:

General LEX application changes:

- The existing LEX application in the AT&T 13-State has been modified to include the AT&T Southeast Region. This modification will provide for all the necessary functionality to create, maintain, change or supplement LSRs.
- Provide for the ordering of Core and Complex Products.
- Pre-order integration within the Create LSR (Firm Order) process for the Core Products.
- Inclusion of all necessary fields within the various LSR forms to allow for ordering of all applicable services.
- Bulk Ordering capability.
- Pre-population of LSR fields based upon Requisition Type / Activity Type combinations.

- Search capability of LSRs based on certain criteria
- Data report capability to provide customized reports within the LEX database.
- Returns Notifications based upon LSR activity.

- CLEC Profile Utility program to manage pre-population of LSR fields based on a company code.

General LEX User Guide changes:

- The current LEX User Guide in the AT&T 13-State will be updated to include all applicable AT&T Southeast Region functionality. This includes modifications of existing chapters updated to include sections appropriate for AT&T Southeast Region users.
- Specific chapters have been included to include applicable AT&T Southeast Region functionality:
 - Chapter 4 – “Pre-order Integration”
 - Chapter 6 – “Bulk Ordering”
 - Appendix C – “CLEC Profile Utility”

For release details and the enhancements and modifications to LEX and the User Guide, please refer to the attached document. As this is a GUI, configuration changes are not needed for those CLECs who are currently electronically bonded to AT&T order functionality using EDI or Direct XML. CLEC testing for this release will commence on October 12th, 2009.

A LEX User Guide for this release will be available September 28th, 2009, on the CLEC online web site at <https://clec.att.com/clec>. The User Guide can be accessed using the following steps:

- Select CLEC HANDBOOK
- Select Handbook State (Top of screen)
- Select GUIDES / TECH PUBS
- Select Ordering and then select LEX
- To view the updated User Guide, select LEX, Version 10.06

Should any modifications be made to the information contained in this letter, these modifications will be reflected in a subsequent letter. AT&T Southeast Region will incur no liability to CLECs if AT&T Southeast Region makes such modifications.

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CLECs may send comments on these Initial Requirements to the Change Management mailbox at attcmp@att.com through September 20th, 2009.

Attachment



LEX
RequirementsVer10.C

Date:	September 30, 2009	Number:	CLECSES09-022
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Exception to Final Requirements for Release 32.0 Verigate/EDI/XML LOH Pre-Ordering Version 32.0 and EDI/XML LSR Ordering for LSOR Version 10.06 Scheduled for November 14, 2009 and the Retirements of EDI and Direct XML (All Carriers)		
Related Letters:	CLECSES09-052, CLECSES09-021, CLECSES09-036, CLECSES09-034, CLECSES09-005	Attachment:	Yes
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	October 6, 2009	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	Conference Call Walk-Through		
Date/Time:	Tuesday, October 6, 2009 11am CT	Bridge:	1-214-413-0012 passcode 4448884#

This Accessible Letter provides an update to the Final Requirements for the AT&T Southeast Region's November 14, 2009 release as documented in Accessible Letter **CLECSES09-052** (dated August 5, 2009). Please refer to the attachments for updates impacting the Local Ordering Handbook (LOH) and the Local Service Pre-Ordering Requirements (LSPOR) and Local Service Ordering Requirements (LSOR).

As previously explained during requirements walkthroughs and Change Management meetings, all changes or modifications to the LSOR will be provided via Accessible Letters. This letter addresses key changes. In order to facilitate CLEC review and implementation of these LSOR changes, an attachment has been prepared to highlight fields with coding rather than documentation changes. Those fields where coding was affected by software code changes are listed on the attachment labeled **CLECSES09-022 attachment**. If a field has been modified and it is not shown on the attachment, it was updated by the documentation team, as part of the LOH-to-LSOR conversion project.

As discussed in several Change Management meetings, the R/C/O tables in Section 3 of the LOH are migrating to the LSOR. This migration of information did not impact AT&T Southeast coding. In this effort, each field is reviewed and the data within the R/C/O table is moved into the field pages of each identified product. As a result of this conversion project, several sections of the LSOR have been updated and are included in the attachment to this letter:

The LSR, EU, RS (REQTYP E) and NP (REQTYP C) sections of the LSOR have been updated to reflect the data migrated from the LOH R/C/O tables for these products:

- Basic Resale Products (RS - REQTYP E)
 - REQTYP E-Address Correction
 - REQTYP E-Coin
 - REQTYP E-Remote Call Forwarding (RCF)
 - REQTYP E-Resale, non-complex
 - REQTYP E-UNISERV UAN / CSA / ANI LATAWIDE
- Number Portability (NP - REQTYP C)
 - REQTYP C-INP
 - REQTYP C-LNP
 - REQTYP C-Wireless LNP (WLNP)

