# BellSouth Service Quality Measurement Plan (SQM)

## Kentucky Performance Metrics

## Measurement Descriptions
## Version 2.00

## Issue Date: August 1, 2004

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## Introduction

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

This version of the Kentucky SQM reflects the Orders of the Georgia Public Service Commission, Docket 7872-U, issued on November 14, 2002, January 22, 2003 and July 3, 2003, as adopted by the Kentucky Public Service Commission, Case No. 2001-00105, in its Orders of May 11, 2004 and June 14, 2004.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements are also changed to reflect changes in systems, correct errors, and respond to both 3rd Party audit requirements and the Georgia PSC.

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

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

## Report Publication Dates

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

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

## Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The Kentucky Public Service Commission (KPSC) has been given access to the website.

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# Section 1: Operations Support Systems (OSS)

## OSS-1: Average Response Time and Response Interval (Pre-Ordering/Ordering)



### Definition

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

### Exclusions

None

### Business Rules

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

The response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application. The number of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the number of accesses which take more than 6 seconds, and the number which are less than or equal to 6.3 seconds are also captured.

BellSouth will not schedule maintenance during the hours of 8:00 A.M. and 9:00 P.M., Monday through Friday.

### Calculation

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

- a = Date & Time of Legacy Response
- b = Date & Time of Legacy Request

**Average Response Time** = c ÷ d

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

### Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

### Data Retained

#### Relating to CLEC Experience

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

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**Relating to BellSouth Performance**

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

## SQM Disaggregation - Analog/Benchmark

**SQM Level of Disaggregation**

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

**SQM Analog/Benchmark**

- Parity + 2 seconds

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

## SEEM Measure

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

**Note**: CLEC specific data is not available in this measure. Queries of this sort do not have company specific signatures.

## SEEM Disaggregation - Analog/Benchmark

**SEEM Disaggregation**

- LENS (Local Exchange Negotiation System) – provides both pre-ordering and ordering electronic interface functions for BellSouth.
- TAG (Telecommunications Access Gateway) - provides an electronic interface, or machine-to-machine interface, for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

**SEEM Analog/Benchmark**

- Parity + 2 seconds

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



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# OSS-2: Interface Availability (Pre-Ordering/Ordering)



## Definition

Percent of time application is functionally available as compared to its scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for pre-ordering and ordering. Availability percentages for systems utilized by CLECs and for applications accessed by them are captured. "Functional Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that the application/interface components (e.g. mid-range servers, mainframe regions) are available to users. "Scheduled Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that application/interface components are scheduled to be available.

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

Supporting data for this measurement will be made available upon request.

## Exclusions

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

## Business Rules

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

**Full outages are defined as occurrences of either of the following:**

- The application or system is down or totally inoperative.
- The application or system is inaccessible by customers attempting to access the application or system. This includes transport outages when they may be directly associated with a specific application.

**Loss of Functionality outages are defined as:**

- A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

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

## Calculation

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

- a = Functional Availability
- b = Scheduled Availability

## Report Structure

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

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## Data Retained

**Relating to CLEC Experience**

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

**Relating to BellSouth Performance**

- Report Month
- Legacy Contract Type
- Regional Scope

## SQM Disaggregation - Analog/Benchmark

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

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

**(See Appendix D: Tables for SEEM OSS Interface Availability)**



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



## Definition

Percent of time application is functionally available as compared to its scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. Availability percentages for systems utilized by CLECs and for applications accessed by them are captured. "Functional Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that application/interface components (e.g. mid-range servers, mainframe regions) are available to users. "Scheduled Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that application/interface components are scheduled to be available.

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

Supporting data for this measurement will be made available upon request.

## Exclusions

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

## Business Rules

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

**Full outages are defined as occurrences of either of the following:**

- The application or system is down or totally inoperative.
- The application or system is inaccessible by customers attempting to access the application or system. This includes transport outages when they may be directly associated with a specific application.

**Loss of Functionality outages are defined as:**

- A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

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

## Calculation

**OSS Interface Availability =** (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

## Report Structure

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

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## Data Retained

**Relating to CLEC Experience**

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

**Relating to BellSouth Performance**

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

## SQM Disaggregation - Analog/Benchmark

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

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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



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



## Definition

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

## Exclusions

None

## Business Rules

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

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

## Calculation

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

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

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

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

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

## Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

## Data Retained

### Relating to CLEC Experience

- CLEC Transaction Intervals

### Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals

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## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Regional Level | Parity |

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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



## Definition

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

## Exclusions

- Inquiries, which are submitted electronically
- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation.
- Canceled Inquiries

## Business Rules

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

This measurement combines three intervals:

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

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

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

## Calculation

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

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

**Average Interval** = (c ÷ d)

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

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

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

## Report Structure

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

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- Interval for manual LMUs:
  0 – 1 day
  >1 – 2 days
  >2 – 3 days
  0 - <= 3 days
  >3 – 6 days
  >6 – 10 days
  > 10 days
- Average Interval in days

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# PO-2: Loop Make Up - Response Time - Electronic



## Definition

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

## Exclusions

- Manually submitted inquiries
- Designated Holidays are excluded from the interval calculation
- Canceled Requests
- Scheduled OSS Maintenance

## Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, LENS, TAG or RoboTAG. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via LENS, TAG or RoboTAG Interfaces.

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

## Calculation

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

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

**Average Interval** = (c ÷ d)

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

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

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

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for electronic LMUs:
  0 – 1 minute
  >1 – 5 minutes
  0 - <= 5 minutes
  > 5 – 8 minutes
  > 8 – 15 minutes
  > 15 minutes
- Average Interval in minutes

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## Data Retained

### Relating to CLEC Experience

- Report Month
- Legacy Contract
- Response Interval
- Regional Scope

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Loops | Benchmark 95% in 1 Minute |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Loop | 95% in 1 Minute |

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# Section 2: Ordering

## O-1: Acknowledgement Message Timeliness

### Definition

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

### Exclusions

- Scheduled OSS Maintenance

### Business Rules

The process includes EDI & TAG system functional acknowledgements for all messages/Local Service Requests (LSRs) which are electronically submitted by the CLEC. Users of EDI may package many LSRs into one transmission which will receive the acknowledgement message. EDI users may place multiple LSRs in one "envelope" requesting service in one or more states which will mask the identity of the state and CLEC. The start time is the receipt time of the message at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). If more than one CLEC uses the same ordering center (aggregator), an Acknowledgement Message will be returned to the "Aggregator". However, BellSouth will not be able to determine which specific CLEC or state this message represented.

### Calculation

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

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

**Average Response Interval** = (c ÷ d)

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

### Reporting Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope
  - Region
- Electronically Submitted LSRs
  0 – <= 10 minutes
  >10 – <= 20 minutes
  >20 – <= 30 minutes
  0 – <= 30 minutes
  >30 – <= 45 minutes
  >45 – <= 60 minutes
  >60 – <= 120 minutes
  >120 minutes
- Average interval for electronically submitted messages/LSRs in minutes

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## Data Retained

### Relating to CLEC Experience

- Report Month
- Record of Functional Acknowledgements

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • EDI | EDI - 95% within 30 minutes |
| • TAG | TAG – 95% within 30 minutes |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • EDI | EDI - 95% within 30 minutes |
| • TAG | TAG – 95% within 30 minutes |

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# O-2: Acknowledgement Message Completeness

## Definition

This measurement provides the percent of transmissions/LSRs received via EDI or TAG respectively, which are acknowledged electronically.

## Exclusions

- Manually submitted LSRs
- Scheduled OSS Maintenance

## Business Rules

EDI and TAG 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. The Acknowledgement Message is returned prior to the determination of whether the transmission/LSR will be partially mechanized or fully mechanized.

## Calculation

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

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

## Report Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope
  - Region

**Note**: The Order calls for Mechanized, Partially Mechanized, and Totally Mechanized, however, the Acknowledgement message is generated before the system recognizes whether this electronic transmission will be partially or fully mechanized.

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record of Functional Acknowledgements

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| EDI | Benchmark: 100% |
| TAG | |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • EDI | Benchmark: 100% |
| • TAG | |



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# O-3: Percent Flow-Through Service Requests (Summary)



## Definition

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

## Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

## Business Rules

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

Definitions:

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

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

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

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The current expanded version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.

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

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

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## Calculation

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

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status

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

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

## Report Structure

- CLEC Aggregate
  - Region

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

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

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## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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

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



## Definition

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

## Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

## Business Rules

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

**Definitions:**

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

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

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

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The current expanded version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.

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

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

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## Calculation

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

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status

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

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

## Report Structure

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

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

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

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

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## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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

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# O-5: Flow-Through Error Analysis



## Definition

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

## Exclusions

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

## Business Rules

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

## Calculation

Total for each error type

## Report Structure

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

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

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

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

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## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# O-6: CLEC LSR Information

**Definition**

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

## Exclusions

- Fatal Rejects
- LSRs submitted manually

## Business Rules

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

See LSR Flow-Through Matrix in Appendix E for a list of services and whether LSRs issued for the services are eligible to flow-through. The current expanded version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.

## Calculation

Not Applicable

## Report Structure

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

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

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

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

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# O-7: Percent Rejected Service Requests



## Definition

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

## Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified
- Scheduled OSS Maintenance
- LSRs which are identified and classified as "Projects"

## Business Rules

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

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

*Fatal rejects are reported in a separate column, and for informational purposes ONLY. Fatal rejects are excluded from the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.*

An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

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

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

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

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

## Calculation

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

- a = Total Number of Rejected Service Requests in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

## Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

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- Product Specific Percent Rejected
- Total Percent Rejected

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# O-8: Reject Interval



## Definition

Reject Interval is the average reject time from receipt of a Service Request (Local Service Request (LSR) or Access Service Request (ASR)) to the distribution of a Reject. Service requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

## Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

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

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

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

## Business Rules

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

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

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

**Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

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

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## Calculation

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

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

**Average Reject Interval** = (c ÷ d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- Geographic Scope
  - State
  - Region
- Mechanized:
  0 - <= 12 minutes
  >12 - <= 60 minutes
  0 - <= 1 hour
  >1 - <= 4 hours
  >4 hours
- Partially Mechanized:
  0 - <= 1 hour
  >1 - <= 5 hours
  0 - <= 7 hours
  >5 - <= 7 hours
  >7 - <= 15 hours
  > 15 hours
- Non-mechanized:
  0 - <= 1 hour
  >4 - <= 10 hours
  >10 - <= 24 hours
  0 - <= 24 hours
  > 24 hours
- Trunks:
  <= 4 days
  >4 - <= 8 days
  >8 - <= 12 days
  >12 - <= 14 days
  >14 - <= 20 days
  >20 days

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable



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## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale – Residence | Mechanized: - 97% within 1 Hour |
| • Resale – Business | Partially Mechanized: 90% within 7 hours |
| • Resale – Design (Special) | Non-Mechanized: 95% within 24 hours |
| • Resale PBX | |
| • Resale Centrex | |
| • Resale ISDN | |
| • LNP Standalone | |
| • INP Standalone | |
| • 2W Analog Loop Design | |
| • 2W Analog Loop Non-Design | |
| • 2W Analog Loop With INP Design | |
| • 2W Analog Loop With INP Non-Design | |
| • 2W Analog Loop With LNP Design | |
| • 2W Analog Loop With LNP Non-Design | |
| • UNE Loop + Port Combinations | |
| • Switch Ports | |
| • UNE Combination Other | |
| • UNE xDSL (ADSL, HDSL, UCL) | |
| • Line Sharing | |
| • UNE ISDN Loops | |
| • UNE Other Design | |
| • UNE Other Non-Design | |
| • Local Interoffice Transport | |
| • Local Interconnection Trunks | Trunks: - 85% within 4 Days |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Fully Mechanized | 97% within 1 hour |
| • Partially Mechanized | 90% within 7 hours |
| • Non-Mechanized | 95% within 24 hours |

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# O-9: Firm Order Confirmation Timeliness



## Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR or ASR to the distribution of a Firm Order Confirmation.

## Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM

  From 7:00 PM Saturday until 7:00 AM Monday.

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM

  From 6:00 PM Friday until 8:00 AM Monday.

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

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

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

## Business Rules

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator, LENS or TAG.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, LENS, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately.

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## Calculation

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

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt

**Average FOC Interval** = (c ÷ d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

**FOC Interval Distribution (for each interval)** = (e ÷ f) X 100

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

## Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - <= 1 hour
  >1 - <= 3 hours
  0 - <= 3 hours
  >3 - <= 6 hours
  >6 hours
- Partially Mechanized:
  0 - <= 1 hour
  >1 - <= 5 hours
  0 - <= 7 hours
  >5 - <= 7 hours
  >7 - <= 15 hours
  > 15 hours
- Non-Mechanized
  0 - <= 1 hour
  >4 - <= 10 hours
  >10 - <= 24 hours
  0 - <= 24 hours
  > 24 hours
- Trunks:
  0 - <= 5 days
  >5 - <= 10 days
  0 - <= 10 days
  >10 - <= 15 days
  >15 - <= 20 days
  >20 days

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## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale – Residence | Mechanized: 95% Within 3 Hours |
| Resale – Business | Partially Mechanized: 90% within 7 hours |
| Resale – Design (Special) | Non-Mechanized: 95% Within 24 hours |
| Resale PBX | |
| Resale Centrex | |
| Resale ISDN | |
| LNP Standalone | |
| INP Standalone | |
| 2W Analog Loop Design | |
| 2W Analog Loop Non-Design | |
| 2W Analog Loop With INP Design | |
| 2W Analog Loop With INP Non-Design | |
| 2W Analog Loop With LNP Design | |
| 2W Analog Loop With LNP Non-Design | |
| UNE Loop + Port Combinations | |
| Switch Ports | |
| UNE Enhanced Extended Link/Non-Switched Combination | |
| UNE Combination Other | |
| UNE xDSL (ADSL, HDSL, UCL) | |
| Line Sharing | |
| UNE ISDN Loops | |
| UNE Other Design | |
| UNE Other Non-Design | |
| Local Interoffice Transport | |
| Local Interconnection Trunks | Trunks: - 95% within 10 days |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Fully Mechanized | 95% Within 3 hours |
| Partially Mechanized | 90% within 7 hours |
| Non-Mechanized | 95% Within 24 hours |
| IC Trunks | 95% Within 10 days |

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



## Definition

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

## Exclusions

- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests
- Scheduled OSS Maintenance

## Business Rules

This measurement combines four intervals:

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

## Calculation

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

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

**Average Interval** = (c ÷ d)

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

**Percent Within Interval** = (e ÷ f) X 100

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

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Intervals
  0 – <= 3 days
  >3 – <= 5 days
  0 – <= 5 days

[1] *See O-9 for FOC Timeliness*

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>5 – <= 7 days
>7 – <= 10 days
>10 – <= 15 days
>15 days

- Average Interval measured in days

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops) | 95% Returned Within 4 Business Days |
| • Unbundled Interoffice Transport | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# O-11: Firm Order Confirmation and Reject Response Completeness



## Definition

A response is expected from BellSouth for every Local Service Request transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

## Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified

## Business Rules

**Mechanized –** The number of FOCs or Auto Clarifications sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).

**Partially Mechanized –** The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.

**Total Mechanized –** The number of the combination of Fully Mechanized and Partially Mechanized LSRs

**Non-Mechanized –** The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

> **Note**: Manual (Non-Mechanized) LSRs have no version control by the very nature of the manual process, therefore, non-mechanized LSRs are not captured by this report.

**For CLEC Results:**

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

## Calculation

**Single FOC/Reject Response Expected**

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

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

## Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- State and Region
- CLEC Specific
- CLEC Aggregate
- BellSouth Specific

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## Data Retained

### Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- Total Number of FOCs

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | 97% Returned |
| Resale Business | |
| Resale Design | |
| Resale PBX | |
| Resale Centrex | |
| Resale ISDN | |
| LNP Standalone | |
| INP Standalone | |
| 2W Analog Loop Design | |
| 2W Analog Loop Non – Design | |
| 2W Analog Loop With INP Design | |
| 2W Analog Loop With INP Non – Design | |
| 2W Analog Loop With LNP Design | |
| 2W Analog Loop With LNP Non – Design | |
| UNE Loop and Port Combinations | |
| Switch Ports | |
| UNE Combination Other | |
| UNE xDSL (ADSL, HDSL, UCL) | |
| Line Sharing | |
| UNE ISDN Loops | |
| UNE Other Design | |
| UNE Other Non - Design | |
| Local Interoffice Transport | |
| Local Interconnection Trunks | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Fully Mechanized | 97% Returned |



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# O-12: Speed of Answer in Ordering Center



## Definition

Measures the average time a customer is in queue.

## Exclusions

None

## Business Rules

The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BellSouth service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

## Calculation

**Speed of Answer in Ordering Center** = (a ÷ b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

## Report Structure

Aggregate
- CLEC – Local Carrier Service Center
- BellSouth
  - Business Service Center
  - Residence Service Center

**Note**: Combination of Residence Service Center and Business Service Center data.

## Data Retained

### Relating to CLEC Experience

- Mechanized tracking through LCSC Automatic Call Distributor

### Relating to BellSouth Performance

- Mechanized tracking through BellSouth Retail center support system

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Aggregate | |
| • CLEC – Local Carrier Service Center | Parity with Retail |
| • BellSouth | |
| - Business Service Center | |
| - Residence Service Center | |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# Section 3: Provisioning

## P-1: Mean Held Order Interval & Distribution Intervals



### Definition

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

### Exclusions

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc. which may be coded C, N, R, or T).
- Disconnect Orders

### Business Rules

**Mean Held Order Interval:** This metric is computed at the close of each report 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 such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays.

