



Mary K. Keyer  
General Attorney  
Kentucky Legal Department

AT&T Kentucky  
601 W. Chestnut Street  
Room 407  
Louisville, KY 40203

T 502-582-8219  
F 502-582-1573  
[mary.keyer@att.com](mailto:mary.keyer@att.com)

May 18, 2010

Mr. Jeff Derouen  
Executive Director  
Public Service Commission  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, KY 40602

Re: Investigation Concerning the Propriety of InterLATA Services by BellSouth Telecommunications, Inc. Pursuant to the Telecommunications Act of 1996  
PSC 2001-00105

Petition of BellSouth Telecommunications, Inc. for the Establishment of a New Performance Plan  
PSC 2004-00391

Dear Mr. Derouen:

In November 2009, AT&T implemented in the Southeast region a new Electronic Bonding Trouble Administration ("EBTA") System for maintenance and repair functions to replace the functionality of the Electronic Communications Trouble Administration ("ECTA") system, which was retired on April 15, 2010. Interested parties, including competitive local exchange carriers ("CLECs"), have been advised of this change through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the following Accessible Letters ("ALs"): CLECSSES09-084 (dated November 9, 2009) and related letters (CLECSSES09-054, CLECSSES08-069, CLECSSES08-045, CLECSSES08-022, CLECALLS08-012, CLECSSES07-025, CLECSSES07-015, and CNL-SN91087018). The ALs are available for review at the following web site: <https://clec.att.com/clec/acclatters/home.cfm?curMonth=yes>

In addition to the administrative changes associated with the introduction of the EBTA interface, in an earlier release, the Local Access Service Request (LASR) system replaced the Local Exchange Ordering (LEO) system and AT&T did not remove references to LEO in the ordering metric O-3 (Percent Flow-Through Service Requests) as well as in the glossary. Accordingly, all references to LEO are being removed.

Although the above modifications do not substantively change the SQM Plan, the SQM Plan documentation must be updated to accurately reflect the addition of the new EBTA interface as well as removal of all references to LEO. Accordingly, AT&T has made minor, administrative updates to the SQM Plan documentation. For the Commission's convenience, a red-lined version of the pages of the SQM Plan which have been updated are included in this filing. The updated SQM Plan is available for

Mr. Jeff Derouen  
May 18, 2010  
Page 2

review at the following website:

<http://pmap.wholesale.att.com/content/documentation.aspx>

It is important to note that from a performance measurement perspective, the addition of the EBTA interface will have **no impact** on the calculation of the OSS measures currently contained in the SQM Plan. That is, AT&T will continue to report the availability of access to the systems as part of the SQM measure known as OSS-2 [IA]: OSS Interface Availability, and will continue to report interface outages as part of the SQM measure known as CM-5 [ION]: Notification of CLEC Interface Outages. The method of calculation for the OSS-2 and CM-5 metrics will not change and the results will continue to be reported on a monthly basis.

Please let me know if you have any questions.

Sincerely,

  
Mary K. Keyer

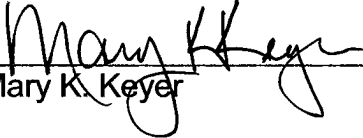
Enclosure

cc: Parties of Record

810954

CERTIFICATION

I hereby certify that the electronic version of this filing made with the Commission this 18th day of May 2010 is a true and accurate copy of the documents filed herewith in paper form on May 18, 2010, and the electronic version of the filing has been transmitted to the Commission. A copy of the Read1st document has been served electronically on all parties of record.

