

# **BellSouth Service Quality Measurement Plan (SQM)**

**Kentucky Proposal**

**Measurement Descriptions  
Version 1.01**

**Issue Date: December 16, 2002**

## 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)<sup>1</sup> and their 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 plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Florida, Georgia, Kentucky, Mississippi, and North Carolina, South Carolina and Tennessee have influenced and continue to influence the SQM. **This version of the SQM reflects the Order of the Kentucky Public Service Commission in Docket Case No. 2001-105 dated** (date of Kentucky Order to be issued at the close of the 6-month review).

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 Kentucky PSC.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by 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.

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<sup>1</sup> *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document*

## Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (<http://pmap.bellsouth.com>) by 8:00 AM on the last day of each month or the first business day after the 21<sup>st</sup>. The 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. Validated SEEM reports will be posted on the 15<sup>th</sup> of the following month. SEEM payments due will also be paid on the 15<sup>th</sup> of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15<sup>th</sup> of the following month. BellSouth shall retain the performance measurement Supporting Data Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

## Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site. The Kentucky Public Service Commission (KPSC) will be given access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the KPSC as soon as possible after the last day of each month.

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## Section 1: Operations Support Systems

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

#### Definition

The average response interval and percent within the interval is the average time and percent 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

- Scheduled OSS Maintenance
- Retail Usage of LENS
- Corrupt Records

#### Business Rules

The average response interval 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 returned to the client application. The percent of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the percent of accesses which take more than 6 seconds, and the percent which occur in less than or equal to 6.3 seconds are also captured.

BellSouth will not schedule maintenance during the hours from 8:00 AM until 9:00 PM Monday through Friday.

#### Calculation

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

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

**Average Response Interval** = c / d

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

**Percent within Interval** = (e / f) X 100

- e = Sum of Response Times for Interval
- f = Number of Legacy Requests During the Reporting Period for System

#### 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

**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 CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLEC’s and BellSouth can query for CSR information.
- 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 C: Tables for SQM OSS 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.

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)



## SEEM Disaggregation - Analog/Benchmark

### SEEM 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 CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLEC's and BellSouth can query for CSR information.
- 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.

### SEEM Analog/Benchmark

- Parity + 2 seconds

(See Appendix C: Tables for SEEM OSS Legacy Systems)

## OSS-2: OSS 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 the 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](http://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 available to the CLEC, but with significantly reduced response or processing time.
- Scheduled OSS Maintenance

### Business Rules

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

Scheduled maintenance will not be performed between the hours of 8:00 AM through 9:00 PM Monday through Friday.

### Calculation

**OSS 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

**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
- Hours of Downtime

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Regional Level, Per OSS Interface .....>= 99.5%

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

## OSS-3: OSS 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 the 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](http://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 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 calculations of 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 for 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 Availability** = (a / b) X 100

- a = Functional Availability [of Front End Systems](#)
- b = Scheduled Availability [of Front End Systems](#)

### Report Structure

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

**Data Retained**

**Relating to CLEC Experience**

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

**Relating to BellSouth Performance**

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

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Regional Level, Per OSS Interface .....>= 99.5%

(See Appendix C: Tables for SQM OSS 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 C: Tables for SEEM OSS Availability (M&R))

## 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, > 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

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Regional Level, Per OSS Interface .....Parity

(See Appendix C: Tables for SQM 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

## 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 5:00 PM Friday until 8:00 AM Monday are excluded from the interval calculation
- Canceled Inquiries

### Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes Service Inquiry forms submitted via 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 Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order 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
- 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**

- Loops ..... Benchmark: 95% <= 3 Business Days

**SQM Analog/Benchmark**

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- Loops ..... Benchmark: 95% <= 3 Business Days

**SEEM Analog/Benchmark**

## PO-2: Loop Makeup - 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
- 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. 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 Interfaces.