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

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

### Calculation

**Mean Held Order Interval** = a ÷ b

- a = Sum of held-over-days for all Past Due Orders Held with a BellSouth Missed Appointment from the earliest BellSouth Missed Appointment
- b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

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

- c = # of Orders Held for >= 15 days or # of Orders Held for >= 90 days
- d = Total # of Past Due Orders Held and Pending But Not Completed

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Circuit Breakout < 10, >= 10 (except trunks)

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## Data Retained

### Relating to CLEC Experience

- Report month
- CLEC Order Number and PON (PON)
- Order Submission Date (TICKET_ID)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Hold Reason
- Total line/circuit count
- Geographic Scope

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

### Relating to BellSouth Performance

- Report month
- BellSouth Order Number
- Order Submission Date
- Committed Due Date
- Service Type
- Hold Reason
- Total line/circuit count
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Retail Residence |
| Resale Business | Retail Business |
| Resale Design | Retail Design |
| Resale PBX | Retail PBX |
| Resale Centrex | Retail Centrex |
| Resale ISDN | Retail ISDN |
| LNP (Standalone) | Retail Residence and Business (POTS) |
| INP (Standalone) | Retail Residence and Business (POTS) |
| 2W Analog Loop Design | Retail Residence and Business Dispatch |
| 2W Analog Loop-Non-Design | Retail Residence and Business - POTS Excluding Switch-Based Orders |
| 2W Analog Loop With LNP - Design | Retail Residence and Business Dispatch |
| 2W Analog Loop With LNP- Non-Design | Retail Residence and Business - POTS Excluding Switch-Based Orders |
| 2W Analog Loop With INP-Design | Retail Residence and Business Dispatch |
| 2W Analog Loop With INP-Non-Design | Retail Residence and Business - POTS Excluding Switch-Based Orders |
| UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Switch Ports | Retail Residence and Business (POTS) |
| UNE Combo Other | Retail Residence, Business and Design Dispatch |
| UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| UNE ISDN | Retail ISDN – BRI and PRI |
| UNE Line Sharing | ADSL Provided to Retail |
| UNE Other Design | Retail Design |
| UNE Other Non-Design | Retail Residence and Business |
| Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| Local Interconnection Trunks | Parity with Retail |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# P-2A: Jeopardy Notice Interval



## Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the due date of the service order.

## Exclusions

- Orders held for CLEC end user reasons
- Disconnect Orders
- Orders with Jeopardy Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with due date of <= 48 hours.

## Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunk results are usually zero as these trunks seldom experience facility delays. The committed due date is considered the confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

## Calculation

**Jeopardy Interval** = a - b

- a = Date and Time of Jeopardy Notice
- b = Date and Time of Scheduled Due Date on Service Order

**Average Jeopardy Interval** = c ÷ d

- c = Sum of all jeopardy intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

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

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**Relating to BellSouth Performance**

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Average Jeopardy Notice Interval | 95% >= 48 Hours |
| Resale Residence | 95% >= 48 Hours |
| Resale Business | 95% >= 48 Hours |
| Resale Design | 95% >= 48 Hours |
| Resale PBX | 95% >= 48 Hours |
| Resale Centrex | 95% >= 48 Hours |
| Resale ISDN | 95% >= 48 Hours |
| LNP (Standalone) | 95% >= 48 Hours |
| INP (Standalone) | 95% >= 48 Hours |
| 2W Analog Loop Design | 95% >= 48 Hours |
| 2W Analog Loop Non-Design | 95% >= 48 Hours |
| 2W Analog Loop with LNP Design | 95% >= 48 Hours |
| 2W Analog Loop with LNP Non-Design | 95% >= 48 Hours |
| 2W Analog Loop with INP Design | 95% >= 48 Hours |
| 2W Analog Loop with INP Non-Design | 95% >= 48 Hours |
| UNE Digital Loop < DS1 | 95% >= 48 Hours |
| UNE Digital Loop >= DS1 | 95% >= 48 Hours |
| UNE Loop + Port Combinations | 95% >= 48 Hours |
| UNE Switch Ports | 95% >= 48 Hours |
| UNE Combo Other | 95% >= 48 Hours |
| UNE xDSL (HDSL, ADSL and UCL) | 95% >= 48 Hours |
| UNE ISDN | 95% >= 48 Hours |
| UNE Line Sharing | 95% >= 48 Hours |
| UNE Other Design | 95% >= 48 Hours |
| UNE Other Non -Design | 95% >= 48 Hours |
| Local Transport (Unbundled Interoffice Transport) | 95% >= 48 Hours |
| Local Interconnection Trunks | 95% >= 48 Hours |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# P-2B: Percentage of Orders Given Jeopardy Notices



## Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

## Exclusions

- Orders held for CLEC end user reasons
- Disconnect Orders

## Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunk results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

## Calculation

**Percent of Orders Given Jeopardy Notice** = (a ÷ b) X 100

- a = Number of Orders Given Jeopardy Notices in Reporting Period
- b = Number of Orders Confirmed (due) in Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch Orders
- Orders (Mechanized and Non-Mechanized)

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

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

### Relating to BellSouth Performance

- Report Month

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- BellSouth Order Number
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| % Orders Given Jeopardy Notice | |
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with LNP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with LNP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with INP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with INP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN | Retail ISDN - BRI and PRI |
| • UNE Line Sharing | ADSL Provided to Retail |
| • UNE Other Design | Retail Design |
| • UNE Other Non -Design | Retail Residence and Business |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# P-3: Percent Missed Installation Appointments

## Definition

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

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be coded C, N, R, or T)
- Disconnect Orders
- End User Misses

## Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be included and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

## Calculation

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

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >= 10 lines/circuits (except trunks)
- Dispatch/No Dispatch

**Report Explanation**: The difference between End User MA and Total MA is the result of BellSouth caused misses. Here, Total MA is the total percent of orders missed either by BellSouth or CLEC end user. The End User MA represents the percentage of orders missed by the CLEC or their end user.

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)

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- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

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

**Relating to BellSouth Performance**

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

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop With LNP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop With LNP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop With INP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop With INP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| - Dispatch Out | - Dispatch Out |
| - Non-Dispatch | - Non-Dispatch |
| - Dispatch In | - Dispatch In |
| - Switch-Based | - Switch-Based |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Enhanced Extended Link/Non-Switched Combination | Retail DS1/DS3 |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL (With Dispatch) Provided to Retail |
| • UNE ISDN | Retail ISDN – BRI and PRI |
| • UNE UDC/IDSL | Retail ISDN – BRI and PRI |
| • UNE Line Sharing | ADSL Provided to Retail |
| • UNE Line Splitting | ADSL Provided to Retail |

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- UNE Other Design .....Retail Design
- UNE Other Non - Design .....Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) .....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .....Parity with Retail

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Resale POTS | Retail Residence and Business (POTS) |
| Resale Design | Retail Design |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Loops | Retail Residence and Business Dispatch |
| UNE xDSL | ADSL Provided to Retail |
| UNE Line Sharing | ADSL Provided to Retail |
| LNP (Standalone) | 95% Due Dates Met[2] |
| Local Interconnection Trunks | Parity with Retail |



[2] For LNP only: Due to data structure issues, BellSouth is using a benchmark comparsion for SEEM rather than the Truncated Z as stated in the Order.

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# P-4A: Average Completion Interval (OCI) & Order Completion Interval Distribution

## Definition

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

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be coded C, N, R, or T)
- Disconnect Orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Non-business days are excluded from the internal calculation

## Business Rules

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

The interval breakout for Residence, Business, and UNE is 0, 1, 2, 3, 4, 5, >5 and Design is 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, 30 = 30 and greater.

## Calculation

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

- a = Completion Date
- b = Order Issue Date

**Average Completion Interval** = (c ÷ d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

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

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

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch / No Dispatch categories applicable to all levels except trunks
- Residence, Business and UNE reported in day intervals = 0,1,2,3,4,5, >5

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- Design reported in day intervals =0-5,5-10,10-15,15-20,20-25,25-30, >= 30
- All Levels are reported <10 lines/circuits; >= 10 lines/circuits (except trunks)
- ISDN Orders included in Non-Design

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time (TICKET_ID)
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Geographic Scope

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

### Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Application Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W Analog Loop Design | Retail Residence and Business (POTS) Plus One Day |
| • 2W Analog Loop Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop with LNP Design | Retail Residence and Business (POTS) Plus One Day |
| • 2W Analog Loop with LNP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop with INP Design | Retail Residence and Business (POTS) Plus One Day |
| • 2W Analog Loop with INP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| - Dispatch Out | - Dispatch Out |
| - Non-Dispatch | - Non-Dispatch |
| - Dispatch In | - Dispatch In |
| - Switch-Based | - Switch-Based |
| • UNE Switch Ports | Retail Residence and Business (POTS) |

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- UNE Enhanced Extended Link/Non-Switched Combination.....30% within 5 Days and 70% within 8 Days
- UNE Combo Other .....Retail Residence, Business and Design Dispatch (IncludingDispatch Out and Dispatch In)
  - Dispatch .....- Dispatch
  - Non-Dispatch (Dispatch In) .....- Non-Dispatch (Dispatch In)
- UNE xDSL (HDSL, ADSL and UCL) without conditioning.....6 Days
- UNE xDSL (HDSL, ADSL and UCL) with conditioning.....12 Days
- UNE UCL-Non-Designed.....5 Days
- UNE ISDN.....Retail ISDN BRI and PRI
- UNE UDC/IDSL.....Retail ISDN BRI and PRI
- UNE Line Sharing .....ADSL Provided to Retail
- UNE Line Splitting .....ADSL Provided to Retail
- UNE Other Design.....Retail Design
- UNE Other Non-Design .....Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks .....Parity with Retail

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Resale POTS | Retail Residence and Business (POTS) |
| Resale Design | Retail Design |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Loop Non-Design | Retail Residence and Business Dispatch |
| UNE Loop Design | Retail Residence and Business (POTS) Plus One Day |
| UNE xDSL without conditioning | 6 Days |
| UNE xDSL with conditioning | 12 Days |
| UNE Line Sharing | ADSL Provided to Retail |
| Local Interconnection Trunks | Parity with Retail |
| UNE Enhanced Extended Link/Non-Switched Combination | 30% within 5 Days and 70% within 8 Days |



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# P-4B: Firm Order Average Completion Interval (OCI) & Order Completion Interval Distribution



## Definition

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

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be coded C, N, R, or T).
- Disconnect Orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Rejected LSRs
- Non-business days are excluded from the interval calculation
- LSRs which are identified and classified as "Projects"

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

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

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

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

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

## Business Rules

For CLEC orders, the actual FOC and completion interval is determined for each order processed during the reporting period. For CLEC orders, the clock starts when BellSouth first receives a valid LSR or ASR and stops when the technician or system completes the order in SOCS. The start time for the completion interval for BellSouth retail orders is the timestamp of the first entry into SOCS and the stop time is when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

## Calculation

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

- a = Completion Date
- b = Receipt of a valid LSR/ASR (CLEC orders); Earliest timestamp in SOCS + FOC (for BellSouth orders)

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**Firm Order Average Completion Interval** = (c ÷ d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

**Firm Order Completion Interval Distribution (for each interval)** = (e ÷ f) X 100

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

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Interval for FOC
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Geographic Scope

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

### Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| Disaggregation | Analog/Benchmark (OCI) |
|---|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W Analog Loop Design | Retail Residence and Business (POTS) Plus One Day |
| • 2W Analog Loop Non-Design | Retail Residence and Business - POTS Excluding Switch-Based Orders |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |

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- 2W Analog Loop With LNP–Design ..... Retail Residence and Business (POTS) Plus One Day
- 2W Analog Loop With LNP- Non-Design ..... Retail Residence and Business (POTS) Excluding – Switch-Based Orders
  - Dispatch ..... - Dispatch
  - Non-Dispatch (Dispatch In) ..... - Non-Dispatch (Dispatch In)
- 2W Analog Loop With INP-Design ..... Retail Residence and Business (POTS) Plus One Day
- 2W Analog Loop With INP-Non-Design ..... Retail Residence and Business (POTS) Excluding – Switch-Based Orders
  - Dispatch ..... - Dispatch
  - Non-Dispatch (Dispatch In) ..... - Non-Dispatch (Dispatch In)
- UNE Digital Loop < DS1 ..... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations ..... Retail Residence and Business
  - Dispatch Out ..... - Dispatch Out
  - Non Dispatch ..... - Non Dispatch
  - Dispatch In ..... - Dispatch In
  - Switch Based ..... - Switch Based
- UNE Switch Ports ..... Retail Residence and Business (POTS)
- UNE Enchanced Extended Link/Non-Switched Combination ..... 30% within 5 Days and 70% within 8 Days
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
  - Dispatch ..... - Dispatch
  - Non-Dispatch (Dispatch In) ..... - Non-Dispatch (Dispatch In)
- UNE xDSL (HDSL, ADSL and UCL)
  - Without Conditioning ..... 6 Days
  - With Conditioning ..... 12 Days
- UNE UCL-Non-Designed ..... 5 Days
- UNE ISDN ..... Retail ISDN BRI and PRI
- UNE UDC/IDSL ..... Retail ISDN BRI and PRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail

## SEEM Measure

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

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

- Not Applicable ..... Not Applicable



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# P-5: Average Completion Notice Interval



## Definitions

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

## Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be coded C, N, R, or T).
- Disconnect Orders

## Business Rules

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

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was delivered to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end timestamp will be timestamp of order update to C-SOTS system. For the retail analogue, the start time is when the technician completes the order and the end time is 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 Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Reporting intervals in Hours; 0,1-2,2-4,4-8,8-12,12-24, >= 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0-.99; 1-2 =1-1.99; 2-4 = 2-3.99, etc.)
- Reported in categories of <10 line / circuits; >= 10 line/circuits (except trunks)

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)

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- Work Completion Date (cmpltn_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

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

**Relating to BellSouth Performance**

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

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

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop With LNP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop With LNP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop With INP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop With INP Non-Design | Retail Residence and Business (POTS Excluding Switch- Based Orders) |
| - Dispatch | Dispatch |
| - Non-Dispatch (Dispatch In) | Non-Dispatch (Dispatch In) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| - Dispatch Out | - Dispatch Out |
| - Non-Dispatch | - Non-Dispatch |
| - Dispatch In | - Dispatch In |
| - Switch-Based | - Switch-Based |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Enhanced Extended Link/Non-Switched Combination | Retail DS1/DS3 |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL (With Dispatch) Provided to Retail |

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

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | ..... | ..... | ..... |

## SEEM Disaggregation - Analog/Benchmark

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



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



## Definition

This Report measures the interval from the FOC end timestamp on the LSR until 5:00 P.M. on the original committed due date of a service order. The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

## Exclusions

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

## Business Rules

**For CLEC Results:**

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

**For BellSouth Results:**

BellSouth does not provide a FOC to its retail customers.

## Calculation

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

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

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

- Committed Due Date (DD)
- FOC End Timestamp
- Report Month
- CLEC Order Number and PON
- Geographic Scope
  - State / Region

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**Relating to BellSouth Performance**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Diagnostic |
| Resale Business | |
| Resale Design | |
| Resale PBX | |
| Resale Centrex | |
| Resale ISDN | |
| LNP (Standalone) | |
| INP (Standalone) | |
| 2W Analog Loop Design | |
| 2W Analog Loop-Non-Design | |
| 2W Analog Loop Design With LNP | |
| 2W Analog Loop Non-Design With LNP | |
| 2W Analog Loop Design With INP | |
| 2W Analog Loop Non-Design With INP | |
| UNE Digital Loop < DS1 | |
| UNE Digital Loop >=DS1 | |
| UNE Loop + Port Combinations | |
| UNE Switch ports | |
| UNE Combo Other | |
| UNE xDSL (HDSL, ADSL and UCL) | |
| UNE ISDN | |
| UNE Line Sharing | |
| UNE Other Design | |
| UNE Other Non -Design | |
| Local Transport (Unbundled Interoffice Transport) | |
| Local Interconnection Trunks | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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

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# P-7: Coordinated Customer Conversions Interval

## Definition

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

## Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.

## Business Rules

When the service order includes INP, the interval includes the total time for the cut over including the translation time to place the line back in service on the ported line. When the service order includes LNP, the interval only includes the total time for the cut over (the port of the number is controlled by the CLEC). The interval is calculated for the entire cut over time for the service order and then divided by items worked in that time to give the average per-item interval for each service order.

## Calculation

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

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

**Percent Coordinated Customer Conversions (for each interval)** = (c ÷ d) X 100

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is 0-5 = 0-4.99, 5-15 = 5-14.99, >= 15 = 15 and greater, plus Overall Average Interval.

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Cut over Start Time
- Cut over Completion Time
- Portability Start and Completion Times (INP orders)
- Total Conversions (Items)

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

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**Relating to BellSouth Performance**

- No BellSouth Analog Exists

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Unbundled Loops with INP | 95% <= 15 minutes |
| • Unbundled Loops with LNP | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Unbundled Loops | 95% <= 15 minutes |



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# P-7A: Coordinated Customer Conversions – Hot Cut Timeliness% Within Interval and Average Interval



## Definition

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

## Exclusions

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

## Business Rules

This report measures whether BellSouth begins the cut over of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cut over start time, the measurement will calculate the percent within interval and the average interval. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the interval. <= 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, <= 30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time.

## Calculation

**% within Interval** = (a ÷ b) X 100

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

**Interval** = (c - d)

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

**Average Interval** = (e ÷ f)

- e = Sum of all Intervals
- f = Total Number of Coordinated Unbundled Loop Orders for the reporting period.