  
Mary K. Keyer

**COMBINED SERVICE LIST – PSC 2001-105 AND 2004-00391**

Honorable William R. Atkinson  
Sprint Communications Company L.P.  
Southeast Division  
233 Peachtree Street, N.E.  
Suite 2200  
Atlanta, GA 30303  
[bill.atkinson@sprint.com](mailto:bill.atkinson@sprint.com)

Honorable Jonathon N. Amlung  
1000 Republic Building  
429 W. Muhammad Ali Blvd.  
Louisville, KY 40202-2347  
[Jonathon@amlung.com](mailto:Jonathon@amlung.com)

Honorable Donna McNulty  
MCI WorldCom  
6 Concourse Parkway, Suite 3200  
Atlanta, GA 30328  
[donna.mcnulty@mci.com](mailto:donna.mcnulty@mci.com)

Tony Mastando  
ITC^ DeltaCom Communications, Inc.  
7037 Old Madison Pike, Suite 400  
Huntsville, AL 35806  
[tony.mastando@itcdeltacom.com](mailto:tony.mastando@itcdeltacom.com)

Honorable C. Kent Hatfield  
Honorable Douglas F. Brent  
Stoll, Keenon & Park, LLP  
2650 AEGON Center  
400 West Market Street  
Louisville, KY 40202  
[Kent.hatfield@skofirm.com](mailto:Kent.hatfield@skofirm.com)  
[douglas.brent@skofirm.com](mailto:douglas.brent@skofirm.com)

Honorable Dennis G. Howard II  
Assistant Attorney General  
Office of the Attorney General  
Utility & Rate Intervention Division  
1024 Capital Center Drive, Suite 200  
Frankfort, KY 40601-8204  
[dennis.howard@ag.ky.gov](mailto:dennis.howard@ag.ky.gov)

Honorable John N. Hughes  
124 West Todd Street  
Frankfort, KY 40601  
[jnhughes@fewpb.net](mailto:jnhughes@fewpb.net)

Honorable Eric N. Ison  
Hon. Quint McTyeire  
Greenebaum Doll & McDonald PLLC  
3300 National City Tower  
101 South Fifth Street  
Louisville, KY 40202-3197  
[eli@gdm.com](mailto:eli@gdm.com)  
[hnm@gdm.com](mailto:hnm@gdm.com)

Honorable Wanda G. Montano  
Mr. Bryan Antley  
US LEC of North Carolina, LLC  
Morrocroft III  
6801 Morrison Blvd.  
Charlotte, NC 28211  
[wmontano@uslec.com](mailto:wmontano@uslec.com)  
[bantley@uslec.com](mailto:bantley@uslec.com)

Honorable John E. Selent  
Dinsmore & Shohl, LLP  
1400 PNC Plaza  
500 West Jefferson Street  
Louisville, KY 40202  
[john.selent@dinslaw.com](mailto:john.selent@dinslaw.com)

Honorable Katherine K. Yunker  
Yunker & Associates  
P. O. Box 21784  
Lexington, KY 40522-1784  
[yunker@desuetude.com](mailto:yunker@desuetude.com)

Liz Thacker  
SouthEast Telephone, Inc.  
106 Power Drive  
P. O. Box 1001  
Pikeville, KY 41502-1001  
[Liz.thacker@setel.com](mailto:Liz.thacker@setel.com)

Jim Bellina  
Dialog Telecommunications, Inc.  
756 Tyvola Road, Suite 100  
Charlotte, NC 28217  
[jim@calldialog.com](mailto:jim@calldialog.com)

Katherine Mudge  
Covad Communications Company  
7000 N. Mopac Expressway, 2<sup>nd</sup> Floor  
Austin, TX 78731  
[kmudge@covad.com](mailto:kmudge@covad.com)

Barbara Brohl  
Qwest Communications Services  
1801 California Street, 10th Floor  
Denver, CO 80202  
[Barbara.brohl@qwest.com](mailto:Barbara.brohl@qwest.com)

Mary Campbell  
NuVox Communications  
2 North Main Street  
Greenville, SC 29601  
[mcampbell@nuvox.com](mailto:mcampbell@nuvox.com)

Susan Berlin, Esq.  
NuVox Communications  
2 North Main Street  
Greenville, SC 29601  
[SBerlin@nuvox.com](mailto:SBerlin@nuvox.com)

Mr. Andrew O. Isar  
Miller Isar, Inc.  
ASCENT (Assoc. of Communications  
Enterprises)  
7901 Skansie Avenue, Suite 240  
Gig Harbor, WA 98335  
[aisar@millerisar.com](mailto:aisar@millerisar.com)