**Note:** The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order 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

**Data Retained**

**Relating to CLEC Experience**

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

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Loops .....Benchmark: 95% <= 1 Minute

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Loops .....Benchmark: 95% <= 1 Minute

## Section 2: Ordering

### O-1: Acknowledgement Message Timeliness

#### Definition

This measurement provides the response interval and percent within the 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

- None
- [Scheduled OSS Maintenance](#)
- Manually Submitted LSRs

#### Business Rules

The process includes EDI and 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.

**Percent within Interval** = (e / f) X 100

- e = Total Number of Electronically Submitted Messages/LSRs received, from CLECs via EDI or TAG Respectively, in the Reporting Period.
- f = Total Number of Electronically Submitted Messages/LSRs acknowledged in the Reporting Period.

#### Report 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

**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% <= 30 minutes
- TAG ..... TAG - 95% <= 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% <=30 Minutes
- TAG ..... TAG – 95% <=30 Minutes

## 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

- EDI .....Benchmark: 99.5%
- TAG

#### SQM Analog/Benchmark

**SEEM Measure**

SEEM            Tier I    Tier II    Tier III

Yes.....X.....X.....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- EDI .....Benchmark: 99.5%
- TAG

## 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:

1. Complex\*
2. Special pricing plans
3. Some Partial migrations (All LNP partial migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)
14. LNP Only – Supplemental LSRs except Supps of 04 (Due Date Changes) on Req Type CB

\*See LSR Flow-Through Matrix 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 this table is on the PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder.



**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.

## Calculation

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

- 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 auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC error
- f = the number of LSRs that receive a Z status.

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

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC error
- 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

**SQM Disaggregation – Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark <sup>a</sup>
• Residence .....	Benchmark: 95%
• Business .....	Benchmark: 90%
• UNE-P .....	Benchmark: <del>85%</del> <b>90%</b>
• UNE-Other .....	Benchmark: 85%
• LNP.....	Benchmark: 85%

<sup>a</sup>Benchmarks do not apply to the “Percent Achieved Flow-Through.”

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark <sup>a</sup>
• Residence .....	Benchmark: 95%
• Business .....	Benchmark: 90%
• UNE-P .....	Benchmark: <del>85%</del> <b>90%</b>
• UNE-Other .....	Benchmark: 85%
• LNP.....	Benchmark: 85%

<sup>a</sup>Benchmarks do not apply to the "Percent Achieved Flow-Through"

## 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:

1. Complex\*
2. Special pricing plans
3. Some Partial migrations (All LNP partial migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Intentions and Captions)
14. LNP Only – Supplemental LSRs except Supps of 04 (Due Date Changes) on Req Type CB

\* See LSR Flow-Through Matrix 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 this table is on the PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder.

**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.

## Calculation

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

- 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 auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC error
- f = the number of LSRs that receive a Z status.

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

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC error
- 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

**SQM Disaggregation – Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark <sup>a</sup>
• Residence .....	Benchmark: 95%
• Business .....	Benchmark: 90%
• UNE-P .....	Benchmark: <del>85%</del> <u>90%</u>
• UNE-Other .....	Benchmark: 85%
• LNP .....	Benchmark: 85%

<sup>a</sup>Benchmarks do not apply to the “Percent Achieved Flow-Through.”

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark <sup>a</sup>
• Residence .....	Benchmark: 95%
• Business .....	Benchmark: 90%
• UNE-P .....	Benchmark: <del>85%</del> <u>90%</u>
• UNE-Other .....	Benchmark: 85%
• LNP .....	Benchmark: 85%

<sup>a</sup>Benchmarks do not apply to the "Percent Achieved Flow-Through"

## 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

**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

## 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).

### 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 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

- Not Applicable.....Not Applicable

#### SQM Analog/Benchmark



**SEEM Measure**

SEEM            Tier I    Tier II    Tier III

No .....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

## 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)] 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
- LSRs which are identified and classified as “projects”
- Fatal Rejects
- ~~Scheduled OSS Maintenance~~

### 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 or LAUTO 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
- 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**

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>	<b>Tier III</b>
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

## O-8: Reject Interval

### Definition

Reject Interval is the average reject time from receipt of Service Requests [Local Service Requests (LSRs) or Access Service Requests (ASRs)] 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. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

### 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:

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>

~~Local Interconnection Service Center (LISC) — Monday through Friday — 4:30 P.M. until 8:00 A.M. From 4:30 P.M. Friday until 8:00 A.M. Monday. Weekends and holidays are excluded from the calculation. The exclusion of weekends begins at 12:01 AM Saturday until 12:00 midnight Sunday. Holidays are excluded from 12:01 AM until midnight.~~

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.