## Report Structure

- CLEC Specific
- CLEC Aggregate
  Reported in intervals of early, on time and late cuts
  <15 minutes
  >15 minutes - <= 30 minutes
  >30 minutes - <= 60 minutes
  Overall Average Interval

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## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Cut over Scheduled Start Time
- Cut over Actual Start Time
- Total Conversions Orders

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

### Relating to BellSouth Performance

- No BellSouth Analog exists

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Product Reporting Level<br>- SL1 Time Specific<br>- SL1 Non-Time Specific<br>- SL2 Time Specific<br>- SL2 Non-Time Specific | 95% Within + or – 15 minutes of Scheduled Start Time |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • UNE Loops | 95% Within + or – 15 minutes of Scheduled Start Time |



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



## Definition

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

## Exclusions

- Cutovers where service outages are due to CLEC caused reasons
- Cutovers where service outages are due to end-user caused reasons

## Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

## Calculation

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

- a = Date & Time That Trouble is Closed by CLEC
- b = Date & Time Initial Trouble is Opened with BellSouth

**Average Recovery Time** = (c ÷ d)

- c = Sum of all the Recovery Times
- d = Number of Troubles per circuit Referred to BellSouth

## Report Structure

- CLEC Specific
- CLEC Aggregate

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- CLEC Acceptance Conflict (CLEC_CONFLICT)
- CLEC Conflict Resolved (CLEC_RESOLVE)
- CLEC Conflict MFC (CLEC_CONFLICT_MFC)
- Total Conversion Orders

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

### Relating to BellSouth Performance

- None

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## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Unbundled Loops with INP | Diagnostic |
| • Unbundled Loops with LNP | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# P-7C: Hot Cut Conversions - % Provisioning Troubles Received Within 7 days of a completed Service Order



## Definition

Percent Provisioning Troubles received within 7 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion. Measures the quality and accuracy of Hot Cut Conversion Activities.

## Exclusions

- Any order canceled by the CLEC
- Troubles caused by Customer Provided Equipment or CLEC Equipment Trouble

## Business Rules

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

## Calculation

**% Provisioning Troubles within 7 days of service order completion** = (a ÷ b) X 100

- a = The sum of all Hot Cut Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of Hot Cut service order circuits completed in the previous report calendar month

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- Total Conversion Circuits

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

### Relating to BellSouth Performance

- No BellSouth Analog exists

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## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • UNE Loop Design | <= 5% |
| • UNE Loop Non-Design | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • UNE Loops | <= 5% |



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

## Definition

The loop will be considered successfully cooperatively tested when both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR73600.

## Exclusions

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

## Business Rules

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

## Calculation

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

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

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop tested

## Data Retained

### Relating to CLEC Experience

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

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

### Relating to BellSouth Performance

- No BellSouth analog exists

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## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • UNE xDSL | 95% of Lines Tested |
| - ADSL | |
| - HDSL | |
| - UCL | |
| - OTHER | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • UNE xDSL | 95% of Lines Tested |

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

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# P-9: % Provisioning Troubles within 30 days of Service Order Completion



## Definition

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be coded C, N, R, or T).
- Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment Trouble.

## Business Rules

Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

## Calculation

**% Provisioning Troubles within 30 days of Service Order Activity** = (a ÷ b) X 100

- a = Trouble reports on all completed orders 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks)
- Dispatch / No Dispatch (except trunks)

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

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

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**Relating to BellSouth Performance**

- Report Month
- BellSouth Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop With LNP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop With LNP Non-Design | Retail Residence and Business - (POTS Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • 2W Analog Loop With INP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop With INP Non-Design | Retail Residence and Business - (POTS - Excluding Switch-Based Orders) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL provided to Retail |
| • UNE ISDN | Retail ISDN BRI and PRI |
| • UNE Line Sharing | ADSL Provided to Retail |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| - Dispatch Out | - Dispatch Out |
| - Non-Dispatch | - Non-Dispatch |
| - Dispatch In | - Dispatch In |
| - Switch-Based | - Switch-Based |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) |
| - Dispatch | - Dispatch |
| - Non-Dispatch (Dispatch In) | - Non-Dispatch (Dispatch In) |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • UNE Other Non -Design | Retail Residence and Business |
| • UNE Other Design | Retail Design |
| • Local Interconnection Trunks | Parity with Retail |



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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Resale POTS | Retail Residence and Business (POTS) |
| • Resale Design | Retail Design |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE Loops | Retail Residence and Business Dispatch |
| • UNE xDSL | ADSL Provided to Retail |
| • UNE Line Sharing | ADSL Provided to Retail |
| • Local Interconnection Trunks | Parity with Retail |



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# P-11: Service Order Accuracy

## Definition

The Service Order Accuracy measurement 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 by a BellSouth service representative in the LCSC are measured.

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, orders using test OCNs, which may be coded C, N, R or T etc.)
- Disconnect Orders
- CLEC LSRs submitted manually (FAX or Courier)
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow Through)

## Business Rules

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

### Selected CLEC-Affecting Service Attributes

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

### BellSouth LSR Fields

The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, if any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure. An example would be LCSC/System workarounds, which will be identified in a document posted on the interconnection website. CLECs may discuss any of the posted LCSC/System Workarounds during the regular PMAP notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Delivery Address
  - Listing Activity
  - Alphanumeric Listing Identifier Code
  - Record Type
  - Listing Type
  - Listed Telephone Number
  - Listed Name, Last Name
  - Listed Name, First Name
  - Address Indicator



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- Listed Address House Number
- Listed Address House Number Suffix
- Listed Address Street Directional
- Listed Address Street Name
- Listed Address Thoroughfare
- Listed Address Street Suffix
- Listed Address Locality
- Yellow Pages Heading

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

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

## Calculation

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

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

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Retaining to CLEC Experience

- Report Month
- CLEC Order Number (PON)
- Local Service Request (LSR) Number



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- BellSouth Service Order Number
- BellSouth Service Order Completion Date
- Service Type (Resale, UNE, UNE-P)
- Standard Order Activity

**Retaining to CLEC Experience**

- No BellSouth Analog Exists

## SQM Disaggregation – Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation – Analog/Benchmark

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



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# P-13B: Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

## Definition

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

## Exclusions

- Excludes Remote Call Forwarding, DIDs and ISDN Data TNs.
- Excludes CLEC or Customer caused misses or delays

## Business Rules

Obtain number of LNP TNs where the 10-digit trigger was applied prior to due date, and the total number of LNP TNs where the 10-digit trigger was applicable.

## Calculation

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

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

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- SOCS Completion Date and Timestamp
- CLEC Activate Message

## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

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## SEEM Disaggregation - Analog/Benchmark

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

P-13B: Percentage of Time Bellsouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

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# P-13C: Percent Out of Service < 60 Minutes



## Definition

The Number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.

## Exclusions

- CLEC-caused errors
- NPAC-caused errors unless caused by BellSouth
- Stand Alone LNP Orders with more than 500 number activations

## Business Rules

The Start Time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End Time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes.

## Calculation

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

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

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- SOCS Completion Date and Timestamp
- CLEC Activate Message

## SQM Disaggregation - Analog/Benchmark

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

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# P-13D: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)



## Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be coded C, N, R or T).
- CLEC-caused errors
- NPAC-caused errors, unless caused by BellSouth
- Incomplete Ports where only a subset of activate messages have been received compared with the LSR and create messages.
- Orders which are candidates for 10-digit triggers, except those that did not receive 10-digit triggers prior to the port out date.

## Business Rules

The Disconnect Timeliness Interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness Interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each number on the service order is disconnected by the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.

## Calculation

**Disconnect Timeliness Interval** = (a - b)

- a = Completion Date and Time in Central Office switch for each number on a disconnect order.
- b = Valid 'Number Ported' message received date & time

**Average Disconnect Timeliness Interval** = (c ÷ d)

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

**Disconnect Timeliness Interval Distribution (for each interval)** = (e ÷ f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnect numbers completed in reporting period.

## Report Structure

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

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## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- SOCS Completion Date and Timestamp
- CLEC Activate Message

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Retail Analog/Benchmark |
|---|---|
| • LNP | 95% Within 12 Hours |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • LNP | 95% Within 12 Hours |



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# Section 4: Maintenance & Repair

## M&R-1: Missed Repair Appointments



### Definition

The percent of trouble reports not cleared by the committed date and time.

### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

### Business Rules

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

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

### Calculation

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

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Trouble reports closed in Reporting Period

### Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

### Data Retained

#### Relating to CLEC Experience

- Report month
- CLEC Company Name
- Submission Date & Time (TICKET_ID)
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- Geographic Scope

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

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**Relating to BellSouth Performance**

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

## SQM Disaggregation - Retail Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Retail Residence |
| Resale Business | Retail business |
| Resale Design | Retail Design |
| Resale PBX | Retail PBX |
| Resale Centrex | Retail Centrex |
| Resale ISDN | Retail ISDN |
| LNP (Standalone) (Not Available in Maintenance) | Not Applicable |
| 2W Analog Loop Design | Retail Residence & Business Dispatch |
| 2W Analog Loop Non – Design | Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| UNE Loop + Port Combinations | Retail Residence & Business |
| UNE Switch Ports | Retail Residence & Business (POTS) |
| UNE Combo Other | Retail Residence, Business and Design Dispatch |
| UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| UNE ISDN | Retail ISDN – BRI |
| UNE Line Sharing | ADSL Provided to Retail |
| UNE Other Design | Retail Design |
| UNE Other Non – Design | Retail Residence & Business |
| Local Interconnection Trunks | Parity with Retail |
| Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Resale POTS | Retail Residence and Business (POTS) |
| Resale Design | Retail Design |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Loops | Retail Residence and Business Dispatch |
| UNE xDSL | ADSL Provided to Retail |
| UNE Line Sharing | ADSL Provided to Retail |
| Local Interconnection Trunks | Parity with Retail |

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# M&R-2: Customer Trouble Report Rate

## Definition

Percent of initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service.

## Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

## Business Rules

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

## Calculation

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

- a = Count of Initial and Repeated Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

## Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

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

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

### Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Ticket Submission Date & Time
- Ticket Completion Date
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)

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- Trouble Code (Design and Trunking Services)
- # Service Access Lines in Service at the end of period
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Retail Residence |
| Resale Business | Retail Business |
| Resale Design | Retail Design |
| Resale PBX | Retail PBX |
| Resale Centrex | Retail Centrex |
| Resale ISDN | Retail ISDN |
| LNP (Standalone) (Not Available in Maintenance) | Not Applicable |
| 2W Analog Loop Design | Retail Residence & Business Dispatch |
| 2W Analog Loop Non – Design | Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| UNE Loop + Port Combinations | Retail Residence & Business |
| UNE Switch Ports | Retail Residence & Business (POTS) |
| UNE Combo Other | Retail Residence, Business and Design Dispatch |
| UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| UNE ISDN | Retail ISDN – BRI |
| UNE Line Sharing | ADSL Provided to Retail |
| UNE Other Design | Retail Design |
| UNE Other Non – Design | Retail Residence & Business |
| Local Interconnection Trunks | Parity with Retail |
| Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Resale POTS | Retail Residence and Business (POTS) |
| Resale Design | Retail Design |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Loops | Retail Residence and Business Dispatch |
| UNE xDSL | ADSL Provided to Retail |
| UNE Line Sharing | ADSL Provided to Retail |
| Local Interconnection Trunks | Parity with Retail |



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# M&R-3: Maintenance Average Duration

## Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

## Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

## Business Rules

For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

## Calculation

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

- a = Date and Time of Service Restoration
- b = Date and Time Trouble Ticket was Opened

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

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Troubles in the reporting period

## Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

- Report Month
- Total Tickets (LINE_NBR)
- CLEC Company Name
- Ticket Submission Date & Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- Geographic Scope

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

### Relating to BellSouth Performance

- Report Month
- Total Tickets



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

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Retail Residence |
| Resale Business | Retail Business |
| Resale Design | Retail Design |
| Resale PBX | Retail PBX |
| Resale Centrex | Retail Centrex |
| Resale ISDN | Retail ISDN |
| LNP (Standalone) (Not Available in Maintenance) | Not Applicable |
| 2W Analog Loop Design | Retail Residence & Business Dispatch |
| 2W Analog Loop Non – Design | Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| UNE Loop + Port Combinations | Retail Residence & Business |
| UNE Switch Ports | Retail Residence & Business (POTS) |
| UNE Combo Other | Retail Residence, Business and Design Dispatch |
| UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| UNE ISDN | Retail ISDN – BRI |
| UNE Line Sharing | ADSL Provided to Retail |
| UNE Other Design | Retail Design |
| UNE Other Non – Design | Retail Residence & Business |
| Local Interconnection Trunks | Parity with Retail |
| Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Resale POTS | Retail Residence and Business (POTS) |
| Resale Design | Retail Design |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Loops | Retail Residence and Business Dispatch |
| UNE xDSL | ADSL Provided to Retail |
| UNE Line Sharing | ADSL Provided to Retail |
| Local Interconnection Trunks | Parity with Retail |

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

## Definition

Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed reported.

## Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

## Business Rules

Includes Customer trouble reports received within 30 days of an original Customer trouble report

## Calculation

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

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days
- b = Total Trouble Reports Closed in Reporting Period

## Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

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

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

### Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time

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- Ticket Completion Date
- Ticket Completion Time
- Total and Percent Repeat Trouble Reports within 30 Days
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Retail Residence |
| Resale Business | Retail Business |
| Resale Design | Retail Design |
| Resale PBX | Retail PBX |
| Resale Centrex | Retail Centrex |
| Resale ISDN | Retail ISDN |
| LNP (Standalone) (Not Available in Maintenance) | Not Applicable |
| 2W Analog Loop Design | Retail Residence & Business Dispatch |
| 2W Analog Loop Non – Design | Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| UNE Loop + Port Combinations | Retail Residence & Business |
| UNE Switch Ports | Retail Residence and Business (POTS) |
| UNE Combo Other | Retail Residence, Business & Design Dispatch |
| UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| UNE ISDN | Retail ISDN – BRI |
| UNE Line Sharing | ADSL Provided to Retail |
| UNE Other Design | Retail Design |
| UNE Other Non – Design | Retail Residence & Business |
| Local Interconnection Trunks | Parity with Retail |
| Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| Resale POTS | Retail Residence and Business (POTS) |
| Resale Design | Retail Design |
| UNE Loop + Port Combinations | Retail Residence and Business |
| UNE Loops | Retail Residence and Business Dispatch |
| UNE xDSL | ADSL Provided to Retail |
| UNE Line Sharing | ADSL Provided to Retail |
| Local Interconnection Trunks | Parity with Retail |



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

## Definition

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

## Exclusions

- Trouble Reports canceled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

## Business Rules

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

## Calculation

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

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

## Report Structure

- Dispatch / Non - Dispatch
- CLEC Specific
- BellSouth Aggregate
- CLEC Aggregate

## Data Retained

### Relating to CLEC Experience

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

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

### Relating to BellSouth Experience

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission time

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- Ticket Completion Date
- Ticket Completion Time
- Percent of Customer Troubles out of Service > 24 Hours
- Service type
- Disposition and Cause (Non-Design/Non-Special only)
- Trouble Code (Design and Trunking Services)
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Resale Residence | Retail Residence |
| Resale Business | Retail Business |
| Resale Design | Retail Design |
| Resale PBX | Retail PBX |
| Resale Centrex | Retail Centrex |
| Resale ISDN | Retail ISDN |
| LNP (Standalone) (Not Available in Maintenance) | Not Applicable |
| 2W Analog Loop Design | Retail Residence & Business Dispatch |
| 2W Analog Loop Non – Design | Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| UNE Loop + Port Combinations | Retail Residence & Business |
| UNE Switch Ports | Retail Residence & Business (POTS) |
| UNE Combo Other | Retail Residence, Business and Design Dispatch |
| UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| UNE ISDN | Retail ISDN – BRI |
| UNE Line Sharing | ADSL Provided to Retail |
| UNE Other Design | Retail Design |
| UNE Other Non – Design | Retail Residence & Business |
| Local Interconnection Trunks | Parity with Retail |
| Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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

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# M&R-6: Average Answer Time – Repair Centers



## Definition

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

## Exclusions

None

## Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call (abandoned calls are not included).

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

## Calculation

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

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

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

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

## Report Structure

- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

- CLEC Average Answer Time

### Relating to BellSouth Experience

- BellSouth Average Answer Time

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

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

### Retail Analog/Benchmark

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

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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

## Definition

This report measures the time it takes for the BellSouth Network Management Center (NMC) to notify the CLEC of major network outages.

## Exclusions

None

## Business Rules

BellSouth will inform the CLEC of any major network outages (key customer accounts) via a page or email. When the BellSouth NMC becomes aware of a network incident, the CLEC and BellSouth will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

The CLECs will be notified in accordance with the rules outlined in Appendix D of the CLEC "Customer Guide" which is published on the internet at: www.interconnection.bellsouth.com/guides/other_guides/html/gopue/indexf.htm.

## Calculation

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

- a = Date and Time BellSouth Notified CLEC
- b = Date and Time BellSouth Detected Network Incident

**Mean Time to Notify CLEC** = (c ÷ d)

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

## Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Experience

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



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## SQM Disaggregation - Analog/Benchmark

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

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# Section 5: Billing

## B-1: Invoice Accuracy



### Definition

This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.

### Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
- Test Accounts

### Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect.