The Loop (LS - REQTYP A) section of the LSOR has been updated to reflect the data migrated from the LOH R/C/O tables for these products:

- REQTYP A-Analog Non-Designed Loop
- REQTYP A-Analog Designed Loop
- REQTYP A-Digital Data Designed Loop (DS0)
- REQTYP A-Digital Designed Loop (Basic Rate ISDN)
- REQTYP A-Digital Data Designed Loop (DS1) and (Non-Channelized)
- REQTYP A-Network Interface Devices (NIDs)
- REQTYP A-Unbundled Copper Loop-Designed (UCL)
- REQTYP A-Unbundled Copper Loop-Non-Designed (UCL-ND)
- REQTYP A-Unbundled CO-based Line Share (DLEC-Owned Splitter)
- REQTYP A-Unbundled CO-based Line Share (BST-Owned Splitter)
- REQTYP A-Universal Digital Channel (UDC)
- REQTYP A-xDSL Loops
- REQTYP A-HFS Unbundled CO-based Line Splitting (BST-Owned)
- REQTYP A-HFS Unbundled CO-based Line Splitting (DLEC Owned)
- REQTYP A-RS (Remote Site) HFS Line Splitting (DLEC-Owned Splitter)

As data is migrated from the LOH's R/C/O tables to the LSOR, that data will be included in future Accessible Letters until completion.

Please be advised that documentation updates may also impact CLEC coding.

The LSPOR and LSOR attachments for Accessible Letter **CLECS09-052** have been modified, and the changes may be categorized as follows:

- **New** - new to this letter
- **Revised** - revised from the previous letter
- **Previous** - not changed from the previous letter
- **Canceled** - canceled in this letter
- **Previously Revised** - revised in a previous letter
- **Previously Canceled** - canceled in a previous letter

CLECs who are in production, test, or who are currently coding for versions 10.06 or 10.05 should review all updates to previous versions as shown in the attachments provided in this letter.

NOTE: When moving to a new version for ordering and/or pre-ordering, CLECs should contact their OSS Managers to ensure smooth transitions.

Following the Change Management Process, CLEC responses to these updated Final Requirements are due to the Change Management mailbox listed above by October 6, 2009. A Walk-through will be held on October 6, 2009. Logistics are above.

According to the agreed upon process for making changes to the existing LOH, LSPOR and LSOR, this Accessible Letter will be posted on CLEC Online (<https://clec.att.com/clec>), with version 32.0 of the LOH and versions 10.06 and 10.05 of the LSPOR and LSOR.

Accessible Letter **CLECS09-052** follows as published:

Date:	August 5, 2009	Number:	CLECS09-052
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Results of CLEC Walk-Through of CLECS09-021 (All Carriers)		
Related Letters:	CLECS09-021, CLECS09-005, CLECS09-036, CLECS09-034	Attachment:	Yes
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	n/a	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	n/a		

This Accessible Letter provides the resolution to the outstanding CLEC questions discussed during the July 24, 2009 CLEC Walk-Through of Accessible Letter **CLECS09-021** (dated July 17, 2009). The resolution resulted in modifications to the Local Service Ordering Requirements (LSOR) attachment, below.

The Walk-Through resulted in no further modifications to the other attachments that are found in Accessible Letter **CLECS09-021**, including the list of coding changes.

The LSOR attachment in Accessible Letter **CLECS09-021** has been modified and the changes may be categorized as follows:

- **New** – new to this letter
- **Revised** – revised from the previous letter
- **Previous** – not changed from the previous letter
- **Canceled** - canceled in this letter
- **Previously Revised** – revised in a previous letter
- **Previously Canceled** – canceled in a previous letter

The following CLEC questions from the July 24th Walk-Through of Final Requirements Accessible Letter **CLECS09-021** required further attention. The below table documents the resolutions:

#	Section/Field	Clarification/Question	Resolution
1	5b. AT&T Local Responses LISTADR field	What is the correct field length for the LISTADR field?	The LISTADR field length is 150 characters. This was corrected in the following LSOR sections: <ul style="list-style-type: none"> · 5.1 Billing Completion Notification (BCN) · 5.2 Completion Notification (CN) · 5.3 Firm Order Confirmation (FOC) · 5.4 Jeopardy Notification (JN) · 5.5 Reject/Clarification Notification (RC) Please refer to this letter’s LSOR attachment for details.

2	5b. AT&T Local Responses LTEXT field	The added NOTE on the LTEXT field indicated that it was <i>not</i> valid for 22-State XML Interface – is that true?	LTEXT is applicable to the 22-State XML Interface for BCN, CN, FOC and RC, and the LSOR attachment has been modified to remove that note for those sections. NOTE: LTEXT remains not applicable for JN, and no changes were made to that section as far as removing any note. However, a global modification (described in Question #5 below) was done to this field in the JN section. Please refer to this letter's LSOR attachment for details.
3	5b. AT&T Local Responses DNUM field	What is the correct field length for the DNUM field?	The DNUM field is 5 numeric characters and has been modified in the BCN, CN, FOC, JN and RC sections. Please refer to this letter's LSOR attachment for details.
4	5b. AT&T Local Responses 5.6, Line Loss Notification (LLN) WTN field	Is the field example for WTN correct?	The WTN field example has been modified in the LLN section. Please refer to this letter's LSOR attachment for details.