- ~~• LSRs which are identified and classified as “coin”~~
- Scheduled OSS Maintenance

### Business Rules

The Reject Interval is determined for each rejected LSR processed during the reporting period. The Reject Interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI translator or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI, translator or TAG) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the rejected LSRs to produce the reject interval distribution.

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

**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.

## 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

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Mechanized:
  - 0 - <= 4 minutes
  - > 4 - <= 8 minutes
  - > 8 - <= 12 minutes
  - > 12 - <= 60 minutes
  - 0 - <= 1 hour
  - > 1 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 12 hours
  - > 12 - <= 16 hours
  - > 16 - <= 20 hours
  - > 20 - <= 24 hours
  - > 24 hours
- Partially Mechanized:
  - 0 - <= 1 hour
  - > 1 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 10 hours
  - 0 - <= 10 hours
  - > 10 - <= 18 hours
  - 0 - <= 18 hours
  - > 18 - <= 24 hours
  - > 24 hours
- Non-mechanized:
  - 0 - <= 1 hour
  - > 1 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 12 hours
  - > 12 - <= 16 hours
  - > 16 - <= 20 hours
  - > 20 - <= 24 hours
  - 0 - <= 24 hours
  - > 24 hours
- Trunks:
  - ~~0 - <= 36 Hours~~
  - ~~> 36 Hours~~
  - <= 4 days
  - > 4 - <= 8 days
  - > 8 - <= 12 days

- > 12 - <= 14 days
- > 14 - <= 20 days
- > 20 days

Average interval is reported in business hours

**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

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

- Resale Residence
- 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 .....Trunks: 85% <= 4 Days

**SQM Analog/Benchmark**

Mechanized: - 97% <= 1 Hour  
 Partially Mechanized: - 90% <= 10 Hours  
 Non-Mechanized: - 85% <= 18 Business Hours

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- Fully Mechanized .....97% <= 1 Hour
- Partially Mechanized .....90% <= 10 Hours
- Non-Mechanized.....85% <= 18 Hours

**SEEM Analog/Benchmark**

## 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 a 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:

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.

- ~~LSRs which are identified and classified as “coin”~~
- 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, TAG or LENS) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator, TAG or LENS.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, TAG, or LENS) 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 translator, TAG or LENS.

**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.

**Note:** When multiple FOCs occur on a single LSR, the first FOC is used to measure the interval

## Calculation

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

- a = Date and Time of Firm Order Confirmation
- b = Date and 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

## 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**

- Resale – Residence
- 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 Loops
- UNE Other Design
- UNE Other Non-Design
- Local Interoffice Transport
- Local Interconnection Trunks .....Trunks: 95% <= 10 Days

**SQM Analog/Benchmark**

Mechanized: - 95% <= 3 Hours  
 Partially Mechanized: - 90% <= 10 Hours  
 Non-Mechanized: - 90% <= 24 Business Hours

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- Fully Mechanized .....95% <= 3 Hours
- Partially Mechanized .....90% <= 10 Hours
- Non-Mechanized.....90% <= 24 Business Hours
- IC Trunks .....95% <= 10 Days

**SEEM Analog/Benchmark**

## O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual<sup>1</sup>

### 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.
- Canceled Requests
- Electronically Submitted Requests
- Scheduled OSS Maintenance
- For ASRs processed in the Local Interconnection Service Center (LISC), all hours outside of Monday – Friday, 8:00 – 4:30 CST, should be excluded
- Hours of exclusion for the CRSG can be found at the following website:  
[http://interconnection.bellsouth.com/centers/pdf/crsg\\_guidelines.pdf](http://interconnection.bellsouth.com/centers/pdf/crsg_guidelines.pdf)