### Calculation

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

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Billing Related Adjustments during current month

### Report Structure

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

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Invoice Type
  - UNE
  - Resale
  - Interconnection
- Total Billed Revenue
- Billing Related Adjustments

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**Relating to BellSouth Performance**

- Report month
- Retail Type
  - CRIS
  - CABS
- Total Billed Revenue
- Billing Related Adjustments

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Product / Invoice Type<br>- Resale<br>- UNE<br>- Interconnection | CLEC Invoice Accuracy is comparable to BellSouth Invoice Accuracy |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • CLEC State<br>• BellSouth State | Parity with Retail |



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# B-2: Mean Time to Deliver Invoices

## Definition

This report measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

## Exclusions

None

## Business Rules

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

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

## Calculation

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

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

**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
  - Region
  - State

## Data Retained

### Relating to CLEC Experience

- Report month
- Invoice Type
  - UNE
  - Resale
  - Interconnection
- Invoice Transmission Count
- Date of Scheduled Bill Close



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**Relating to BellSouth Performance**

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

## SQM Disaggregation - Analog/Benchmark

**SQM Level of Disaggregation**

Product / Invoice Type

- Resale
- UNE
- Interconnection

**SQM Analog/Benchmark**

- Parity with Retail

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| CLEC State<br>- CRIS<br>- CABS | Parity with Retail |
| BellSouth Region | |

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# B-3: Usage Data Delivery Accuracy



## Definition

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

## Exclusions

None

## Business Rules

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

## Calculation

**Usage Data Delivery Accuracy** = (a - b) ÷ a X 100

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

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- Report month
- Record Type

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | CLEC Usage Data Delivery Accuracy is comparable to BellSouth Usage Data Delivery Accuracy |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • CLEC State | Parity with Retail |
| • BellSouth Region | |



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# B-4: Usage Data Delivery Completeness



## Definition

This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

## Exclusions

None

## Business Rules

The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.

## Calculation

**Usage Data Delivery Completeness** = (a ÷ b) X 100

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | >= 98% Within 30 Calendar Days |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# B-5: Usage Data Delivery Timeliness

## Definition

This measurement provides a percentage of recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

## Exclusions

None

## Business Rules

The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

## Calculation

**Usage Data Delivery Timeliness Current Month** = (a ÷ b) X 100

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

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None



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## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | >= 95% Delivered Within 6 Calendar Days |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# B-6: Mean Time to Deliver Usage



## Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

## Exclusions

None

## Business Rules

The purpose of this measurement is to demonstrate the average number of days it takes BellSouth to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

## Calculation

**Mean Time to Deliver Usage** = (a x b) ÷ c

- a = Volume of Records Delivered
- b = Estimated number of days to deliver
- c = Total Record Volume Delivered

**Note:** Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

## Report Structure

- CLEC Aggregate
- CLEC Specific
- Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | <= 6 Calendar Days |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# B-7: Recurring Charge Completeness

## Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

## Exclusions

None

## Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

## Calculation

**Recurring Charge Completeness** = (a ÷ b) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the correct bill

[1]Correct bill = next available bill

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

- Report month
- Invoice type
- Total recurring charges billed
- Total billed on time

### Relating to BellSouth Performance

- Report month
- Retail Analog
- Total recurring charges billed
- Total billed on time

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Product/Invoice Type | |
| • Resale | Parity |
| • UNE | Benchmark 90% |
| • Interconnection | Benchmark 90% |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# B-8: Non-Recurring Charge Completeness

## Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

## Exclusions

None

## Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

## Calculation

**Non-Recurring Charge Completeness** = (a ÷ b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the correct bill

[1]Correct bill = next available bill

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

- Report month
- Invoice type
- Total non-recurring charges billed
- Total billed on time

### Relating to BellSouth Performance

- Report month
- Retail Analog
- Total non-recurring charges billed
- Total billed on time

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Product/Invoice Type | |
| • Resale | Parity |
| • UNE | Benchmark 90% |
| • Interconnection | Benchmark 90% |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

## Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors include (1) Pack Failure errors and (2) EMI content errors in records.

## Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

## Business Rules

This measure will provide the % of errors corrected in X Business Days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total record not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential.

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC.

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP website (http://pmap.bellsouth.com) and click the Documentation/Exhibits link, then select the "CLEC Problem/Issue/File Retransmission form".

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, but the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type of error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form.

Elapsed time is measure in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants.

## Calculation

**Timeliness of Daily Usage EMI Content Errors Corrected** = (a ÷ b) X 100

- a = Total number of Daily Usage Records with EMI Content Errors corrected in the reporting month within 10 Business Days
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reported month

**Timeliness of Daily Usage Pack Format Errors Corrected** = (a ÷ b) X 100

- a = Total number of Daily Usage Packs with Format Errors corrected in the reporting month within 10 Business Days
- b = Total number of Daily Usage Packs with Format Errors corrected in the reporting month

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B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

## Report Structure

- CLEC Specific
- Total number of BellSouth disputed Daily Usage Records with EMI Content Errors received in reporting month.
- Total number of Daily Usage Records with EMI Content Errors received in reporting month.
- Total number of BellSouth disputed Daily Usage Packs with Format Errors received in reporting month.
- Total number of Daily Usage Packs with Format Errors received in reporting month.
- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- Not Applicable

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | Diagnostic |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# B-10: Percent Billing Errors Corrected in "X" Days

## Definition

Measures timely carrier bill adjustments

## Exclusions

- Billing adjustment requests that are rejected by BellSouth or disputed by BellSouth.
- Adjustments that are initiated by BellSouth.

## Business Rules

This measure applies to CLEC wholesale bill adjustment. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. Clock starts when BellSouth receives the CLEC's Billing Adjustment Request (BAR) (BAR form and instructions can be found at www.interconnection.bellsouth.com/forms/html/billing&collections.html) form and the clock stops when adjustment is made to bill through ACATS or BOCRIS (generally next CLEC bill unless adjustment request after middle of the month). BellSouth will report separately those adjustment requests that are disputed by BellSouth.

## Calculation

**Percent Billing Errors Corrected in 45 Days = (a ÷ b) X 100**

- a = Number of BellSouth Adjustments in 45 Days
- b = Total Number of Adjustment Requests in Reporting Period

## Report Structure

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

## Data Retained

### Relating to CLEC Experience

- Number of BellSouth Adjustments in 45 Days
- Total Number of Billing Adjustment Requests in Reporting Period
- Number of Adjustments disputed by BellSouth (reported separately)

### Relating to BellSouth Experience

- Not Applicable

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Retail Analog/Benchmark |
|---|---|
| State | Diagnostic |

## SEEM Measure

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

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## SEEM Disaggregation - Analog/Benchmark

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



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# Section 6: Operator Services And Directory Assistance

## OS-1: Speed to Answer Performance/Average Speed to Answer - Toll



### Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

### Exclusions

None

### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

### Calculation

**Speed to Answer Performance/Average Speed to Answer - Toll** = a ÷ b

- a = Total queue time
- b = Total calls answered

**Note**: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

### Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

### Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| None | Parity by Design |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# OS-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Toll



## Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

## Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)



## Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

**Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)** = a ÷ b

- a = Total queue time
- b = Total calls answered

**Note**: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

## Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

## SEEM Measure

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

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## SEEM Disaggregation - Analog/Benchmark

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



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# DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)



## Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

## Exclusions

None

## Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

## Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

## Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

## Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# Section 7: Database Update Information

## D-1: Average Database Update Interval



### Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings. For E-911, see Section 8.

### Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

### Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system.

**For BellSouth Results:**

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

**Other Clarifications and Qualification:**

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

### Calculation

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

- a = Completion Date & Time of Database Update
- b = Submission Date and Time of Database Change

**Average Update Interval** = (c ÷ d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

### Report Structure

- CLEC Specific (Under development)

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- CLEC Aggregate
- BellSouth Aggregate

## Data Retained

### Relating to CLEC Experience

- Database File Submission Time
- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

### Relating to BellSouth Performance

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Database Type | |
| • LIDB | Parity by Design |
| • Directory Listings | |
| • Directory Assistance | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# D-2: Percent Database Update Accuracy

## Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB), Directory Assistance, and Directory Listings using a statistically valid sample of LSRs/Orders in a manual review. This manual review is not conducted on BellSouth Retail Orders.

## Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

## Business Rules

For each update completed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (order) submitted by the CLEC. Each database (LIDB, Directory Assistance, and Directory Listings) should be separately tracked and reported.

A statistically valid sample of CLEC Orders are pulled each month. That sample will be used to test the accuracy of the database update process. This is a manual process.

## Calculation

**Percent Update Accuracy** = (a ÷ b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

## Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

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

### Relating to BellSouth Performance

- Not Applicable



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## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Database Type | |
| • LIDB | 95% Accurate |
| • Directory Assistance | |
| • Directory Listings | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date



## Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded in end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date unless facilities are not in place because of CLEC reasons. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure, BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

## Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date.
- Expedite requests

## Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), if the CLEC causes the date to be longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration - Dispatch In database.

## Calculation

**Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date** = (a ÷ b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs scheduled to be loaded by the LERG effective date

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)

## Data Retained

### Relating to CLEC Experience

- Company Name
- Company Code
- NPA/NXX

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- LERG Effective Date
- Loaded Date

**Relating to BellSouth Experience**

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Geographic Scope<br>- Region | 100% by LERG effective date |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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



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# Section 8: E911

## E-1: Timeliness



### Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

### Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

### Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

### Calculation

**E911 Timeliness** = (a ÷ b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

### Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

### Data Retained

- Report month
- Aggregate data

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • None | Parity by Design |

### SEEM Measure

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

### SEEM Disaggregation - Analog/Benchmark

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

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# E-2: Accuracy

## Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Accuracy** = (a ÷ b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report month
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| None | Parity by Design |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# E-3: Mean Interval



## Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

## Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

## Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

## Calculation

**E911 Interval** = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

**E911 Mean Interval** = (c ÷ d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

## Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

## Data Retained

- Report month
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| None | Parity by Design |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# Section 9: Trunk Group Performance

## TGP-1: Trunk Group Performance-Aggregate



### Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

### Exclusions

- Trunk groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

### Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

**Monthly Average Blocking:**

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

**Aggregate Monthly Blocking:**

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

**Trunk Categorization:**

This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

**CLEC Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 3: | BellSouth End Office | CLEC Switch |
| Category 4: | BellSouth Local Tandem | CLEC Switch |
| Category 5: | BellSouth Access Tandem | CLEC Switch |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

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**BellSouth Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 9: | BellSouth End Office | BellSouth End Office |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

## Calculation

**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

## Report Structure

- CLEC Aggregate
- BellSouth Aggregate
  - State

## Data Retained

### Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly blocking per trunk group
- Hourly usage per trunk group
- Hourly call attempts per trunk group

### Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly blocking per trunk group
- Hourly usage per trunk group
- Hourly call attempts per trunk group

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • CLEC aggregate | Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth |
| • BellSouth aggregate | |

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## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • CLEC aggregate | Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable), and 16 for BellSouth |
| • BellSouth aggregate | |



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# TGP-2: Trunk Group Performance-CLEC Specific

## Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

## Exclusions

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

## Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

**Monthly Average Blocking:**

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

**Aggregate Monthly Blocking:**

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

**Trunk Categorization:**

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

**CLEC Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | BellSouth Access Tandem |
| Category 3: | BellSouth End Office | CLEC Switch |
| Category 4: | BellSouth Local Tandem | CLEC Switch |
| Category 5: | BellSouth Access Tandem | CLEC Switch |
| Category 10: | BellSouth End Office | BellSouth Local Tandem |
| Category 16: | BellSouth Tandem | BellSouth Tandem |

**BellSouth Affecting Categories:**

| | Point A | Point B |
|---|---|---|
| Category 1: | BellSouth End Office | Bellsouth Access Tandem |

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Category 9: ..... BellSouth End Office ..... BellSouth End Office

Category 10: ..... BellSouth End Office ..... BellSouth Local Tandem

Category 16: ..... BellSouth Tandem ..... BellSouth Tandem

## Calculation:

**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

## Report Structure

- CLEC Specific
  - State

## Data Retained

### Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly blocking per trunk group
- Hourly usage per trunk group
- Hourly call attempts per trunk group

### Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly blocking per trunk group
- Hourly usage per trunk group
- Hourly call attempts per trunk group

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • CLEC trunk group | Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth. |

## SEEM Measure

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

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SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • CLEC trunk group | Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth. |
| • BellSouth trunk group | |



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# Section 10: Collocation

## C-1: Collocation Average Response Time



### Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within the required number of calendar days after having received a bona fide application for collocation, BellSouth must respond as to whether space is available or not.

### Exclusions

Any application canceled by the CLEC

### Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock 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 Reporting Period

### Report Structure

- State
- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

### Data Retained

- Report period
- Aggregate data

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Virtual | Virtual - 10 Calendar Days |
| Physical Caged | Physical Caged - 20 Calendar Days |
| Physical-Cageless | Physical Cageless - 20 Calendar Days |

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## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | ..... | ..... | ..... |

## SEEM Disaggregation - Analog/Benchmark

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



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# C-2: Collocation Average Arrangement Time

## Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC.

## 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

For initial collocation arrangements, the clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

For augmentations to existing collocation arrangements, the clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date BellSouth completes the collocation arrangement and notifies the CLEC.

Augments that do not fall into simple, minor, or intermediate categories will be included in the appropriate collocation measurement.

## 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

- State
- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

## Data Retained

- Report period
- Aggregate data

## SQM Disaggregation - Retail Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Virtual - Ordinary | Virtual - 50 Calendar Days (Ordinary) |
| Virtual - Extraordinary | Virtual - 75 Calendar Days (Extraordinary) |
| Physical Caged | Physical Caged - 90 Calendar Days |
| Physical Cageless Ordinary | Physical Cageless - 60 Calendar Days (Ordinary) |
| Physical Cageless Extraordinary | Physical Cageless - 90 Calendar Days (Extraordinary) |
| Virtual – Simple Augments | Virtual Simple Augments – 20 Calendar Days |
| Virtual – Minor Augments | Virtual Minor Augments – 45 Calendar Days |
| Virtual – Intermediate Augments | Virtual Intermediate Augments – 60 Calendar Days |

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- Virtual – Major Augments .....Virtual – Major Augments – 75 Calendar Days
- Physical – Simple Augments .....Physical Simple Augments– 20 Calendar Days
- Physical – Minor Augments.....Physical Minor Augments – 45 Calendar Days
- Physical – Intermediate Augment .....Physical Intermediate Augments – 60 Calendar Days
- Physical – Major Augment .....Physical Major Augments – 90 Calendar Days

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | ..... | ..... | ..... |

## SEEM Disaggregation - Analog/Benchmark

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



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# C-3: Collocation Percent of Due Dates Missed



## Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements.

## Exclusions

Any Bona Fide firm order canceled by the CLEC

## Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Augments that do not fall into simple, minor, intermediate, or major categories will be included in the appropriate collocation measurement.

## Calculation

**% of Due Dates Missed** = (a ÷ b) X 100

- a = Number of completed orders that were not completed within BellSouth committed due date during reporting period
- b = Number of orders completed in reporting period

## Report Structure

- State
- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

## Data Retained

- Report period
- Aggregate data

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Virtual | >= 95% on time |
| Physical | >= 95% on time |
| Virtual Augments | >= 95% on time |
| Physical Augments | >= 95% on time |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| All Collocation Arrangements | >= 95% on time |

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# Section 11: Change Management

## CM-1: Timeliness of Change Management Notices



### Definition

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.

### 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 and all expedites, as defined by the Change Control Process (CCP)

### Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

### Calculation

**Timeliness of Change Management Notices** = (a ÷ b) X 100

- a = Total number of Change Management Notifications sent within required time frames
- b = Total number of Change Management Notifications sent

### Report Structure

- BellSouth Aggregate

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | 95% on time |

### SEEM Measure

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

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## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Region | 95% on time |



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# CM-2: Change Management Notice Average Delay Days



## Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

## 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 and all expedites, as defined by the Change Control Process

## Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

## Calculation

**Change Management Notice Delay Days** = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

**Change Management Notice Average Delay Days** = (c ÷ d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | <= 5 Calendar Days |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# CM-3: Timeliness of Documents Associated with Change



## Definition

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.

## Exclusions

- Documentation for release dates that is not provided on time for reasons beyond BellSouth's control.
- Type 6 Change Requests and all expedites, as defined by the Change Control Process.

## Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index. html. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

## Calculation

**Timeliness of Documents Associated with Change** = (a ÷ b) X 100

- a = Change Management documentation sent within required time frames after notices
- b = Total number of Change Management documentation sent

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | 95% on time |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Region | 95% on time |

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# CM-4: Change Management Documentation Average Delay Days



## Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

## Exclusions

- Documentation for release dates that is not provided on time for reasons beyond BellSouth's control.
- Type 6 Change Requests and all expedites, as defined by the Change Control Process.

## Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

## Calculation

**Change Management Documentation Delay Days** = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

**Change Management Documentation Average Delay Days** = (c ÷ d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Notice Date
- Release Date

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | <= 5 Calendar Days |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# CM-5: Notification of CLEC Interface Outages

## Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

## Exclusions

None

## Business Rules

This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process Documentation. BellSouth has 15 minutes to notify the CLEC 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 error in LENS.
2. BellSouth finds an error message within the TAG error log that identically matches a CLEC reported outage.
3. When 3 or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

**Note:** The 15 minute clock begins once a CLEC reported or a BellSouth detected outage has lasted for 20 minutes and has been verified.

This metric will be expressed as a percentage.

## Calculation

**Notification of CLEC Interface Outages** = (a ÷ b) X 100

- a = Number of Interface Outages where CLECS are notified within 15 minutes
- b = Total Number of Interface Outages

## Report Structure

- CLEC Aggregate

## Data Retained

- Number of Interface Outages
- Number of Notifications <= 15 minutes

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| By interface type for all interfaces accessed by CLECs | 97% in 15 Minutes |

| Interface | Applicable to |
|---|---|
| EDI | CLEC |
| CSOTS | CLEC |
| LENS | CLEC |
| TAG | CLEC |

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ECTA.....CLEC

TAFI ..... CLEC/BellSouth

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | ..... | ..... | ..... |

## SEEM Disaggregation - Analog/Benchmark

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



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# CM-6: Percent of Software Errors Corrected in "X" (10, 30, 45) Business Days

## Definition

Measures the percent of Software Errors corrected by BellSouth in "X" (10, 30, 45) business days within the report period.

## Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

## Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error validated per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops when the error is corrected and notice is posted to the Change Control Website. Software defects are defined as Type 6 Change Requests in the Change Control Process.

## Calculation

**Percent of Software Errors Corrected in "X" (10, 30, 45) Business Days** = (a ÷ b) X 100

- a = Total number of Software Errors Corrected where "X" = 10, 30, or 45 business days.
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 business days.

## Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

## Data Retained

- Report Period
- Total Completed
- Total Completed Within "X" Business Days
- Disputed, Rejected or Reclassified Software Errors

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | 95% within interval |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Region | 95% within interval |

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# CM-7: Percent of Change Requests Accepted or Rejected Within 10 Days

## Definition

Measures the percent of Change Requests other than Type 1 or Type 6 Change Requests, submitted by CLECs that are Accepted or Rejected by BellSouth in 10 business days within the report period.

## Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due.

## Business Rules

The Acceptance/Rejection interval starts when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The clock ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the reporting period.

## Calculation

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

- a = Total number of Change Requests accepted or rejected within 10 business days
- b = Total number of Change Requests submitted in the reporting period

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Requests Accepted or Rejected
- Total Requests

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | 95% within interval |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Region | 95% within interval |

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# CM-8: Percent Change Requests Rejected



## Definition

Measures the percent of Change Requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period.

## Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due.

## Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. These reasons are: Cost, Technical Feasibility, and Industry Direction. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

## Calculation

**Percent Change Requests Rejected** = (a ÷ b) X 100

- a = Total number of Change Requests rejected
- b = Total number of Change Requests submitted within the report period

## Report Structure

- BellSouth Aggregate
- Cost
- Technical Feasibility

## Data Retained

- Report Period
- Requests Rejected
- Total Requests

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Region | Diagnostic |
| Reason – Cost | |
| Reason – Technical Feasibility | |
| Reason – Industry Direction | |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# CM-9: Number of Defects in Production Releases (Type 6 CR)

## Definition

Measures the number of defects in Production Releases. This measure will be presented as the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, and Severity 3 defects can be found in the Change Control Process Document.

## Exclusions

None

## Business Rules

This metric measures the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, and 3 defects can be found in the Change Control Process, which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.

## Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, and the number of Type 6 Severity 3 defects.

## 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

## Data Retained

- Region
- Report Period
- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Region—Number of Type 6 Severity 1 Defects | 0 Defects |
| Region—Number of Type 6 Severity 2 Defects | 0 Defects without a mechanized work around |
| Region—Number of Type 6 Severity 3 Defects | 0 Defects |

## SEEM Measure

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

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

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# CM-10: Software Validation

## Definition

Measures software validation test results for Production Releases of BellSouth Local Interfaces.

## Exclusions

None

## Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software Production Releases work as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics. Within the software validation metric weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a Production Release. Test deck transactions will be executed using Production Release software in the CAVE environment. Within seven (7) business days following completion of the Production Release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.

## Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using Production Release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

## Report Structure

- BellSouth Aggregate

## Data Retained

- Report Period
- Production Release Number
- Test Deck Weights
- % Test Deck Weight Failure

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | <= 5% |

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## SEEM Measure

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

**SEEM Disaggregation**

- Not Applicable

**SEEM Analog/Benchmark**

Not Applicable



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# CM-11: Percent of Change Requests Implemented Within 60 Weeks of Prioritization

## Definition

Measures whether BellSouth provides CLECs timely implementation of prioritized change requests.

## Exclusions

- Change requests that are implemented later than 60 weeks with the consent of the CLECs
- Change requests for which BellSouth has regulatory authority to exceed the interval

## Business Rules

This metric is designed to measure BellSouth's performance in implementing prioritized change requests. The clock starts when a change request has been prioritized as described in the Change Control Process. The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.

## Calculation

Percent of Type 5 CLEC initiated Change Requests implemented on time = (a ÷ b) X 100

- a = Total number of prioritized Type 5 CLEC initiated Change Requests that are less than or equal to 60 weeks of age from the date of the release prioritization list
- b = Total number of prioritized Type 5 CLEC initiated Change Requests from the date of the release prioritization list

Percent of Type 4 CLEC initiated Change Requests implemented on time = (a ÷ b) X 100

- a = Total number of prioritized Type 4 CLEC initiated Change Requests that are less than or equal to 60 weeks of age from the date of the release prioritization list
- b = Total number of prioritized Type 4 CLEC initiated Change Requests from the date of the release prioritization list

## Report Structure

- BellSouth Aggregate
- Type 4 requests implemented
- Type 5 requests implemented
- % implemented within 16, 32, 48, and 60 weeks

## Data Retained

- Region
- Report Month
- Total implemented by type
- Total implemented within 60 weeks

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| Region | 95% <= interval |
| Type 4 requests implemented | 95% <= interval |
| Type 5 requests implemented | 95% <= interval |

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## SEEM Measure

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

**SEEM Disaggregation** **SEEM Analog/Benchmark**

- Region.....95% <= interval



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# Section 12: Bona Fide / New Business Request Process

## BFR-1: Percentage of BFR/NBR Requests Processed Within 30 Business Days

### Definition

Percentage of Bona Fide/New Business Requests processed within 30 business days for the development and purchases of network elements not currently offered.

### Exclusions

Any application cancelled by the CLEC

### Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth completes application processing for Network Elements that are not operational at the time of the request.

### Calculation

**Percentage of BFR/NBR Requests Processed Within 30 Business Days** = (a ÷ b) X 100

- a = Count of number of requests processed within 30 days
- b = Total number of requests

### Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

### Data Retained

- Report Period
- Aggregate Data

### SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | Retail Analog/Benchmark |
|---|---|
| • Region | 90% <= 30 business days |

### SEEM Measure

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

### SEEM Disaggregation - Analog/Benchmark

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

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# BFR-2: Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within "X" (10/30/60) Business Days



## Definition

Percentage of quotes provided in response to Bona Fide/New Business Requests within X (10/30/60) business days for network elements not currently offered.

## Exclusions

Requests that are subject to pending arbitration

## Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth responds back to the application with a price quote.

## Calculation

**Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within "X" (10/30/60) Business Days** = (a ÷ b) X 100

- a = Count of number of requests processed within "X" days
- b = Total number of requests

where "X" = 10, 30, or 60 days

## Report Structure

- New Network Elements that are operational at the time of the request.
- New Network Elements that are ordered by the FCC.
- New Network Elements that are not operational at the time of the request.

## Data Retained

- Report Period
- Aggregate Data

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | Retail Analog/Benchmark |
|---|---|
| • Region | 90% <= 10/30/60 business days<br>- Network Elements that are operational at the time of the request – 10 days<br>- Network Elements that are Ordered by the FCC – 30 days<br>- New Network Elements – 60 days |

## SEEM Measure

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

## SEEM Disaggregation - Analog/Benchmark

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

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# Appendix A: Reporting Scope

## A-1: Standard Service Groupings

See individual reports in the body of the SQM.

## A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

### Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

### Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

### Maintenance Query Types:

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

### Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

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# Appendix B: Glossary of Acronyms and Terms

## 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.

## 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 like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

**ALEC**
Alternative Local Exchange Company = FL CLEC

**ADSL**
Asymmetrical Digital Subscriber Line

**ASR**
Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.

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**ATLAS**
Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

**ATLASTN**
ATLAS software contract for Telephone Number.

**Auto Clarification**
The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

## B

**BFR:**
Bona Fide Request

**BILLING**
The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

**BOCRIS**
Business Office Customer Record Information System (Front-end to the CRIS database.)

**BRI**
Basic Rate ISDN

**BRC**
Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

**BellSouth**
BellSouth Telecommunications, Inc.

## C

**CABS**
Carrier Access Billing System

**CCC**
Coordinated Customer Conversions

**CCP**
Change Control Process

**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).

**CKTID**
A unique identifier for elements combined in a service configuration

**CLEC**
Competitive Local Exchange Carrier

**CLP**
Competitive Local Provider = NC CLEC

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**CM**
Change Management

**CMDS**
Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

**COFFI**
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/SONGS. It indicates all services available to a customer.

**COG**
Corporate Gateway - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

**CRIS**
Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.

**CRSACCTS**
CRIS software contract for CSR information

**CRSG**
Complex Resale Support Group

**C-SOTS**
CLEC Service Order Tracking System

**CSR**
Customer Service Record

**CTTG**
Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

**CWINS Center**
Customer Wholesale Interconnection Network Services Center (formerly the UNE Center).

## D

**DA**
Directory Assistance

**Design**
Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities.

**Disposition & Cause**
Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.

**DLETH**
Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

**DLR**
Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.

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**DS-0**
The worldwide standard speed for one digital voice signal (64000 bps).

**DS-1**
24 DS-0s (1.544Mb/sec., i.e. carrier systems)

**DOE**
Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.

**DOM**
Delivery Order Manager - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

**DSAP**
DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

**DSAPDDI**
DSAP software contract for schedule information.

**DSL**
Digital Subscriber Line

**DUI**
Database Update Information

## E

**E911**
Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.

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

**ESSX**
BellSouth Centrex Service

## F

**Fatal Reject**
LSRs electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated.

**Flow-Through**
In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

**FOC**
Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

**FX**
Foreign Exchange

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## G H

**HAL**
"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

**HALCRIS**
HAL software contract for CSR information

**HDSL**
High Density Subscriber Loop/Line

## I J K

**ILEC**
Incumbent Local Exchange Company

**INP**
Interim Number Portability

**ISDN**
Integrated Services Digital Network

**IPC**
Interconnection Purchasing Center

## L

**LAN**
Local Area Network

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

**LCSC**
Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.

**Legacy System**
Term used to refer to BellSouth Operations Support Systems (see OSS)

**LENS**
Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

**LEO**
Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

**LERG**
Local Exchange Routing Guide

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**LESOG**
Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.

**LFACS**
Loop Facilities Assessment and Control System

**LIDB**
Line Information Database

**LISC**
Local Interconnection Service Center - The center that issues trunk orders.

**LMOS**
Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

**LMOS HOST**
LMOS host computer

**LMOSupd**
LMOS updates

**LMU**
Loop Make-up

**LMUS**
Loop Make-up Service Inquiry

**LNP**
Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

**Loops**
Transmission paths from the central office to the customer premises.

**LRN**
Location Routing Number

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

## M

**Maintenance & Repair**
The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

**MARCH**
BellSouth Operations System which accepts service orders, 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.

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## N

**NBR**
New Business Request

**NC**
"No Circuits" - All circuits busy announcement.

**NIW**
Network Information Warehouse

**NMLI**
Native Mode LAN Interconnection

**NPA**
Numbering Plan Area

**NXX**
The "exchange" portion of a telephone number.

## O

**OASIS**
Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

**OASISBSN**
OASIS software contract for feature/service

**OASISCAR**
OASIS software contract for feature/service

**OASISLPC**
OASIS software contract for feature/service

**OASISMTN**
OASIS software contract for feature/service

**OASISNET**
OASIS software contract for feature/service

**OASISOCP**
OASIS software contract for feature/service

**ORDERING**
The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

**OSPCM**
Outside Plant Contract Management System - Provides Scheduling Information.

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**OSS**
Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

**Out Of Service**
Customer has no dial tone and cannot call out.

## P

**PMAP**
Performance Measurement Analysis Platform

**PMQAP**
Performance Measurement Quality Assurance Plan

**PON**
Purchase Order Number

**POTS**
Plain Old Telephone Service

**PREDICTOR**
The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.

**Preordering**
The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

**PRI**
Primary Rate ISDN

**Provisioning**
The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

**PSIMS**
Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

**PSIMSORB**
PSIMS software contract for feature/service.

## Q R

**RNS**
Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

**ROS**
Regional Ordering System

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**RRC**
Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

**RSAG**
Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.

**RSAGADDR**
RSAG software contract for address search.

**RSAGTN**
RSAG software contract for telephone number search.

## S

**SAC**
Service Advocacy Center

**SEEM**
Self Effectuating Enforcement Mechanism

**SOCS**
Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.

**SOG**
Service Order Generator - Telcordia product designed to generate a service order for xDSL.

**SOIR**
Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911

**SONGS**
Service Order Negotiation and Generation System.

## T

**TAFI**
Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

**TAG**
Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

**TN**
Telephone Number

**Total Manual Fallout**
The number of LSRs which are entered electronically but require manual entering into a service order generator.

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## U V

**UNE**
Unbundled Network Element

**UCL**
Unbundled Copper Link

**USOC**
Universal Service Order Code

## W X Y Z

**WATS**
Wide Area Telephone Service

**WFA**
Work Force Administration

**WMC**
Work Management Center

**WTN**
Working Telephone Number

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# Appendix C: BellSouth Audit Policy

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) each of the next five (5) years (2001-2005) to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

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# Appendix D: OSS Tables

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

**Table 1: Legacy System Access Times For RNS**

| System | Contract | Data | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. Sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| DSAP | DSAP | Schedule | x | x | x | x | x |
| CRIS | CRSACCTS | CSR | x | x | x | x | x |
| OASIS | OASISCAR | Feature/Service | x | x | x | x | x |
| OASIS | OASISLPC | Feature/Service | x | x | x | x | x |
| OASIS | OASISMTN | Feature/Service | x | x | x | x | x |
| OASIS | OASISBIG | Feature/Service | x | x | x | x | x |

**Table 2: Legacy System Access Times For R0S**

| System | Contract | Data | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| DSAP | DSAP | Schedule | x | x | x | x | x |
| CRIS | CRSOCSR | CSR | x | x | x | x | x |
| OASIS | OASISBIG | Feature/Service | x | x | x | x | x |

**Table 3: Legacy System Access Times For LENS**

| System | Contract | Data | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| DSAP | DSAP | Schedule | x | x | x | x | x |
| CSR | CRSECSR | CSR | x | x | x | x | x |
| COFFI | COFFI/USOC | Feature/Service | x | x | x | x | x |
| P/SIMS | PSIMS/ORB | Feature/Service | x | x | x | x | x |

**Table 4: Legacy System Access Times For TAG**

| System | Contract | Data | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. sec. | # of Calls |
|---|---|---|---|---|---|---|---|
| RSAG | RSAG-TN | Address | x | x | x | x | x |
| RSAG | RSAG-ADDR | Address | x | x | x | x | x |
| ATLAS | ATLAS-TN | TN | x | x | x | x | x |
| ATLAS | ATLAS-MLH | TN | x | x | x | x | x |
| ATLAS | ATLAS-DID | TN | x | x | x | x | x |
| DSAP | DSAP | Schedule | x | x | x | x | x |
| TAG | TAG-CSR | CSR | x | x | x | x | x |

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

## SEEM OSS Legacy System

| System | BellSouth | CLEC |
|---|---|---|
| **Telephone Number/Address** | | |
| RSAG-ADDR | RNS, ROS | TAG, LENS |
| RSAG-TN | RNS, ROS | TAG, LENS |
| ATLAS | RNS,ROS | TAG. LENS |
| **Appointment Scheduling** | | |
| DSAP | RNS, ROS | TAG, LENS |
| **CSR Data** | | |
| CRSACCTS | RNS | |
| CRSOCSR | ROS | |
| HAL/CRIS | | LENS |
| CRSECSRL | | TAG |
| CRSECSR | | TAG |
| **Service/Feature Availability** | | |
| OASISBIG | RNS, ROS | |
| PSIMS/ORB | | LENS |

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

## OSS Interface Availability

| Application | Applicable to | % Availability |
|---|---|---|
| EDI | CLEC | >=99.5% |
| TAG | CLEC | >=99.5% |
| LENS | CLEC | >=99.5% |
| LEO | CLEC | >=99.5% |
| LESOG | CLEC | >=99.5% |
| LNP Gateway | CLEC | >=99.5% |
| COG | CLEC | >=99.5% |
| SOG | CLEC | >=99.5% |
| DOM | CLEC | >=99.5% |
| DOE | CLEC/BST | >=99.5% |
| SONGS | CLEC/BST | >=99.5% |

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| | | |
|---|---|---|
| ATLAS/COFFI | CLEC/BST | >=99.5% |
| BOCRIS | CLEC/BST | >=99.5% |
| DSAP | CLEC/BST | >=99.5% |
| RSAG | CLEC/BST | >=99.5% |
| SOCS | CLEC/BST | >=99.5% |
| CRIS | CLEC/BST | >=99.5% |

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

**SEEM OSS Interface Availability**

| Application | Applicable to | % Availability |
|---|---|---|
| EDI | CLEC | >=99.5% |
| HAL | CLEC | >=99.5% |
| LENS | CLEC | >=99.5% |
| LEO Mainframe | CLEC | >=99.5% |
| LESOG | CLEC | >=99.5% |
| PSIMS | CLEC | >=99.5% |
| TAG | CLEC | >=99.5% |

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

### OSS Interface Availability (M&R)

| OSS Interface | % Availability |
|---|---|
| BellSouth TAFI | >=99.5% |
| CLEC TAFI | >=99.5% |
| CLEC ECTA | >=99.5% |
| **BellSouth & CLEC** | |
| CRIS | >=99.5% |
| LMOS HOST | >=99.5% |
| LNP | >=99.5% |
| MARCH | >=99.5% |
| OSPCM | >=99.5% |
| PREDICTOR | >=99.5% |
| SOCS | >=99.5% |

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

## SEEM OSS Interface Availability (M&R)

| OSS Interface | % Availability |
|---|---|
| CLEC TAFI | >=99.5% |
| CLEC ECTA | >=99.5% |

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

## Legacy System Access Times for M&R

| System | BellSouth & CLEC | Count <= 4 | > 4 <= 10 | <= 10 | > 10 | > 30 |
|---|---|---|---|---|---|---|
| CRIS | x | x | x | x | x | x |
| DLETH | x | x | x | x | x | x |
| DLR | x | x | x | x | x | x |
| LMOS | x | x | x | x | x | x |
| LMOSupd | x | x | x | x | x | x |
| LNP | x | x | x | x | x | x |
| MARCH | x | x | x | x | x | x |
| OSPCM | x | x | x | x | x | x |
| Predictor | x | x | x | x | x | x |
| SOCS | x | x | x | x | x | x |
| NIW | x | x | x | x | x | x |