5	5b. AT&T Local Responses <ul style="list-style-type: none"> · 5.1 Billing Completion Notification (BCN) · 5.2 Completion Notification (CN) · 5.3 Firm Order Confirmation (FOC) · 5.4 Jeopardy Notification (JN) · 5.5, Reject/Clarification Notification (RC) · 5.6, Line Loss Notification (LLN) · 5.7, Pending Order Status (POS) 	<p>Although not mentioned during the Walk-Through, an added note was found to contain a typo (<i>XL</i> rather than <u>XML</u>):</p> <p>ADDED: This field is used for the EDI and/or Direct XL (TAG) Interfaces only and is not valid for the 22-State XML Interface.</p>	<p>Every occurrence of XL has been modified to XML where it existed on fields in the BCN, CN, FOC, JN, RC and LLN sections.</p> <p>ADDED: This field is used for the EDI and/or XML (TAG) Interfaces only and is not valid for the 22-State XML Interface.</p> <p>Please refer to this letter's LSOR attachment for details.</p>
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6	5b. AT&T Local Responses	<p>Although not mentioned during the Walk-Through, some additional corrections were discovered while researching the above CLEC questions.</p>	<p>The following fields were modified:</p> <ul style="list-style-type: none"> • 5.1, Billing Completion Notification (BCN): <ul style="list-style-type: none"> •Field 77, NSTN: Rather than the global change mentioned in CLEC Question #5, above, the note was removed entirely; it did not apply. • 5.4, Jeopardy Notification (JN): <ul style="list-style-type: none"> •The field numbering was corrected as follows: <ul style="list-style-type: none"> • 84-PONKEY to 81 • 89-PORTED NBR to 82 • 5.7, Pending Order Status (POS): <ul style="list-style-type: none"> •Field 2, AN: Rather than the global change mentioned in CLEC Question #5, above, the note was removed entirely; it did not apply. •The field numbering was corrected as follows: <ul style="list-style-type: none"> • 30-ORD to 29 • 31-OTN to 30 • 29-PID to 31 <p>To assist the CLEC in identifying the corrections in section 5b, AT&T Local Responses, the LSOR attachment was modified to include a table of changed fields for each section.</p> <p>Please refer to this letter's LSOR attachment for details.</p>
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7	5c. AT&T Error Codes & Messages	<p>Why don't any of the Error codes contain the prefixes or suffixes mentioned in the below modified text?</p> <p>ADDED: Error codes have the prefixes: B, D, E, G, H, I, L, M, P, R, S, T and U. (There could be instances where a prefix of "BLP", "TAG" or "TGW" and a suffix of "AAR", "ALG", "CB2", "CDD", "CSR" or "VAL" may be included with the error codes listed in the LSOR.)</p>	<p>The added text was clarified in this letter's LSOR attachment to read:</p> <p>ADDED: Error codes may or may not contain a prefix and/or a suffix.</p>
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Accessible Letter **CLECSSES09-021** (grayed out) follows as published:

Date:	July 17, 2009	Number:	CLECSSES09-021
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Final Requirements for Verigate/EDI/TAG - Direct XML/ 22-State XML Pre-Ordering for LOH Version 32.0 and EDI/TAG - Direct XML/ 22-State XML LSR Ordering for LSPOR/LSOR Version 10.06 Scheduled for November 14, 2009 (All Carriers)		
Related Letters:	CLECSSES09-005, CLECSSES09-036, CLECSSES09-034	Attachment:	Yes
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	July 24, 2009	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	Conference Call Walk-Through		
Date/Time:	Friday, July 24, 2009 2:00pm CT	Bridge:	1-214-413-0012 passcode 4448884#

This Accessible Letter provides the Final Requirements for the Local Ordering and Pre-Ordering releases for Verigate/EDI/TAG - Direct XML/ 22-State XML Pre-Ordering and the EDI/TAG - Direct XML/ 22-State XML scheduled for November 14, 2009 in AT&T Southeast Region. This release, will implement changes to the Local Ordering Handbook (LOH) - ELMS10 version 32.0, the 9-State Local Service Order Requirements (LSOR) version 10.06 and the 9-State Local Service Pre-Order Requirements (LSPOR) version 10.06. In addition, LSPOR and LSOR version 10.05 will be updated. Please refer to this letter's attachments for details:

- Modifications to the LOH
- Modifications to the Southeast LSPORs
- Modifications to the 9-State LSORs
- Additional flow-through capabilities
- Additional edits/modifications of edits

NOTE: When moving to a new version for ordering and/or pre-ordering, CLECs should contact their OSS Managers to ensure smooth transitions.