### Business Rules

This measurement combines four intervals:

1. From receipt of 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

**Service Inquiry with LSR FOC Timeliness Interval (Manual)** = (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 Service Inquiry with LSR FOC Timeliness Intervals (Manual)
- 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
  - > 5 – <= 7 days
  - > 7 – <= 10 days

<sup>1</sup> See O-9 for FOC Timeliness

- > 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 .....95% Returned <= 5 Business Days Unbundled Copper Loops)
- 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

## 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
- ~~Non-Mechanized LSRs~~
- ~~Scheduled OSS Maintenance~~
- LSRs which are identified and classified as “projects”
- Fatal Rejects

### 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

**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 ..... 95% 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 ..... 95% Returned

## 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
  - Retail Service Center (Business Retail Service Center and Residence Center and Residence Retail Service Center)
- Geographic Scope
  - Region

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

### 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

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

**O-13: LNP - Percent Rejected Service Requests – (Deleted)**



**O-14: LNP - Reject Interval Distribution & Average Reject Interval –  
(Deleted)**

**O-15: LNP - Firm Order Confirmation Timeliness Interval Distribution &  
Firm Order Confirmation Average Interval – (Deleted)**

## 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  $\geq 15$  days and  $\geq 90$  days. (Orders reported in the  $\geq 90$  day interval are also included in the  $\geq 15$  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.) Test Orders Types may be C, N, R, or T.
- Disconnect Orders
- Orders with an Appointment Code of "A", i.e. orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location

#### 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  $\geq 15$  days and  $\geq 90$  days. (Orders counted in  $\geq 90$  days are also included in  $\geq 15$  days).

#### Calculation

**Mean Held Order Interval** =  $a / b$

- $a$  = Sum of held-over-days for all Past Due Orders 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)** =  $(c / d) \times 100$

- $c$  = # of Orders Held for  $\geq 15$  days or # of Orders Held for  $\geq 90$  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)
- Geographic Scope
  - State
  - Region

**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

**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

**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  |
| • 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

**P-2: Average Jeopardy Notice Interval & Percentage of Orders Given  
Jeopardy Notices (Deleted and replaced by P-2A and P-2B)**

## P-2A: Jeopardy Notice Interval

### Definition

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide 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

- 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 Engineering or Cable Repair for facility jeopardy.
- Orders issued with a due date of  $\leq 48$  hours.

### Business Rules

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide 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. The Jeopardy Interval is measured from the first statused "PF" date to the first committed due date only.

### Calculation

**Jeopardy Interval** = a - b

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

**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
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

### 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

- Not Applicable

**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

Average Jeopardy Notice Interval

- 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
  - Dispatch In..... - Dispatch In
  - Switch Based..... - Switch Based
- UNE Switch Ports.....95% >= 48 hours
- UNE Combo Other .....95% >= 48 hours
- UNE xDSL (HDSL, ADSL and UCL).....95% >= 48 hours
- UNE ISDN (Includes UDC) .....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
- ~~UNE Line Splitting .....95% >= 48 hours~~
- ~~EELs .....95% >= 48 hours~~

P-2A: Jeopardy Notice Interval

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable



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

### Definition

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide 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

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

### Business Rules

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide 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

### Calculation

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

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

**Percent of Orders Given Jeopardy Notice >= 48 hours** =  $(c / d) \times 100$

- c = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)
- d = Number of Orders Given Jeopardy Notice >= 48 hours in Reporting Period (electronic only)

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

### 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
- 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
  - 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
- UNE xDSL (HDSL, ADSL and UCL)..... ADSL Provided to Retail
- UNE ISDN (Includes UDC) ..... Retail ISDN - BRI
- 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
- ~~UNE Line Splitting ..... ADSL Provided to Retail~~
- ~~EELs ..... Retail DS1/DS3~~

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

P-2B: Percentage of Orders Given Jeopardy Notices

## 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.) Test Orders Types may be 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** =  $(a / b) \times 100$