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| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T[3] | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING[1] | EDI | TAG[2] | TENS[4] | COMMEN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 2 wire analog DID trunk port | U | F | N | No | UNE | Yes | NA | N | N | N | |
| 2 wire analog port | U | F | N | No | UNE | No | Yes | Y | Y | Y | |
| 2 wire ISDN digital line | U | A | N,T | No | UNE | Yes | NA | N | N | N | |
| 2 wire ISDN digital loop | U | A | N,C,D | Yes | UNE | Yes | No | Y | Y | N | |
| 2 wire ISDN digital loop - LNP | U | B | V,P,Q | Yes | UNE | Yes | No | Y | Y | N | |
| 3 Way Calling | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| 3 Way Calling | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| 3rd Party Call Block | R,B | E,M | N,C,V,W,D,P,Q | Yes | No | No | No | Y | Y | Y | |
| 3rd Party Call Block | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| 4 wire analog voice grade loop | U | A | T | No | UNE | Yes | Yes | Y | Y | N | |
| 4 wire analog voice grade loop | U | A | N | Yes | UNE | Yes | No | Y | Y | N | |
| 4 wire DS1 & PRI digital loop | U | A | N,T | No | UNE | Yes | NA | N | N | N | |
| 4 wire DSO & PRI digital loop | U | A | N,T | No | UNE | Yes | NA | N | N | N | |
| 4 wire ISDN DSI digital trunk ports | U | A | N,T | No | UNE | Yes | NA | N | N | N | |
| 4-wire DS1 loop with channelization with port DS1 | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |
| 4-wire DS1 loop with channelization with port trunk service | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |
| 900 Call Block | R,B | E,M | N,C,V,W,D,P,Q | Yes | No | No | No | Y | Y | Y | |
| 900 Call Block | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Accupulse | C | E | N,C,T,V,W | No | Yes | Yes | NA | N | N | N | |
| ADSL | R,B,C | E | V,W,D | Yes | C/S | C/S | No | Y | Y | Y | NOTE THIS PRODUCT CAN BE ORDERED FOR RES/BUS AND CENTREX |
| Analog Data/Private Line | C | E | N,C,T,V,W,D | No | Yes | Yes | No | N | N | N | |

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| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T[3] | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING[1] | EDI | TAG[2] | LENS[4] | COMMEN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Area Plus | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Area Plus | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| ATM (asynchronous transfer mode) | C | E | N,C,V,W,D | No | Yes | Yes | No | N | N | N | |
| Basic Rate ISDN *Unbundled | U | A | T | No | Yes | Yes | Yes | Y | Y | N | |
| Basic Rate ISDN *Unbundled | U | A | N,V,D | Yes | UNE | Yes | No | Y | Y | Y | |
| Basic Rate ISDN *Unbundled | U | A | C,T | No | UNE | Yes | Yes | Y | Y | Y | |
| Basic Rate ISDN 2 Wire UNE P | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | Manual |
| Basic Rate ISDN 2 Wire | C | E | N,C, D,T,V,P,Q | No | Yes | Yes | Yes | Y | Y | Y | |
| BellSouth Channelized Trunks | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | No | N | N | N | |
| Call Block | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Block | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Call Forwarding | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Forwarding | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Call Return | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Return | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Call Selector | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Selector | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Call Tracing | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Tracing | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Call Waiting | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Waiting | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Call Waiting Deluxe | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Call Waiting Deluxe | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Caller ID | R,B | E,M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Caller ID | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| BellSouth Centrex* | C | P | N,C,D,W,T,S,B,L,V,P | No | Yes | Yes | No | N | N | N | |
| UNE P Centrex | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Collect Call Block | R,B | E,M | N,C,V,W,D,P,Q | Yes | No | No | No | Y | Y | Y | |
| Collect Call Block | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| DID | C | N | N,C,D,V,W,T,P,Q | No | Yes | Yes | Yes | Y | Y | Y | |
| 2-wire Direct Inward Dial (DID) Trunk Port and Voice Grade Loop Combination | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |
| Digital Data Transport | U | E | N,C,T,V,W | No | UNE | Yes | NA | N | N | N | |
| Digital Direct Integration Termination Services (DDITS) DS1 | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |
| Digital Direct Integration Termination Services (DDITS) Trunk Service | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |
| Directory Listing Indentions | B,U | B,C,E,F,J,M,N | N,C,T,R,V,W,P,Q | No | No | No | Yes | Y | Y | Y | |
| Directory Listings (simple) | R,B,U | B,C,E,F,J,M,N | N,C,R,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Directory Listings (simple) | R,B,U | B,C,E,F,J,M,N | T | No | No | No | Yes | Y | Y | N | |
| Directory Listings Captions | R,B,U | B,C,E,F,J,M,N | N,C,T,R,V,W,P,Q | No | No | Yes | Yes | Y | Y | Y | |
| Different Premise Address (DPA) | C | E | N,C,D,V,W,T | No | Yes | Yes | No | N | N | N | |
| DS1Loop | U | A | N,D,V | Yes | UNE | Yes | No | Y | Y | Y | |
| DS3 | U | A | N,C,V | No | UNE | Yes | NA | N | N | N | |
| DSO Loop | U | A | N,D,V | Yes | UNE | Yes | No | Y | Y | Y | |
| DSO Loop | U | A | C,T | No | No | No | Yes | Y | Y | Y | |
| Enhanced Caller ID | R,B | E | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Enhanced Caller ID | R,B | E | T | No | No | No | Yes | Y | Y | N | |
| Enhanced Extended Links (EELS) | U | A | C,D,N,T,V | No | No | No | Yes | Y | Y | Y | |
| ESSX | C | P | C,D,T,V,S,B,W,L,P,Q | No | Yes | Yes | NA | N | N | N | |
| Flat Rate/Business | B | E, M | C,D,N,V,W | Yes | No | No | No | Y | Y | Y | |
| Flat Rate/Business | B | E, M | T | No | No | No | Yes | Y | Y | N | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Flat Rate/Residence | R | E, M | C,D,N,V,W | Yes | No | No | No | Y | Y | Y | |
| Flat Rate/Residence | R | E, M | T | No | No | No | Yes | Y | Y | N | |
| FLEXSERV | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | |
| Frame Relay | C | E | N,C,D,V,W | No | Yes | Yes | NA | N | N | N | |
| FX/FCO | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | |
| UNE P FX/FCO (Res, Bus, PBX) (Note: this product will not be available until 08-01-02) | C | M | N,C,V,D,T,S,B,L,W,Y,P,Q | No | Yes | Yes | No | N | N | N | |
| Ga. Community Calling Scheduled 10.6 | R,B | M | C,D,N,V,W,P,Q | No | No | No | No | N | N | N | |
| Ga. Community Calling | R,B | E | T | No | No | No | Yes | Y | Y | N | |
| HDSL | U | A | T | No | UNE | No | Yes | Y | Y | N | |
| HDSL | U | A | N,C,D,V | Yes | UNE | No | No | Y | Y | Y | |
| Hunting MLH | R,B | E, M | C,D,N,T,V,W | No | C/S[4] | C/S | Yes | Y | Y | N | |
| Hunting Series Completion | R,B | E, M | C,D,N,V,W | Yes | C/S | C/S | No | Y | Y | Y | |
| Hunting Series Completion | R,B | E, M | T | No | No | No | Yes | Y | Y | N | |
| INP to LNP Conversion | U | C | C | No | UNE | Yes | Yes | Y | Y | N | |
| LightGate | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | |
| Line Sharing | U | A | N,C,D,V,P,Q | Yes | UNE | No | No | Y | Y | Y | |
| Line Splitting | U | A | N,C,D | Yes | UNE | No | No | Y | Y | Y | |
| LNP With Complex Listing | U | C | P,V,Q | No | UNE | Yes | Yes | Y | Y | N | |
| LNP with Complex Services | U | C | P,V,Q | No | UNE | Yes | Yes | Y | Y | N | |
| LNP with Partial Migration | U | C | P,V,Q | No | UNE | Yes | Yes | Y | Y | N | |
| Local Number Portability | U | C | P,V,Q | Yes | UNE | Yes | No | Y | Y | N | |
| Loop+INP | U | B | D | Yes | UNE | No | No | Y | Y | N | |
| Loop+INP | U | B | P,V,Q | Yes | UNE | No | No | Y | Y | N | |
| Loop+LNP | U | B | V,P,Q | Yes | UNE | No | No | Y | Y | N | |

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| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T[3] | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING[1] | EDI | TAG[2] | LENS[4] | COMMEN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Measured Rate/Bus | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Measured Rate/Bus | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Measured Rate/Res | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Measured Rate/Res | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Megalink Point to Point | C | E | N,V,W,T,D,C,P,Q | No | Yes | Yes | NA | N | N | N | |
| Megalink Channelized | C | E | N,V,W,T,D,C,P,Q | No | Yes | Yes | NA | N | N | N | |
| Memory Call | R,B | E, M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Memory Call | R,B | E, M | T | No | No | No | Yes | Y | Y | N | |
| Memory Call Ans. Svc. | R,B | E, M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Memory Call Ans. Svc. | R,B | E, M | T | No | No | No | Yes | Y | Y | N | |
| Multiserv | C | P | N,C,D,T,V,S,B,W,L,P,Q | No | Yes | Yes | NA | N | N | N | |
| Native Mode LAN Interconnection (NMLI) | C | E | N,C,D,V,W | No | Yes | Yes | NA | N | N | N | |
| Off-Prem Stations | C | E | N,C,D,V,W,T,P,Q | No | Yes | Yes | NA | N | N | N | |
| Optional Calling Plan | R,B | E, M | N,V,P,Q,W | Yes | No | No | No | Y | Y | Y | |
| Package/Complete Choice and Area Plus | R,B | E, M | N,C,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Package/Complete Choice and Area Plus | R,B | E, M | T | No | No | No | Yes | Y | Y | N | |
| Pathlink/ Primary Rate ISDN | C | E | N,C,D,T,V,W,P,Q | No | Yes | Yes | NA | N | N | N | |
| 4-weire ISDN PRI UNE Combo | C | M | N,C,D,V | No | Yes | Yes | No | N | N | N | |
| Pay Phone Provider | B | E,M | C,D,T,N,V,W,P,Q | No | No | No | NA | N | N | N | |
| PBX Standalone Port | C | F | N,C,D | No | Yes | Yes | Yes | Y | Y | N | |
| PBX Trunks | C | E | N,C,D,V,W,T,P,Q | No | Yes | Yes | Yes | Y | Y | N | |
| PIC/LPIC Change | R,B,C | E,M | C,V,P,Q | Yes | No | No | No | Y | Y | Y | |
| PIC/LPIC Change | R,B,C | E,M | T | No | No | No | Yes | Y | Y | N | |
| PIC/LPIC Freeze | R,B,C | E,M | N,C,V,P,Q | Yes | No | No | No | Y | Y | Y | |
| PIC/LPIC Freeze | R,B,C | E,M | T | No | No | No | Yes | Y | Y | N | |

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| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T[3] | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING[1] | EDI | TAG[2] | LENS[4] | COMMEN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| PORT/LOOP COMBO 2-WIRE PBX | C | M | N,C,D,V | No | No | No | Yes | Y | Y | N | |
| Port/Loop Simple | U | M | A,C,D,V,N | Yes | No | No | No | Y | Y | Y | |
| Preferred Call Forward | R,B,U | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Preferred Call Forward | R,B,U | E,M | T | No | No | No | Yes | Y | Y | N | |
| RCF Basic | R,B | E,M | N,D,W,V,P,Q | Yes | No | No | No | Y | Y | Y | |
| RCF Basic | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Remote Access to CF | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Remote Access to CF | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Repeat Dialing | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Repeat Dialing | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Ringmaster | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Ringmaster | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Smartpath | R,B | E | C,D,T,N,V,W | No | Yes | Yes | NA | N | N | N | |
| SmartRING | C | E | N,D,C,V,W | No | Yes | Yes | NA | N | N | N | |
| Speed Calling | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Speed Calling | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Synchronet | C | E | N,D,C,V,W | No | Yes | Yes | Yes | Y | Y | N | |
| Three Way Call Block | R,B | E,M | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Three Way Call Block | R,B | E,M | T | No | No | No | Yes | Y | Y | N | |
| Tie Lines | C | E | N,C,D,V,W,T,P,Q | No | Yes | Yes | NA | N | N | N | |
| TOLL FREE DIALING (TFD) | C | E | N,C,D,V,W | No | Yes | Yes | No | N | N | N | |
| Touchtone | R,B | E | C,D,N,V,W,P,Q | Yes | No | No | No | Y | Y | Y | |
| Touchtone | R,B | E | T | No | No | No | Yes | Y | Y | N | |
| Unbundled Loop-Analog 2W, SL1, SL2 | U | A,B | D,N,V | Yes | UNE | No | No | Y | Y | Y | |
| Unbundled Loop-Analog 2W, SL1,SL2 | U | A,B | C ** | Yes | UNE | No | Yes | Y | Y | Y | |

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| Product | PRODUCT TYPE | REQTYPE | ACT TYPE | F/T[3] | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING[1] | EDI | TAG[2] | CLECS[4] | COMMEN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Unbundled Universal Digital Channel (UDC) Loop | U | A | N,D | Yes | UNE | No | No | Y | Y | Y | |
| WATS* | C | E | W,D,N,C,V | No | Yes | Yes | No | N | N | N | |
| XDSL | U | A,B | N,C,V,D | Yes | UNE | No | No | Y | Y | Y | |
| XDSL | U | A,B | T | No | No | No | Yes | Y | Y | N | |
| | | | | | | | | | | | |

Product: U-UNE; C-Complex; B-Business; R-Residence

Reqtype: A-Loop; B-Loop with LNP/INP; C-LNP/INP; D-Retail (BellSouth customer); E-Resale/Complex; F-Port; J-Directory Listing and Directory Assistance; M-Loop plus Port; N-DID Resale; P-Centrex Resale

ACT: A-New installation and/or account; N-New installation and/or account OSS99; C-Change an existing account; D-Disconnection; M-Inside move of the physical termination within a building; T-Outside move of end user location; R-Record activity is for ordering administrative changes; V-Conversion of service to new LSP; W-Conversion as is; S-Suspend; B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (initial); Q-Partial Migration (subsequent)

Note 1: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note 2: The TAG column includes those LSRs submitted via Robo Tag.

Note 3: For all services that indicate "No" for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling; Expedites from CLECs, special pricing plans, denials restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through for issue 9), class of service invalid in certain states with come TOS e.g. government, or cannot be changed when changing main TN on C activity, low volume e.g. activity type T=move, pending order review required (Example: Any pending service order (PSO) not related to current pon, pending service order (PSO) with multiple service orders pending related to current PON and sup received), more than 25 business lines and more than 15 loops, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings-Indentions, Directory Listings – Captions, transfer of calls option for CLEC end user – new TN not yet posted to BOCRIS. Many are unique to the CLEC environment.

Note 4: Services with C/S in the Complex Service and /or the Complex Order columns can be either complex or simple.

Note 5: The following list of items will not FT: LSRs with Project or RPON fields populated

SL1 REQTYP A, ACT C, LNA N, C, or D

**SL2 REQTYP A, ACT C, LNA C

REQTYP B (INP, LNP), ACT P when migrating main telephone number

REQTYP B (LNP), ACT V with Complex

REQTYP C (LNP), ACT V with Complex

REQTYP E, M, N and P; ACT = V, LNA = V (LNP to Resale/UNE Switched Combinations)

Pending Service Order (PSO)

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# Appendix F-1: SQM Product List

Kentucky Product Group Rollups - 2/03

| PRODUCT_GRP_DESC | PROD_DESC | BST ANALOG |
|---|---|---|
| Resale Residence | Residence | Retail Residence |
| Resale Residence | ISDN Basic Rate Residence Non-Design | Retail Residence |
| Resale Residence | ISDN Primary Rate Residence Non-Design | Retail Residence |
| Resale Residence | ISDN Primary Rate Megalink (1.544 MBPS) Residence Non-Design | Retail Residence |
| Resale Business | Business | Retail Business |
| Resale Business | PBX Non-Design | Retail Business |
| Resale Business | CENTREX/ESSX Non-Design | Retail Business |
| Resale Business | ISDN Basic Rate Business Non-Design | Retail Business |
| Resale Business | ISDN Primary Rate Business Non-Design | Retail Business |
| Resale Business | ISDN Primary Rate Megalink (1.544 MBPS) Business Non-Design | Retail Business |
| Resale Design | PBX Design | Retail Design |
| Resale Design | CENTREX/ESSX Design | Retail Design |
| Resale Design | Design | Retail Design |
| Resale Design | ISDN Basic Rate Residence Design | Retail Design |
| Resale Design | ISDN Basic Rate Business Design | Retail Design |
| Resale Design | ISDN Primary Rate Residence Design | Retail Design |
| Resale Design | ISDN Primary Rate Business Design | Retail Design |
| Resale Design | ISDN Primary Rate Megalink (1.544 MBPS) Residence Design | Retail Design |
| Resale Design | ISDN Primary Rate Megalink (1.544 MBPS) Business Design | Retail Design |
| Resale Design | Digital Loop < DS1 Services | Retail Design |
| Resale Design | Digital Loop >= DS1 Services | Retail Design |
| Resale PBX | PBX Non-Design | Retail PBX |
| Resale PBX | PBX Design | Retail PBX |
| Resale CENTREX | CENTREX/ESSX Non-Design | Retail CENTREX |
| Resale CENTREX | CENTREX/ESSX Design | Retail CENTREX |
| Resale ISDN | ISDN Basic Rate Residence Non-Design | Retail ISDN |
| Resale ISDN | ISDN Basic Rate Residence Design | Retail ISDN |
| Resale ISDN | ISDN Basic Rate Business Non-Design | Retail ISDN |
| Resale ISDN | ISDN Basic Rate Business Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Residence Non-Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Residence Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Business Non-Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Business Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Megalink (1.544 MBPS) Residence Non-Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Megalink (1.544 MBPS) Residence Design | Retail ISDN |