Following the Change Control Process, CLEC responses to these Final Requirements are due to the Change Management mailbox listed above by July 24, 2009. A walk-through will be held on July 24, 2009. Logistics are above.

Accessible Letter **CLECS09-005** follows as published:

Date:	June 5, 2009	Number:	CLECS09-005
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Initial Requirements for Verigate/EDI/TAG - Direct XML/ 22-State XML Pre-Ordering for LOH Version 32.0 and EDI/TAG - Direct XML/ 22-State XML LSR Ordering for LSOR Version 10.06 Scheduled for November 14, 2009 (All Carriers)		
Related Letters:	CLECS09-036, CLECS09-034	Attachment:	Yes
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	June 19, 2009	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	Conference Call Walk-Through		
Date/Time:	Monday, June 22, 2009 2:30pm CT	Bridge:	1-214-413-0012 passcode 4448884#

This Accessible Letter provides the Initial Requirements for the AT&T Southeast Region Release scheduled for implementation on November 14, 2009. This release, when implemented, will introduce changes to the Local Ordering Handbook (LOH) Version 32.0 and 9-State Local Service Order Requirements (LSOR) versions 10.05 and 10.06 in the AT&T Southeast Region. Please refer to this letter's attachments for updates impacting the Local Ordering Handbook (LOH) and the Local Service Ordering Requirements (LSOR).

Beginning with this release, AT&T Southeast Region will publish *two* active versions of the LSOR.

As previously explained during requirements walkthroughs and Change Management meetings, all changes or modifications to the LSOR will be provided via Accessible Letters. This letter addressed a number of such changes. In order to facilitate CLEC review and implementation of these LSOR changes, an attachment is prepared to highlight fields with coding rather than documentation changes. This Accessible Letter LSOR attachment contains no coding changes at this time. If a field has been modified, it was updated by the documentation team, as part of the

LOH-to-LSOR conversion project. Please be advised that documentation updates may also impact CLEC coding.

AT&T Southeast Region is planning enhancements in the following areas for LOH Version 32 and LSOR Version 10.06:

- Modifications to the LOH
- Modifications to the 9-State LSORs

NOTE: When moving to a new version for ordering and/or pre-ordering, CLECs should contact their OSS Managers to ensure smooth transitions.

Following the Change Control Process, CLEC responses to these Initial Requirements are due to the Change Management mailbox listed above by June 19, 2009. A walk-through will be held on June 22, 2009. Logistics are above.

Accessible Letter **CLECS09-036** follows as published:

Date:	June 3, 2009	Number:	CLECS09-036
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Update to the Release Announcement for Verigate/EDI/TAG - Direct XML/ 22-State XML Pre-Ordering for LOH Version 32.0 and EDI/TAG - Direct XML/ 22-State XML LSR Ordering for LSOR Version 10.06 Scheduled for November 14, 2009 (All Carriers)		
Related Letters:	CLECS09-034	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	NA		

This Accessible Letter provides an update to the Release Announcement (**CLECS09-034** dated May 22, 2009) for the AT&T Southeast Region release scheduled for November 14, 2009. With the implementation of this release and per the Change Management Process documentation, AT&T Southeast Region will make available two versions of 22-State XML Gateway (10.05 and

10.06). As a result, two Local Service Ordering Requirements (LSORs) will be published for CLEC Ordering.

The ELMS6 and ELMS10 Local Ordering Handbook (LOH) documentation supporting Ordering and Pre-Ordering will continue to be available.

The milestone table (as previously provided in **CLECSSES09-034**) incorrectly identified version 10.05 as retiring. The table has been updated to include version 10.05 as an active version when LOH version 32.0 and LSOR Version 10.06 for Ordering are implemented:

RELEASE 32.0 and Version 10.06 MILESTONES	
RELEASE DATE	11/14/09
TEST WINDOW	10/12/09 – 11/06/09
NO TESTING ALLOWED	11/09/09 – 11/13/09
PRODUCTION VERSIONS WITH RELEASE	<ul style="list-style-type: none"> • LSOR Ordering Version 10.05 (supporting ELMS10 and 22-State XML Gateway) and 10.06 (supporting ELMS10 and 22-State XML Gateway) • LOH-ELMS10 Pre-Ordering & Ordering Version 32.0 • LOH-ELMS6 Pre-Ordering & Ordering Version 32.0
VERSIONS RETIRING WITH RELEASE	LOH-31.0 ELMS10 and ELMS6 Version 31.0
LOH and LSOR PUBLICATION DATE	10/30/09

The remainder of **CLECSSES09-034** remains in effect and is below shaded in gray for reference.