- 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 (except Trunks)
- Geographic Scope
  - State
  - Region

**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)
- Status Type
- Status Notice Date
- Standard Order Activity

**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

**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  |
| - 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                           |
| • UNE xDSL (HDSL, ADSL and UCL).....                                  | ADSL Provided to Retail  |
| - with Conditioning .....   | - with Conditioning  |
| - without Conditioning .....  | - without Conditioning (BellSouth does not offer this service to Retail) |
| • UNE ISDN.....   | Retail ISDN - BRI  |
| • UNE UDC/IDSL.....   | Retail ISDN - BRI  |
| • UNE Line Sharing <del>without Conditioning</del> .....              | ADSL Provided to Retail  |
| <del>with Conditioning</del> .....                                    | <del>ADSL Provided to Retail</del>                                       |
| • <del>UNE Line Splitting</del> <del>without Conditioning</del> ..... | <del>ADSL Provided to Retail</del>                                       |
| <del>with Conditioning</del> .....                                    | <del>ADSL Provided to Retail</del>                                       |
| • UNE Enhanced Extended Link/Non-Switched Combination.....            | Retail DS1/DS3   |

- 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 <del>without Conditioning</del> ..... | ADSL Provided to Retail                |
| • LNP (Standalone).....                          | Retail Residence and business (POTS)   |
| • <u>UNE Line Sharing</u> .....                  | <u>ADSL Provided to Retail</u>         |
| • Local Interconnection Trunks.....              | Parity with Retail                     |

## P-4: 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.) Test Orders Types may be C, N, R, or T.
- Disconnect Orders
- “L” Appointment Coded Orders (where the customer has requested a later than offered interval)
- End User-Caused Misses
- Saturday/Sundays/Holidays from product xDSL
- Sundays/Holidays for all other products

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

**Data Retained**

**Relating to CLEC Experience**

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date and Time (TICKET\_ID)
- Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)

**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 and Time
- Order Completion Date and Time
- Service Type

**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) |
| • 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) |
| • 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) |
| • 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 In.....  | - Dispatch In  |
| - Switch-Based .....                                      | - Switch-Based   |
| • UNE Switch Ports.....                                   | Retail Residence and Business (POTS)                                 |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch                       |
| • UNE xDSL (HDSL, ADSL and UCL) without conditioning..... | <= 6 Days  |

- UNE xDSL (HDSL, ADSL and UCL) with conditioning.....<= 12 Days
- UNE UCL Non-Design.....5 Days
- UNE ISDN.....Retail ISDN - BRI
- UNE UDC/IDSL.....Retail ISDN - BRI
- UNE Line Sharing Without Conditioning.....ADSL Provided to Retail
- With Conditioning.....<= 12 Days
- UNE Line Splitting Without Conditioning .....ADSL Provided to Retail
- With Conditioning.....<= 12 Days
- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- UNE Enhanced Extended Link/Non-switched Combination .....30% within 5 Days and 70% within 8 Days
- 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**

- Resale POTS.....Retail Residence and Business (POTS)
- Resale Design .....Retail Design
- UNE Loop + Port Combinations.....Retail Residence and Business
- UNE Loops Non-Design.....Retail Residence and Business Dispatch
- UNE Loops 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

**SEEM Analog/Benchmark**



## P-5: Average Completion Notice Interval

### Definition

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

- 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.) Test Orders Types may be 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 transmitted 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 analog, 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; 1 - <= 2, > 2 - <= 4, > 4 - <= 8, > 8 - <= 12, > 12 - <= 24, > 24 plus Overall Average Hour Interval
- Reported in categories of < 10 line / circuits; > = 10 line/circuits (except trunks)
- Geographic Scope
  - State
  - Region

**Data Retained**

**Relating to CLEC Experience**

- Report Month
- CLEC Order Number (SO\_NBR)
- Work Completion Date (Cmpltn\_DT)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type