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| PRODUCT_GRP_DESC | PROD_DESC | BST_ANALOG |
|---|---|---|
| Resale ISDN | ISDN Primary Rate Megalink (1.544 MBPS) Business Non-Design | Retail ISDN |
| Resale ISDN | ISDN Primary Rate Megalink (1.544 MBPS) Business Design | Retail ISDN |
| UNE - LNP (Standalone) | UNE LNP (Standalone) | Retail Residence and Business (P |
| UNE - INP (Standalone) | UNE INP (Standalone) | Retail Residence and Business (P |
| UNE - 2W Analog Loop Design | UNE 2W ISDN Loop (Basic Rate) Non-Design w/o NP | Retail Residence and Business |
| UNE - 2W Analog Loop Non-Design | UNE 2W Analog Loop Non-Design | Retail Residence and Business (P |
| UNE - 2W Analog Loop with LNP Design | UNE 2W Analog Loop Design | Retail Residence and Business |
| UNE - 2W Analog Loop with LNP Non-Design | UNE 2W Analog Loop Non-Design w LNP | Retail Residence and Business (P |
| UNE - 2W Analog Loop with INP Design | UNE 2W Analog Loop Design | Retail Residence and Business |
| UNE - 2W Analog Loop with INP Non-Design | UNE 2W Analog Loop Non-Design w INP | Retail Residence and Business (P |
| UNE - Digital Loop < DS1 | UNE 4W Unbundled Digital Loop | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ISDN Loop (Basic Rate) Non-Design | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ISDN Loop (Basic Rate) Non-Design w/o NP | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ISDN Loop (Basic Rate) Design | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ISDN Loop (Basic Rate) Design w/o NP | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ADSL | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W UDC (Universal Digital Channel) Capable Loop | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE Sub-Loop Feeder - 2W UDC (Universal Digital Channel) Capable Loop | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 4W Unbundled Digital Loop | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ISDN Loop (Basic Rate) Non-Design | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ISDN Loop (Basic Rate) Design | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ADSL w/o Loop Modification | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W ADSL | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W UDC (Universal Digital Channel) Capable Loop | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE Sub-Loop Feeder - 2W UDC (Universal Digital Channel) Capable Loop | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 2W HDSL | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop < DS1 | UNE 4W HDSL | Retail Digital Loop <DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS1 Non-Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS3 Non-Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE STS-1 Non-Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS1 Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS3 Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE STS-1 Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE 2W HDSL | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE 4W HDSL | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS1 Non-Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS3 Non-Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE STS-1 Non-Channelized Local Loop | Retail Digital Loop =>DS1 Services |
| UNE - Digital Loop => DS1 | UNE DS1 Channelized Local Loop | Retail Digital Loop =>DS1 Services |

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| PRODUCT_GRP_DESC | PROD_DESC | BST_ANALOG |
|---|---|---|
| UNE - Digital Loop => DS1 | UNE DS3 Channelized Local Loop | Retail Digital Loop => DS1 Servic |
| UNE - Digital Loop => DS1 | UNE STS-1 Channelized Local Loop | Retail Digital Loop => DS1 Servic |
| UNE - Digital Loop => DS1 | UNE INP (Standalone) | Retail Digital Loop => DS1 Servic |
| UNE - Digital Loop => DS1 | UNE 2W ISDN Loop (Basic Rate) Non-Design | Retail Digital Loop => DS1 Servic |
| UNE - Loop + Port Combinations | UNE Combos - 2W Voice Grade UNE Loop + Port | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - Coin 2W Analog Loop + Port (for Smart Sets) | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 2W ISDN/BRI Digital Loop + Port, Residential Service - Non-Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 2W ISDN/BRI Digital Loop + Port, Residential Service - Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 2W ISDN/BRI Digital Loop + Port, Business Service - Non-Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 2W ISDN/BRI Digital Loop + Port, Business Service - Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 4W ISDN/PRI Digital Loop + Port - Non-Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 4W ISDN/PRI Digital Loop + Port - Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - DID 2W Trunk Port + Voice Grade Loop | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - DDITS Digital Loop + Port | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - 4W DS1 Loop w Channelization w DS1 Port | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - Loop + Port Other Non-Design | Retail Residence and Business |
| UNE - Loop + Port Combinations | UNE Combos - Loop + Port Other Design | Retail Residence and Business |
| UNE - Switch (Ports) | Unbundled Ports (Switching) | Retail Residence and Business (POTS) |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 1 (2W Loop) | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 2 (4W Loop) | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE 2W ISDN Loop (Basic Rate) Riding DS1 Interoffice Channel-EEL-3 | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 4 (4W Loop) 56KBPS Digital | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 5 (4W Loop) 64KBPS Digital | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE DS1 Loop Riding DS1 Interoffice Channel-EEL-6 | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE DS3 Loop Riding DS3 Interoffice Channel-EEL-7 | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE STS-1 Loop Riding STS-1 Interoffice Channel-EEL-8 | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE DS1 Loop Riding DS3 Interoffice Channel-EEL-9 | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE DS1 Loop Riding STS-1 Interoffice Channel-EEL-10 | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 11 (2W on 2W I/O) | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 12 (4W on 4W I/O) | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 13 (4W 56KMPS on 4W I/O) | Retail DS1/DS3 |
| UNE – Enhanced Extended Link/Non-Switched Combination | UNE EEL – 14 (4W 64KMPS on 4W I/O) | Retail DS1/DS3 |
| UNE - Combo Other | UNE 2W Voice Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 4W Voice Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 2W ISDN Loop (Basic Rate) Riding DS1 Interoffice Channel - EEL-3 | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 4W Unbundled Digital Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Loop Riding DS1 Interoffice Channel - EEL-6 | Retail Residence, Business and Design |

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|---|---|---|
| UNE - Combo Other | UNE DS3 Loop Riding DS3 Interoffice Channel - EEL-7 | Retail Residence, Business and D |
| UNE - Combo Other | UNE STS-1 Loop Riding STS-1 Interoffice Channel - EEL-8 | Retail Residence, Business and D |
| UNE - Combo Other | UNE DS1 Loop Riding DS3 Interoffice Channel - EEL-9 | Retail Residence, Business and D |
| UNE - Combo Other | UNE DS1 Loop Riding STS-1 Interoffice Channel - EEL-10 | Retail Residence, Business and D |
| UNE - Combo Other | UNE 2W Voice Loop | Retail Residence, Business and D |
| UNE - Combo Other | UNE 4W Voice Loop | Retail Residence, Business and D |
| UNE - Combo Other | UNE 4W Unbundled Digital Loop | Retail Residence, Business and D |
| UNE - Combo Other | UNE 2W Voice Grade Local Channel | Retail Residence, Business and D |
| UNE - Combo Other | UNE 4W Voice Grade Local Channel | Retail Residence, Business and D |
| UNE - Combo Other | UNE 4W 56kbps Local Channel + 4W 56kbps Interoffice + 4W 56kbps Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 4W 64kbps Local Channel + 4W 64kbps Interoffice + 4W 64kbps Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Local Channel + DS1 Interoffice + DS1 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS3 Local Channel + DS3 Interoffice + DS3 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE STS-1 Local Channel + STS-1 Interoffice + STS-1 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 2W Voice Grade Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 4W Voice Grade Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Local Loop + DS1 Interoffice | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Interoffice Channel | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Local Channel + DS1 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS3 Local Channel + DS3 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE STS-1 Local Channel + STS-1 Local Loop | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Local Channel + DS1 Local Interoffice Channel to Collocation | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS3 Local Channel + DS3 Local Interoffice Channel to Collocation | Retail Residence, Business and Design |
| UNE - Combo Other | UNE STS-1 Local Channel + STS-1 Local Interoffice Channel to Collocation | Retail Residence, Business and Design |
| UNE - Combo Other | UNE Channelized DS1 Local Channel + DS1 Local Interoffice w 1/0 Mux Channelization | Retail Residence, Business and Design |
| UNE - Combo Other | UNE Channelized DS3 Local Channel + DS3 Local Interoffice w 3/1 Mux Channelization | Retail Residence, Business and Design |
| UNE - Combo Other | UNE Channelized STS-1 Local Channel + STS-1 Local Interoffice w 3/1 Mux Channelization | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 2W Voice Grade Local Channel | Retail Residence, Business and Design |
| UNE - Combo Other | UNE 4W Voice Grade Local Channel | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Local Channel | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS1 Interoffice Channel | Retail Residence, Business and Design |
| UNE - Combo Other | UNE DS3 Interoffice Channel w 3/1 Mux Channelization | Retail Residence, Business and Design |

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| PRODUCT_GRP_DESC | PROD_DESC | BST ANALOG |
|---|---|---|
| UNE - Combo Other | UNE STS-1 Interoffice Channel w 3/1 Mux Channelization | Retai Residence, Business and I |
| UNE - Combo Other | UNE DS3 Local Channel w 3/1 Mux Channelization | Retai Residence, Business and I |
| UNE - Combo Other | UNE STS-1 Local Channel w 3/1 Mux Channelization | Retai Residence, Business and I |
| UNE - Combo Other | UNE DS1 1/0 Mux Collocation w Channelization | Retai Residence, Business and I |
| UNE - Combo Other | UNE DS3 3/1 Mux Collocation w Channelization | Retai Residence, Business and I |
| UNE - Combo Other | UNE STS-1 3/1 Mux Collocation w Channelization | Retai Residence, Business and I |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W ADSL w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W ADSL - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W HDSL w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W HDSL w Load Coil Removal - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W HDSL- Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 4W HDSL w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 4W HDSL - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W Unbundled Copper Loop (UCL) Short (<= 18 kft) w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W Unbundled Copper Loop (UCL) Short (<= 18 kft) - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 4W Unbundled Copper Loop (UCL) Short (<= 18 kft) w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 4W Unbundled Copper Loop (UCL) Short (<= 18 kft) - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W Unbundled Copper Loop (UCL) Long (> 18 kft) w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 2W Unbundled Copper Loop (UCL) Long (> 18 kft) - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 4W Unbundled Copper Loop (UCL) Long (> 18 kft) w/o Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) | UNE 4W Unbundled Copper Loop (UCL) Long (> 18 kft) - Loop Modification | ADSL Provided to Retail |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 2W ADSL w Load Coil Removal - Loop Modification | Benchmark |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 2W HDSL w Load Coil Removal - Loop Modification | Benchmark |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 4W HDSL w Load Coil Removal - Loop Modification | Benchmark |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 2W Unbundled Copper Loop (UCL) Short (<= 18 kft) - Loop Modification | Benchmark |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 4W Unbundled Copper Loop (UCL) Short (<= 18 kft)- Loop Modification | Benchmark |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 2W Unbundled Copper Loop (UCL) Long (> 18 kft) - Loop Modification | Benchmark |
| UNE - x-DSL (HDSL, ADSL and UCL) w Loop Conditioning | UNE 4W Unbundled Copper Loop (UCL) Long (> 18 kft)- Loop Modification | Benchmark |
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 2W ADSL w/o Loop Modification | Benchmark |
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 2W HDSL w/o Loop Modification | Benchmark |

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|---|---|---|
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 4W HDSL w/o Loop Modification | Benchmark |
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 2W Unbundled Copper Loop (UCL) Short (<= 18 kft) w/o Loop Modification | Benchmark |
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 4W Unbundled Copper Loop (UCL) Short (<= 18 kft) w/o Loop Modification | Benchmark |
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 2W Unbundled Copper Loop (UCL) Long (> 18 kft) w/o Loop Modification | Benchmark |
| UNE - x-DSL (HSDL, ADSL, and UCL) w/o Loop Conditioning | UNE 4W Unbundled Copper Loop (UCL) Long (> 18 kft) w/o Loop Modification | Benchmark |
| UNE - ISDN | UNE 2W ISDN Loop (Basic Rate) Design | Retail ISDN Basic Rate Service |
| UNE - ISDN | UNE 2W ISDN Loop (Basic Rate) Design w/o NP | Retail ISDN Basic Rate Service |
| UNE - ISDN | UNE 2W UDC (Universal Digital Channel) Capable Loop | Retail ISDN Basic Rate Service |
| UNE - ISDN | UNE Sub-Loop Feeder - 2W UDC (Universal Digital Channel) Capable Loop | Retail ISDN Basic Rate Service |
| UNE – UDC/IDSL | UNE 2W UDC (Universal Digital Channel) Capable Loop | Retail ISDN Basic Rate Service |
| UNE – UDC/IDSL | UNE Sub-Loop Feeder – 2W UDC (Universal Digital Channel) Capable Loop | Retail ISDN Basic Rate Service |
| UNE - Line Sharing | UNE Line Sharing | ADSL Provided to Retail |
| UNE – Line Splitting | UNE Voice Loop, Line Splitting | ADSL Provided to Retail |
| UNE - Other Design | UNE DS1 Non-Channelized Local Loop | Retail Design |
| UNE - Other Design | UNE DS3 Non-Channelized Local Loop | Retail Design |
| UNE - Other Design | UNE STS-1 Non-Channelized Local Loop | Retail Design |
| UNE - Other Design | UNE DS1 Non-Channelized Local Channel | Retail Design |
| UNE - Other Design | UNE DS3 Non-Channelized Local Channel | Retail Design |
| UNE - Other Design | UNE STS-1 Non-Channelized Local Channel | Retail Design |
| UNE - Other Design | UNE DS1 Channelized Local Loop | Retail Design |
| UNE - Other Design | UNE DS3 Channelized Local Loop | Retail Design |
| UNE - Other Design | UNE STS-1 Channelized Local Loop | Retail Design |
| UNE - Other Design | UNE DS1 Channelized Local Channel | Retail Design |
| UNE - Other Design | UNE DS3 Channelized Local Channel | Retail Design |
| UNE - Other Design | UNE STS-1 Channelized Local Channel | Retail Design |
| UNE - Other Design | UNE DS1 Channelization (1/0 Mux) | Retail Design |
| UNE - Other Design | UNE DS3 Channelization (3/1 Mux) | Retail Design |
| UNE - Other Design | UNE STS-1 Channelization (3/1 Mux) | Retail Design |
| UNE - Other Design | UNE Dedicated Transport | Retail Design |
| UNE - Other Design | UNE Sub-Loop Feeder | Retail Design |
| UNE - Other Design | UNE Loop Concentration | Retail Design |
| UNE - Other Design | UNE 2W Voice Loop | Retail Design |
| UNE - Other Design | UNE 4W Voice Loop | Retail Design |
| UNE - Other Design | UNE 4W Unbundled Digital Loop | Retail Design |
| UNE - Other Design | UNE 2W ISDN (Basic Rate) Loop Riding ULC System | Retail Design |
| UNE - Other Design | UNE 2W UDC (Universal Digital Channel) Capable Loop Riding ULC System | Retail Design |
| UNE - Other Design | UNE Remote Site Unbundled DSL | Retail Design |

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|---|---|---|
| UNE - Other Design | UNE Sub-Loop Feeder | Retai Design |
| UNE - Other Design | UNE 2W/4W Unbundled Copper Loop (UCL-ND) Non-Design | Retai Design |
| UNE - Other Design | UNE Network Terminating Wire (NTW) | Retai Design |
| UNE - Other Non-Design | UNE Network Interface Devices (NID) - NID 1.. NID 6 | Retai Residence and Business |
| UNE - Other Non-Design | UNE Sub-Loop Distribution - 2W/4W Voice Grade Sub-Loop | Retai Residence and Business |
| UNE - Other Non-Design | UNE Sub-Loop Intrabuilding Network Cable - 2W/4W Voice Grade Sub-Loop | Retai Residence and Business |
| UNE - Other Non-Design | UNE Copper Sub-Loop - 2W/4W | Retai Residence and Business |
| UNE - Other Non-Design | UNE INP (Standalone) | Retai Residence and Business |
| UNE - Other Non-Design | UNE Line Splitting | Retai Residence and Business |
| UNE - Transport (Unbundled Interoffice Transport) | UNE Unbundled Interoffice Transport | Retai DS1/DS3 Interoffice Services |
| Resale Local Interconnection Trunks | Local Interconnection Trunks | Retai Local Interconnection Trunks |

# Appendix F-2: SEEM Product List

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| | WHOLESALE | | RETAIL | |
|---|---|---|---|---|
| **SEEM Grouping** | **Product Group Description** | **Product Description** | **Product Group Description** | **Ba[illegible]** |
| POTS | Residence Non-Design | Residence | Residence Non-Design | Retai[illegible] |
| | Business Non-Design | Business | Business Non-Design | |
| | PBX Non-Design | PBX Non-Design | PBX Non-Design | |
| | CENTREX Non-Design | CENTREX/ESSX Non-Design | CENTREX Non-Design | |
| | ISDN Basic Rate Residence Non-Design | ISDN Basic Rate Residence Non-Design | ISDN Basic Rate Residence Non-Design | |
| | ISDN Basic Rate Business Non-Design | ISDN Basic Rate Business Non-Design | ISDN Basic Rate Business Non-Design | |
| | ISDN Primary Rate Business Non-Design | ISDN Primary Rate Business Non-Design | ISDN Primary Rate Business Non-Design | |
| | ISDN Primary Rate Megalink (1.544 MBPS) Residence Non-Design | ISDN Primary Rate Megalink (1.544 MBPS) Residence Non-Design | ISDN Primary Rate Megalink (1.544 MBPS) Residence Non-Design | |
| | ISDN Primary Rate Megalink (1.544 MBPS) Business Non-Design | ISDN Primary Rate Megalink (1.544 MBPS) Business Non-Design | ISDN Primary Rate Megalink (1.544 MBPS) Business Non-Design | |
| | ISDN Primary Rate Residence Non-Design | ISDN Primary Rate Residence Non-Design | ISDN Primary Rate Residence Non-Design | |
| Design | PBX Design | PBX Design | PBX Design | Retail Design |
| | CENTREX/ESSX Design | CENTREX Design | CENTREX Design | |
| | Design | Design | Design | |
| | ISDN Basic Rate Residence Design | ISDN Basic Rate Residence Design | ISDN Basic Rate Residence Design | |
| | ISDN Basic Rate Business Design | ISDN Basic Rate Business Design | ISDN Basic Rate Business Design | |
| | ISDN Primary Rate Residence Design | ISDN Primary Rate Residence Design | ISDN Primary Rate Residence Design | |
| | ISDN Primary Rate Megalink (1.544 MBPS) Residence Design | ISDN Primary Rate Megalink (1.544 MBPS) Residence Design | ISDN Primary Rate Megalink (1.544 MBPS) Residence Design | |
| | ISDN Primary Rate Business Design | ISDN Primary Rate Business Design | ISDN Primary Rate Business Design | |
| | ISDN Primary Rate Megalink (1.544 MBPS) Business Design | ISDN Primary Rate Megalink (1.544 MBPS) Business Design | ISDN Primary Rate Megalink (1.544 MBPS) Business Design | |