Date:	May 22, 2009	Number:	CLECSSES09-034
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Release Announcement for Verigate/EDI/TAG/Direct XML/XML Pre-Ordering for LOH Version 32.0 and EDI/XML LSR Ordering for LSOR Version 10.06 Scheduled for November 14, 2009 (All Carriers)		
Related Letters:	NA	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	Change Management Mailbox at attcmp@att.com
Conference Call/Meeting:	NA		

This Accessible Letter provides notification that the AT&T Southeast Region has scheduled a release with an implementation date of November 14, 2009. The impacted pre-ordering applications are Verigate, EDI, TAG/Direct XML and the 22-State XML Gateway which will result in modifications to Section 2 of the Local Ordering Handbook (LOH). The impacted ordering applications are EDI, TAG/Direct XML and the 22-State XML Gateway which will result in modifications to the Ordering Local Service Ordering Requirements (LSOR) and LOH. Version 31.0 of LOH ELMS10 and ELMS6 will retire, LOH version 32.0 for ELMS10 and ELMS6 as well as LSOR version 10.06 will be implemented.

AT&T Southeast Region plans to make available the Local Service Request Exchange (LEX) System. LEX is a browser based application for online creation, submittal, and access to your Local Service Request (LSR) orders. LEX uses graphical user interface (GUI) windows that are modeled after the LSR forms. The LSRs will flow mechanically into downstream Operational Support Systems (OSSs) that would otherwise have to be handled manually by the Local Service Center (LSC). Additional information regarding LEX will be provided in a subsequent Accessible Letter.

As of the posting of this Accessible Letter, the LOH-ELMS6 Pre-Ordering & Ordering Version 32.0 will only be modified to reflect a release/version numbering change. The LOH-ELMS6 Pre-Ordering & Ordering Version 32.0 does not support Verigate or the 22-State XML Gateway.

With the implementation of LOH version 32.0 and LSOR Version 10.06 for Ordering, the following milestones will occur:

RELEASE 32.0 and Version 10.06 MILESTONES	
RELEASE DATE	11/14/09
TEST WINDOW	10/12/09 – 11/06/09
NO TESTING ALLOWED	11/09/09 – 11/13/09
PRODUCTION VERSIONS WITH RELEASE	LSOR Ordering Version 10.06 LOH-ELMS10 Pre-Ordering & Ordering (R/C/O Tables) Version 32.0 LOH-ELMS6 Pre-Ordering & Ordering Version 32.0
VERSIONS RETIRING WITH RELEASE	LSOR Ordering Version 10.05 LOH-31.0 ELMS10 and ELMS06 Version 31.0
LOH and LSOR PUBLICATION DATE	10/30/09

Attachments

Should any modifications be made to the information contained in this letter, these modifications will be reflected in a subsequent letter. AT&T Southeast Region will incur no liability to CLECs if AT&T Southeast Region elects not to proceed with the changes as outlined in this letter.

Attachments:



LOH Pre-Ordering.zip



11-14-09 LSPOR
10.05.A1 & 10.06.A1



LOH-Updates.zip



11-14-09 LSOR
10.05.A1 & 10.06.A1.



CLECSSES09-022
attachment.pdf

Should any modifications be made to the information contained in this letter, these modifications will be reflected in a subsequent letter. AT&T Southeast Region will incur no liability to CLECs if AT&T Southeast Region elects not to proceed with the changes as outlined in this letter.

Date:	September 11, 2009	Number:	CLECS09-057
Effective Date:	November 14, 2009	Category:	OSS
Subject:	(ORDERING AND PROVISIONING) Application Verification Environment (CAVE) Availability, ENCORE Release 32.0 and Associated Conference Calls (All CLECs)		
Related Letters:		Attachment:	Yes
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	AT&T Wholesale Support Manager
Conference Call/Meeting:	NA		

This Accessible Letter is to advise that the AT&T Southeast Region will complete deployment of ENCORE Release 32.0 in CAVE on October 8, 2009. The CAVE test window will be October 12, 2009 through November 6, 2009 and will include the following items:

- CR – 2699 - Deploy LEX in the 9-State region
- CR – 2700 - Extend-13 State AC2UNE to 9-State
- CR – 2701 - Versioning for the November 14th, 2009 Release
- CR – 2702 - TBODW (Toll Blocking Option Deposit Waiver) USOC no longer offered
- CR – 2703 - Pre-Order/Order Application - Blocking

In order to effectuate the implementation of the release, the CAVE environment will be unavailable for all testing from November 9, 2009 through November 13, 2009.

CLECs who would like the opportunity to test or who have additional questions regarding ENCORE Release 32.0, should contact their AT&T Wholesale Support Manager.