**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

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

**SQM Disaggregation – Analog/Benchmark**

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• 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 .....	- Dispatch
- Non-Dispatch (Dispatch In).....	- Non-Dispatch (Dispatch In)
• UNE Switch Ports.....	Retail Residence and Business (POTS)
• UNE Combo Other .....	Retail Residence, Business and Design Dispatch
- Dispatch .....	- Dispatch
- Non-Dispatch (Dispatch In).....	- Non-Dispatch (Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail

- UNE ISDN ..... Retail ISDN – BRI
- UNE UDC/IDSL ..... Retail ISDN – BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Enhanced Extended Link/Non-Switched Combination ..... Retail DS1/DS3
- 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

## 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 PM 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** =  $(a / b) \times 100$

- 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
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Committed Due Date (DD)
- FOC End Timestamp
- Report Month
- CLEC Order Number and PON

**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 with LNP - Design
- 2W Analog Loop with LNP- Non-Design
- 2W Analog Loop with INP-Design
- 2W Analog Loop with INP-Non-Design
- 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

## 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 cutover.

### 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
- Test Orders

### 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 to <= 5
  - > 5 to <= 15
  - > 15
- Average Interval
- Geographic Scope
  - State
  - Region

**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.

**Relating to BellSouth Performance**

- No BellSouth Analog exists

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

- Unbundled Loops with INP .....
- Unbundled Loops with LNP .....

**SQM Analog/Benchmark**

95% <= 15 minutes

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- Unbundled Loops.....95% <= 15 minutes

**SEEM Analog/Benchmark**

## 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
- Test Orders

### Business Rules

This report measures whether BellSouth begins the cutover 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.  $\leq 15$  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;  $\geq 15$  minutes,  $\leq 30$  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** =  $(a / b) \times 100$

- 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 %  $\leq 15$  minutes; %  $> 15$  minutes,  $\leq 30$  minutes; %  $> 30$  minutes, plus Overall Average Interval
- Geographic Scope
  - State
  - Region



**Data Retained**

**Relating to CLEC Experience**

- Report Month
- CLEC Order Number (SO\_NBR)
- Committed Due Date (DD)
- Service Type (CLASS\_SVC\_DESC)
- Cutover Scheduled Start Time
- Cutover 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 .....95% within + or – 15 minutes of Scheduled Start Time
  - SL1 Time Specific
  - SL1 Non-Time Specific
  - SL2 Time Specific
  - SL2 Non-Time Specific

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- UNE Loops .....95% <= + or – 15 minutes of Scheduled Start time

## 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
- Test Orders

### 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 and Time That Trouble is Closed by CLEC
- b = Date and 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
- Geographic Scope
  - State
  - Region

### 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\_CON\_RES)
- 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

**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

## 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
- Troubles Caused by CLEC Equipment
- Test Orders

### 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** =  $(a / b) \times 100$

- 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
- Geographic Scope
  - State
  - Region

### 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
- 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

**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%

## 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
- Test Orders

### 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** =  $(a / b) \times 100$

- 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
- Geographic Scope
  - State
  - Region

### 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
- Missed Appointment Code

**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**

- 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-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.) Test Orders Types may be C, N, R, or T.
- Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment

### Business Rules

Measures the quality and accuracy of completed orders. The first trouble report received after 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 service orders and following 30 days after completion of the service order for a trouble report issue date.

D and 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** =  $(a / b) \times 100$

- a = Trouble Reports on all Completed Orders within 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/Non-Dispatch (except trunks)
- Geographic Scope
  - State
  - Region

### 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

**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
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity

**SQM Disaggregation – Analog/Benchmark**

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• 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
• UNE Line Sharing .....	ADSL Provided to Retail
• 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 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

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

**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                     |

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

**P-10: Total Service Order Cycle Time (TSOCT) – (Deleted)**

## P-11: Service Order Accuracy (Mechanized Process)

### 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, Test Orders, 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

CLEC LSRs submitted electronically that flow through the ordering OSS without manual intervention by a BellSouth representative are considered "accurate and complete". CLEC LSRs submitted electronically that fall out of the electronic system for manual processing by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services reflected 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