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| WHOLESALE | | | RETAIL | |
|---|---|---|---|---|
| SEEM Grouping | Product Group Description | Product Description | Product Group Description | B[illegible]th A[illegible] |
| UNE Loop & Port Combos | UNE - Combo (loop + port) Design | UNE Combos - 2W Voice Grade UNE Loop + Port | Designed Products Including ISDN | Retai[illegible]ence and B[illegible]s |
| | | UNE Combos - 2W ISDN/BRI Digital Loop + Port | | |
| | | UNE Combos - 4W ISDN/PRI Digital Loop + Port - Design | | |
| | | UNE Combos - 4W ISDN/PRI Digital Loop + Port w Transport - Design | | |
| | | UNE Combos - DID 2W Trunk Port + Voice Grade Loop (Residence PBX) | | |
| | | UNE Combos - DID 2W Trunk Port + Voice Grade Loop (Business PBX) | | |
| | | UNE Combos - DDITS Digital Loop + Port | | |
| | | UNE Combos - DDITS 4W Digital Loop + Trunk Port | | |
| | | UNE Combos - DDITS DS1 UNE Loop + DS1 UNE Port | | |
| | | UNE Combos - 4W DS1 Loop w Channelization | | |
| | | UNE Combos - Loop + Port Other Design | | |
| | UNE - Combo (loop + port) Non-Design | UNE Combos - 2W Voice Grade UNE Loop + Port | Residence and Business | |
| | | UNE Combos - Coin 2W Analog Loop + Port (for Smart Sets) | | |
| | | UNE Combos - 4W ISDN/PRI Digital Loop + Port - Non-Design | | |
| | | UNE Combos - 4W ISDN/PRI Digital Loop + Port w Transport - Non-Design | | |
| | | UNE Combos - Loop + Port Other Non-Design | | |

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| WHOLESALE | | | RETAIL | |
|---|---|---|---|---|
| **SEEM Grouping** | **Product Group Description** | **Product Description** | **Product Group Description** | **B** |
| UNE Loops | UNE - ISDN Loop | UNE 2W ISDN Loop (Basic Rate) | ISDN Basic Rate Design | Retai and E (Disp |
| | | UNE 2W UDC (Universal Digital Channel) Capable Loop | | |
| | | UNE Sub-Loop Feeder - 2W UDC (Universal Digital Channel) Capable Loop | | |
| | UNE - Digital Loop < DS1 | UNE 4W Unbundled Digital Loop | Digital Loop < DS1 Services | |
| | UNE - Digital Loop => DS1 | UNE DS1 Local Loop | Digital Loop => DS1 Services | |
| | | UNE DS3 Local Loop | | |
| | | UNE STS-1 Local Loop | | |
| | UNE Loops Non-Design | UNE 2W Analog Loop Non-Design | Residence and Business (POTS) Excluding Switch-Based | |
| | | UNE 2W Unbundled Copper Loop (UCL-ND) | | |
| | | UNE 2W/4W Unbundled Copper Loop (UCL-ND) | | |
| | | UNE Copper Sub-Loop | | |
| | | UNE Network Interface Devices (NID) | | |
| | | UNE Network Terminating Wire (NTW) | | |
| | | UNE Sub-Loop Distribution | | |
| | | UNE Sub-Loop Intrabuilding Network Cable | | |
| | UNE Analog Loop and Other Design Products | UNE 2W Analog Loop Design | Residence and Business (Dispatch) | |
| | | UNE 2W ISDN (Basic Rate) Loop Riding ULC System | | |
| | | UNE 2W UDC (Universal Digital Channel) Capable Loop Riding ULC System | | |
| | | UNE 2W Voice Loop | | |
| | | UNE 4W Analog Loop | | |
| | | UNE 4W Unbundled Digital Loop | | |
| | | UNE 4W Voice Loop | | |
| | | UNE Dedicated Transport | | |
| | | UNE DS1 Channelization (1/0 Mux) | | |

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| WHOLESALE | | | RETAIL | |
|---|---|---|---|---|
| **SEEM Grouping** | **Product Group Description** | **Product Description** | **Product Group Description** | **BellS An** |
| | | UNE DS1 Channelized Local Channel | | |
| | | UNE DS1 Non-Channelized Local Channel | | |
| | | UNE DS3 Channelization (3/1 Mux) | | |
| | | UNE DS3 Channelized Local Channel | | |
| | | UNE DS3 Non-Channelized Local Channel | | |
| | | UNE Loop Concentration | | |
| | | UNE Remote Site Unbundled DSL (RSUDSL) | | |
| | | UNE STS-1 Channelization (3/1 Mux) | | |
| | | UNE STS-1 Channelized Local Channel | | |
| | | UNE STS-1 Non-Channelized Local Channel | | |
| | | UNE Sub-Loop Feeder | | |
| UNE xDSL | UNE xDSL Loop | UNE 2W ADSL | ADSL Services | Retail ADSL |
| | | UNE 2W HDSL | | |
| | | UNE 2W Unbundled Copper Loop (UCL) Long (> 18 kft) | | |
| | | UNE 2W Unbundled Copper Loop (UCL) Short (<= 18 kft) | | |
| | | UNE 4W HDSL | | |
| | | UNE 4W Unbundled Copper Loop (UCL) Long (> 18 kft) | | |
| | | UNE 4W Unbundled Copper Loop (UCL) Short (<= 18 kft) | | |
| UNE - Line Sharing | UNE Line Sharing | UNE Line Sharing | ADSL Services | Retail ADSL |
| Local Interconnection Trunks | Local Interconnection Trunks | Local Interconnection Trunks | Local Interconnection Trunks | Local Interconnect-ion Trunks |

**APPENDIX G**

# BELLSOUTH PERFORMANCE

# MEASUREMENTS & STANDARDS

**in the**

## Ordering, Provisioning,

**and**

## Maintenance & Repair

**of**

# SPECIAL ACCESS SERVICE

**Version 2.0**

Issued: August 1, 2004

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# Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth
  - Sub Totaled by State
  - Totaled by BellSouth

- Comparison reports are required for:
  - CLEC/ IXC Carrier Aggregate
  - BellSouth Long Distance (BSLD) Aggregate

**Special Access** is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing BellSouth end office switches.

Special Access Services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

> **Exclusions:** Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.

**Reporting Period:** The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

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# ORDERING

## Measurement: SA-1 FOC Receipt

**Description**

The Firm Order Confirmation (FOC) is the BellSouth response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. BellSouth will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at BellSouth's request due to a lack of BellSouth facilities or otherwise.

**Calculation Methodology**

Percent Meeting Performance Standard:
[Count FOCs received where (FOC Receipt Date – ASR Received Date) < = Performance Standard] / Total FOCs received during reporting period x 100

FOC Receipt - Distribution:
(FOC Receipt Date – ASR Received Date), for each FOC received during reporting period, distributed by:
0 days, >0 - <= 1day, >0 day - <= 2 days, >0 day - <= 5 days, > 2 days - <= 10 days, > 10 days

ASRs Withdrawn at BellSouth Request due to a lack of BellSouth Facilities or Otherwise
Count of ASRs, which have not yet received a FOC, Withdrawn at BellSouth's Request, during the current reporting period, due to a lack of BellSouth facilities or otherwise

**Business Rules**

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included.

**Exclusions**

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

**Levels of Disaggregation**

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

**Performance Standard**

| | |
|---|---|
| Percent FOCs Received within Standard | - DS0 = > 98.0% within 2 business days |
| | - DS1 = > 98.0% within 2 business days |
| | - DS3 = > 98.0% within 5 business days |
| | - OCn - ICB (Individual Case Basis) |
| FOC Receipt Distribution | - Diagnostic |
| ASRs Withdrawn at BellSouth's Request Due to a Lack of BellSouth Facilities or Otherwise | - Diagnostic |

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# ORDERING

## Measurement: SA-2 FOC Receipt Past Due

**Description**

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from BellSouth within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

**Calculation Methodology**

Percent FOC Receipt Past Due - Without Open Query/Reject:
Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period – ASR Received Date >Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

FOC Receipt Past Due - Without Open Query/Reject - Distribution:
[(End of Reporting Period – ASR Received date) – (Expected FOC Receipt Interval)] for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by;
0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Percent FOC Receipt Past Due - With Open Query/Reject:
Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

**Business Rules**

1. All counts are based on the latest ASR request sent to BellSouth. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.

**Exclusions**

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

**Levels of Disaggregation**

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

**Performance Standard**

| | |
|---|---|
| Percent FOC Receipt Past Due - Without Open Query/Reject | < 2.0 % FOC Receipt Past Due |
| FOC Receipt Past Due – Without Open Query/Reject - Distribution | - Diagnostic |
| Percent FOC Receipt Past Due - With Open Query/Reject | - Diagnostic |

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# ORDERING

## Measurement: SA-3 Offered Versus Requested Due Date

**Description**

The Offered Versus Desired Due Date measure reflects the degree to which BellSouth is committing to install service on the CLEC or IXC Carrier Desired Due Date (CDDD), when a Due Date desired is equal to or greater than the BellSouth stated interval. A distribution of the delta, the difference between the CDDD and the Offered Date, for these FOCs is required for diagnostic purposes.

**Calculation Methodology**

Percent Offered with CLEC or IXC Carrier Requested Due Date:

[Count of ASRs where (FOC Due Date = CDDD] / [Total number of ASRs where (CDDD – ASR Received Date) = >BellSouth Stated Interval] X 100

Offered versus Requested Interval Delta – Distribution:

[(Offered Due Date – CDDD) where (CDDD – ASR Received Date) = > BellSouth Stated Interval] for each FOC received during the reporting period, distributed by; 0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

**Business Rules**

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included.

**Exclusions**

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

**Levels of Disaggregation**

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

**Performance Standard**

Percent Offered with CDDD (where CDDD => BellSouth Stated Interval) = 100%
Offered versus Requested Interval Delta – Distribution - Diagnostic

BellSouth Stated Intervals: To be determined by BellSouth

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# PROVISIONING

## Measurement: SA-4 On Time Performance To FOC Due Date

### Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR received. Customer Not Ready (CNR) situations are defined as Customer Not Ready (SR), No Access (SA), Customer Requests a Later Date (SL), and Customer Other (SO) which may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

### Calculation Methodology

Percent On Time Performance to FOC Due Date – With CNR Consideration:
[(Count of Circuits Completed on or before BellSouth Committed Due Date + Count of Circuits Completed after FOC Due Date with a verifiable CNR code) / (Count of Circuits Completed in Reporting Period)] X 100

Percent On Time Performance to FOC Due Date – Without CNR Consideration:
[(Count of Circuits Completed on or before BellSouth Committed Due Date) / (Count of Circuits Completed in Reporting Period)] X 100

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

### Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier.
4. Projects are included..
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standard

Percent On Time to FOC Due Date - With CNR Consideration => 98.0 % On Time
Percent On Time to FOC Due Date - Without CNR Consideration - Diagnostic

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# PROVISIONING

## Measurement: SA-5 Days Late

### Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of BellSouth facilities is required for diagnostic purposes.

### Calculation Methodology

Average Days Late:

Σ [Circuit Completion Date–BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)

Days Late Distribution:

Circuit Completion Date –BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code) distributed by: <= 1 day, 0 - < 3 days, >1 - <= 5 days, >5 - <= 10 days, >10 - <= 20 days, >20 - <= 30 days, >30 - <= 40 days, >40 days

Average Days Late Due to a Lack of BellSouth Facilities:

Σ [Circuit Completion Date –BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)

### Business Rules

1. Measures are based on the latest valid ASR received and the associated FOC Due Date received from the BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

### Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

### Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

### Performance Standard

| | |
|---|---|
| Average Days Late | < 3.0 Days |
| Days Late Distribution | - Diagnostic |
| Average Days Late Due to a Lack of BellSouth Facilities | - Diagnostic |

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## 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:
Sum (CDDD – ASR Received Date) / Total Circuits Completed during reporting period

Average BellSouth Offered Interval:
Sum (FOC Due Date – ASR Received Date) / Total Circuits Completed during reporting period

Average Installation Interval:
Sum (BellSouth Completion Date – ASR Received Date) / Total Circuits Completed during reporting period

**Business Rules**

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.
5. The Average Installation Interval includes all completions.

**Exclusions**

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

**Levels of Disaggregation**

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

**Performance Standard**

| | |
|---|---|
| Average Requested Interval | - Diagnostic |
| Average Offered Interval | - Diagnostic |
| Average Installation Interval | - Diagnostic |

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# PROVISIONING

## Measurement: SA-7 Past Due Circuits

**Description**

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received a FOC Due Date but the date has passed. Results are separated into those held for BellSouth reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of BellSouth facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

**Calculation Methodology**

Percent Past Due Circuits:

[(Count of all circuits not completed at the end of the reporting period > 5 days beyond the FOC Due Date, grouped separately for Total BellSouth Reasons, Lack of BellSouth Facility Reasons, and Total CLEC/Carrier Reasons) / (Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period)] X 100

Past Due Circuits Distribution:

Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by: <= 1 day, >1 - <= 5 days, 0 days - <= 5 days, >5 - < =10 days, >10 - <= 20 days, >20 - <= 30 days, >30 - <= 40 days, >40 days

Percent Cancellations After FOC Due Date:

[Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled > FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period)] X 100

**Business Rules**

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

**Exclusions**

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

**Levels of Disaggregation**

- 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 |

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# PROVISIONING

## Measurement: SA-8 New Installation Trouble Report Rate

**Description**

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

**Calculation Methodology**

Trouble Report Rate Within 30 Calendar Days of Installation:
[Count (trouble reports within 30 Calendar Days of Installation) / (Total Number of Circuits Installed in the Report Period)] X 100

**Business Rules**

1. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket.

**Exclusions**

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

**Levels of Disaggregation**

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)
- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

**Performance Standard**

New Installation Trouble Report Rate <= 1.0 trouble reports per 100 circuits installed

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# MAINTENANCE & REPAIR

## Measurement: SA-9 Failure Rate

**Description**

Failure Rate measures the overall quality of the circuits being provided by the BellSouth and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized.

**Calculation Methodology**

Failure Rate – Annualized:

Failure Rate = (a / b)*100

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

Failure Rate Annualized = (c / d)*100

- c = Average count of trouble reports closed per month during the past 12 months
- d = Average number of circuits in service per month for the past 12 months

**Business Rules**

1. A trouble report/ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

**Exclusions**

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

**Levels of Disaggregation**

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical Ocn)

**Performance Standard**

| | | |
|---|---|---|
| Failure Rate Annualized | - Below DS3 | <= 10.0% |
| | - DS3 and Above | <= 10.0% |

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# MAINTENANCE & REPAIR

## Measurement: SA-10 Mean Time to Restore

**Description**

The Mean Time To Restore interval measures the promptness in restoring circuits to operating levels when a problem or trouble is received by BellSouth. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to BellSouth to the time BellSouth closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as NTF / Test OK, is required for diagnostic purposes.

**Calculation Methodology**

Mean Time To Restore:

Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by BellSouth) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period)]

% Out of Service Greater than 24 hrs:

[Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by BellSouth) – (Customer Hold Times) is > 24 hrs / (Count of Trouble Tickets Resolved in Reporting Period)] X 100

Mean Time To Restore –NTF / Test OK:

Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as NTF /Test OK – Date and Time of Trouble Ticket Referred to BellSouth) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period as NTF /Test OK)]

**Business Rules**

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when BellSouth issues notice to the CLEC or IXC Carrier that the customer's service is restored to operating parameters.
5. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user's premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

**Exclusions**

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

**Levels of Disaggregation**

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

**Performance Standard**

| | | |
|---|---|---|
| Mean Time to Restore | - Below DS3 | <= 2.0 Hours |
| | - DS3 and Above | <= 1.0 Hour |
| % Out of Service > 24 Hrs | | - Diagnostic |
| Mean Time to Restore –NTF/ Test OK | | - Diagnostic |

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# MAINTENANCE & REPAIR

## Measurement: SA-11 Repeat Trouble Report Rate

**Description**

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

**Calculation Methodology**

Repeat Trouble Report Rate:

[(Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days)] / (Number of Reports in the Report Period) X 100

**Business Rules**

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as NTF/TOK, then the second trouble must be counted as a repeat trouble report if it is resolved to BellSouth reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

**Exclusions**

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

**Levels of Disaggregation**

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

**Performance Standards**

| | | |
|---|---|---|
| Repeat Trouble Report Rate | - Below DS3 | <= 6.0% |
| | - DS3 and Above | <= 3.0% |

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# 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 |

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# 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.

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