As a reminder, AT&T Southeast Region will host CLEC Test Meetings for the November 14, 2009 release. Please see the conference call information below:

Date	Time	Conference Bridge
October 19, 2009	2:00 PM CT	510-452-6490 access code 277-8383
October 26, 2009	2:00 PM CT	510-452-6490 access code 277-8383
*November 2, 2009	2:00 PM CT	510-452-6490 access code 277-8383

AT&T Florida
FL PSC Docket No. 000121A-TP
Responses to November 9-10, 2009
Workshop Action Items
November 24, 2009
Item No. 20
Page 25 of 25

Note * indicate go/no go recommendation meeting

Please refer to the attached document for details of the release.



11-14-09 CAVE 32 0
AL attachment.docx

REQUEST: Provide copy of CM measures in AT&T Midwest Performance Measurement Plan.

RESPONSE: Attached are copies of the below noted CM measures from the AT&T Midwest Performance Measurement Plan.

124. Timely Resolution of Significant Software Failures Related with Releases

124.1 Test Environment Availability

MI 15 Change Management

Midwest Change Management

124. Timely Resolution of Significant Software Failures Related with Releases

Definition:

Measures timely resolution of software errors after a Release that is having a significant impact on CLEC business activity.

Exclusions:

- Error where a workaround transparent to the CLEC is available (workaround in this sense does not include manual faxing to the LSC or any other action required by the CLEC) that is different from what would be required if the software had not failed.

Business Rules:

Software errors identified in production within two weeks of the release with no workarounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to AT&T Midwest, or receive back from AT&T Midwest, order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround that does not require the CLEC to do anything different from what would be required if the software had not failed is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.

Levels of Disaggregation:

- None

Calculation:

$(\# \text{ Significant Software Failures resolved within 48 hours} \div \text{ Total Significant Software Failures}) * 100$

Report Structure:

- Reported by CLEC on a AT&T Midwest Regional basis (non-state specific).
(Company level reporting,)

Measurement Type:

Remedied

Benchmark:

- 95% completed within 48 hours or 2 days.

124.1 Test Environment Availability

Definition:

Extent that the Joint Test Environment is actually available to CLECs.

Exclusions:

- None

Business Rules:

The total "Scheduled system available hours" is the cumulative number of hours during the reporting period that AT&T Midwest has committed to provide CLECs access to the Joint Test Environment. "Hours functionality is available during the scheduled available hours" is the actual number of hours, during scheduled system available hours, during which the Joint Test Environment is actually available for testing purposes. The actual time available is divided by the scheduled time available and the result multiplied by 100 to produce the "Percent system availability" measure.

Scheduled system available hours are Monday through Friday, 8:00AM to 5:00PM CT (except as noticed to the industry via Accessible Letter). "Hours functionality is available during the scheduled available hours" is calculated from the date/time a CLEC reports its inability to access the Joint Test Environment to the date/time the reporting CLEC is able to access the Joint Test Environment, based on records maintained by AT&T Midwest's Joint Test Environment Availability Team.

Only situations where the inability of the CLEC to access the Joint Test Environment is confirmed to be due to a problem within the control of AT&T Midwest are to be included in this measure. Situations where a CLEC cannot access the Joint Test Environment due to problems outside the control of AT&T Midwest (e.g. internal CLEC network connectivity or performance issues) will not be included in this PM.

Levels of Disaggregation:

- Pre-Order
- Order

Calculation:

$$\frac{[(\text{Hours functionality is available during the scheduled available hours}) \div \text{Scheduled system available hours}] * 100}{}$$

Report Structure:

- Reported on an aggregate CLEC basis and a AT&T Midwest-region basis (non-state specific). (Company level reporting.)

Measurement Type:

None

Benchmark:

- Diagnostic

MI 15 Change Management

Definition:

Change management measures timeliness of change notifications for final requirements to implementation as defined and agreed upon in the AT&T Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process ("CMP"). Interfaces to which this measure applies also will be defined in the CMP.

Exclusions:

- Clarification Notes.
- Any Approved Exceptions.
- Emergency Situations
- Regulatory Mandated Changes

Business Rules:

Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed to CLECs via an Accessible Letter. Calculation is based on the number of Notifications made within the reporting period (the denominator), with the numerator being the number of those Notifications issued "X" days or more in advance of the announced implementation date.

Levels of Disaggregation:

- Changes to Existing Interfaces
 - Gateway
 - GUI
- Introductions of New Interfaces
 - Gateway
 - GUI
- Retirements of Existing Interfaces -- Wholesale Interfaces
 - Gateway
 - GUI

Calculation:

$(\text{Number of Notifications issued on time}) \div (\text{Number of Notifications in the reporting period}) * 100$

Report Structure:

- Reported on an AT&T Midwest regional basis (non-state specific). Company level reporting.

Measurement Type:

None

Benchmark:

- 95% or greater notices should be on time as defined by the advance notification intervals for Final Requirements for each disaggregation as defined in the AT&T Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management

Process (“CMP”) found at <https://clec.AT&T.com/clec/>. Click on Gold bar "Change Management Process". Click on

“AT&T All Regions” then scroll down to “AT&T Competitive Local Exchange Carrier (CLEC) 13-State Interface Change Management Process”.

REQUEST: Review what is included in CM-3 (final requirements/only 1 data point).

RESPONSE: The notice types reported by CM-3 are those required as documented in the AT&T – SE Change Control Process Guide. The notice requirements are documented in Section 4.0 – Change Control Process Flow and specifically for software releases in Part 2, Change Control Process Flow (Types 2 – 5).

The notice types reported for this metric and the associated requirement documentation are as follows:

<u>Notice Type</u>	<u>Change Control Process Guide</u>
Publish the Business Rules – At least two (2) weeks prior to production	Table 4-4 Intervals for Releases

AT&T is in the process of validating the SQM performance data for the Change Management metrics and will discuss the results of that validation on the December 3rd conference call.

REQUEST: What item was rejected for CM-8?

RESPONSE: The item rejected for CM-8 in Oct 08 is Change Request 2571. (copy attached)

Attachment for Item #25

DATE SENT:	
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CHANGE REQUEST #:	2571
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STATUS:	RI
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REQUEST TYPE									
<i>Check appropriate field:</i>									
TYPE 2 (REGULATORY)		TYPE 3 (INDUSTRY)		TYPE 4 (BST)		TYPE 5 (CLEC)	X	TYPE 6 (DEFECT)	

PRIMARY CLEC CHANGE MANAGEMENT POINT OF CONTACT INFORMATION
 (Originator of Request and contact for additional details/questions or to whom response will be made)

NAME:	Carol Frike	TEL NO:	
EMAIL:	Carol.j.frike@sprint.com	FAX #:	
COMPANY NAME:	Sprint	OCN	

SECTION TO BE COMPLETED BY INITIATOR OF REQUEST:

TITLE OF REQUEST:	Multiple LMLs per Order
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Check appropriate field:

ASSESSMENT OF IMPACT:	HIGH		MEDIUM	X	LOW	
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PRE-ORDERING		ORDERING	X	MAINTENANCE		MANUAL	
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INTERFACES IMPACTED:	LENS	X	TAG / XML		CSOTS		EDI	X	EC-TA		TAFI	
	LEX		Verigate		CPSS-TA							

TYPE OF CHANGE:

Check appropriate field(s):

SOFTWARE	<input checked="" type="checkbox"/>	PRODUCT & SERVICES		DOCUMENTATION		HARDWARE	
REGULATORY		INDUSTRY STANDARDS		PROCESS		NEW OR REVISED EDITS	
DEFECT		EXCEPTION FEATURE		OTHER			

DETAILED DESCRIPTION OF REQUESTED CHANGE OR DEFECT DESCRIPTION	
Sprint would like to request that AT&T- SE (former Bellsouth) allow more than one LML per order. Currently if our customer wants all 4 lines to be processed as LML we have to send 4 orders, we would like to be able to send one PON will all TNs as LML.	
REQTYP(s) IMPACTED:	CB, JB
ACT TYP(s) IMPACTED:	NA
PON EXAMPLES:	NA
ERROR MESSAGE:	NA
ELECTRONIC MAP VERSION AFFECTED BY CHANGE OR DEFECT:	10.03

AT&T SE USE ONLY:

AT&T SE CHANGE REVIEW MEETING RESULTS (Types 2-5 Only):	
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DEFECT VALIDATION RESULTS (Type 6 Only):	
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DEFECT WORKAROUND (Type 6 Only):	
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VALIDATED DEFECT SEVERITY LEVEL:	2		3		4	
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CLARIFICATION SENT:	
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TARGET IMPLEMENTATION DATE:	
ACTUAL IMPLEMENTATION DATE:	
REJECT REASON	Out of Scope

REQUEST: Provide list of all releases for past 12 months.

RESPONSE: Release implementation dates and release items are summarized below.

RELEASE DATE	RELEASE ITEMS
November 15, 2008	Consumer Portfolio Simplification (PAMA7 and PAMA8) (D-42686 located on the Enhanced Defect Report) T0197 SUBMITTED ACCOUNT NUMBER/TN ARE INVALID, DUE DATE COULD NOT BE CALCULATED - ORDER NOT PROCESSED Versioning for the November 14th, 2008 Release
March 14, 2009	Data previously blank on Notifications will be populated. Modify how service inquiries are submitted Validate fields on emailed LSRs, update schema and LOH Versioning for the March 14th, 2009 Release Route LNP LSRs through LASR
July 18, 2009	Implement XML Gateway Single LSR in a bulk arrangement Versioning for the July 18th, 2009 Release Allow TN Ranging on Electronic Ordering 3rd Party CFA – part 1
November 14, 2009	Deploy LEX in the 9-State region Extend-13 State AC2UNE to 9-State Versioning for the November 14th, 2009 Release TBODW (Toll Blocking Option Deposit Waiver) USOC no longer offered Pre-Order/Order Application - Blocking

REQUEST: Clarify Type 6 definition and change requests being reported for these measures (numbers don't match for Sept. 09 data). [CM-6 & CM-9]

RESPONSE: CM-6 reports those validated Type 6 (CLEC Impacting Defects) change requests with a severity classification of 2, 3 or 4 as defined by the AT&T – SE Change Control Process Guide. Type 6 change requests reported by CM-6 are not subject to any time frame associated with a production release.

CM-9 reports all validated Type 6 (CLEC Impacting Defects) change requests that result within a three week period from a production release. Severity 1, Type 6 change request are included in CM-9 where they are not in CM-6.

AT&T is in the process of validating the SQM performance data for the Change Management metrics and will discuss the results of that validation on the December 3rd conference call.

REQUEST: Propose revised language for #1 in Appendix B.

RESPONSE: AT&T proposes the revised language for Appendix B. The proposed changes to what was filed on October 30th in the Parties Position Matrix are underlined and can be noted in item 4 of the below.

AT&T Audit and Dispute Resolution Policy

Audit

AT&T currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If ordered by the Public Service Commission, 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 AT&T.
2. Should an independent third party auditor be required, it shall be selected by AT&T and the PSC.
3. AT&T and the PSC shall jointly determine the scope of the audit.
4. Absent a compelling showing of changed circumstances, if a matter has been subject to an audit, the same matter shall not be subject to another audit within the same state. Nor shall the same matter be subject to an audit within another state.
5. 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 the AT&T performance measurement data report process produce accurate data that reflects each State's Order for performance measurements.

REQUEST: Revise joint language for Appendix F PMAP Notification.

RESPONSE: The parties have discussed and reached agreement to the following changes to what was filed on October 30th in the Parties Position Matrix.

Appendix F: AT&T Data Notification Process

1. On the first business day of the month preceding the data month for which AT&T proposes to make any change to the method by which its performance data is calculated, AT&T will provide notice of any change to the method by which its performance data is calculated. These changes (hereinafter referred to as "Data Notification Changes") will be published and viewable on the AT&T performance measurement website within the Exhibits/Data Notification section. This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact.
2. No later than fifteen (15) business days after Data Notification Changes are published by AT&T, affected parties must file comments with AT&T to the extent they have objections or concerns about the Data Notification Changes.
3. AT&T will conduct an industry conference call with the affected parties to resolve objections or concerns no later than the 5 business days after written comments are received.
4. The Data Notification Changes set forth in the written notice referenced above would be presumptively valid and deemed approved effective thirty (30) calendar days after that notice on undisputed items. Items under discussion will remain open until agreement is reached by the affected parties.

REQUEST: Discuss necessity of measures [Special Access].

RESPONSE: It is AT&T's position that Special Access measures are not of necessity nor meet the intent of the SQM Plan and should be eliminated to simplify the Plan.

SQM performance measurements are meant solely to provide valuable evidence regarding AT&T's compliance or noncompliance with its obligation to provide Section 251 items to CLECs in a non-discriminatory manner, providing CLECs with a meaningful opportunity to compete. These measurements, and the Section 251 items to which they correlate, have nothing to do with AT&T providing retail special access services, under tariff, to interexchange carriers. In support of AT&T's proposal to simplify the plan by eliminating Appendix H (Special Access Measurements), Interstate Special Access services are currently covered by FCC jurisdiction as Special Access is not one of the market entry vehicles listed in Section 251 of the Telecommunications Act of 1996. Therefore, when CLECs order Special Access from the federal tariff, the state commission has no jurisdiction.

On December 28, 2006, AT&T made a series of voluntary commitments as set forth in Appendix F of the FCC's Memorandum Opinion and Order in the AT&T/BellSouth Merger Order (WC Docket No. 06-74). The FCC's "BOC Nondominance Order" released August 31, 2007, established the obligation to track and report special access metrics on a quarterly basis (WC Docket 06-120 Section 272 (f)1 Sunset of the BOC Separate Affiliation and Related Requirements). In accordance with the above, AT&T provides to the FCC monthly and year-to-date performance by state for DSO, DS1, and DS3 services in the form of Automated Reporting Management Information System (ARMIS) Reports, results of which can be found on the FCC website at <http://www.fcc.gov/wcb/armis/>.

Additionally, AT&T makes special access performance data available to its special access customers via their account managers when customers request that data. This kind of data is typically shared in Business-to-Business meetings so that AT&T and their customers can work on service areas of mutual concern. At the IXCs request, AT&T is very willing and will/does provide available special access performance data.