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Application Date
- Due Date
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Deliver Address
  - Listing Activity
  - Alphanumeric Listing Identifier Code
  - Record Type
  - Listing Type
  - Listed Telephone Number
  - Listed Name, Last Name
  - Listed Name, First Name
  - Address Indicator
  - Listed Address House Number
  - Listed Address House Number Suffix
  - Listed Address Street Directional
  - Listed Address Street Name
  - Listed Address Thoroughfare
  - Listed Address Street Suffix

- Listed Address Locality
- Yellow Pages Heading
- 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
- Remarks
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

## Calculation

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

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

## Report Structure

- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (PON)
- Local Service Request (LSR) Number
- BellSouth Service Order Number
- BellSouth Service Order Completion Date
- Service Type (Resale, UNE, UNE-P)
- Standard Order Activity

**Relating to BellSouth Performance**

- ~~No BellSouth Analog Exists~~

**SQM Disaggregation – Analog/Benchmark**

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

- ~~Resale~~ ..... 90% Accurate
- ~~UNE~~
- ~~UNE-P~~

**SEEM Measure**

**SEEM** \_\_\_\_\_ **Tier I** \_\_\_\_\_ **Tier II** \_\_\_\_\_ **Tier III**  
Yes ..... X .....

**SEEM Disaggregation – Analog/Benchmark**

**SEEM Disaggregation** \_\_\_\_\_ **SEEM Analog/Benchmark**

- ~~Resale~~ ..... 90% Accurate
- ~~UNE~~
- ~~UNE-P~~

P-11: Service Order Accuracy (Mechanized Process)

## (Version from GSPC Staff Recommendation)

### 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 from 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 ICSC/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
  - 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](#)
- [APOP](#)
- [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 = Applicable Orders Completed without Error](#)
- [b = Applicable Orders Completed in Reporting Period](#)

## **Report Structure**

- [CLEC Specific](#)
- [CLEC Aggregate](#)
- [Geographic Scope](#)
  - [Region](#)

## **Data Retained**

### **Relating to CLEC Experience**

- [Report Month](#)
- [CLEC Order Number \(PON\)](#)
- [Local Service Request \(LSR\) Number](#)
- [BellSouth Service Order Number](#)
- [BellSouth Service Order Completion Date](#)
- [Service Type \(Resale, UNE, UNE-P\)](#)
- [Standard Order Activity](#)

### **Relating to BellSouth Performance**

- [No BellSouth Analog Exists](#)



**SQM Disaggregation – Analog/Benchmark**

<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>
• Resale.....	95% Accurate
• UNE.....	95% Accurate
• UNE-P.....	95% Accurate

**SEEM Measure**

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>	<u>Tier III</u>
Yes.....	X.....	X.....	

**SEEM Disaggregation - Analog/Benchmark**

<u>SEEM Disaggregation</u>	<u>SEEM Analog/Benchmark</u>
• Resale.....	95% Accurate
• UNE.....	95% Accurate
• UNE-P.....	95% Accurate

P-11: Service Order Accuracy

**P-12: LNP - Percent Missed Installation Appointments – (Deleted)**

**P-13: LNP - Average Disconnect Timeliness Interval & Disconnect  
Timeliness Interval Distribution – (Deleted)**

## P-13A: LNP - 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
- Standalone 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** =  $(a / b) \times 100$

- 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 Time Stamp
- CLEC Activate Message

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- LNP.....>= 96.5%

#### SQM Analog/Benchmark

P-13A: LNP – Percent Out of Service < 60 Minutes

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

• LNP.....>= 96.5%

P-13A: LNP – Percent Out of Service < 60 Minutes

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

P-13B: LNP – 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 applicable 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 Time Stamp
- 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.....	.....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- LNP.....>= 96.5%

P-13C: LNP – Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

## P-13C: 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.) where identifiable. Order Types may be 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.
- ~~LSRs where the CLEC did not contact BellSouth within 30 minutes after Activate Message.~~

### Business Rules

The Disconnect Timeliness interval is determined for each 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 in 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. Non-Business hours will be excluded from the duration calculation for unscheduled after hours LNP ports. This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.

### Calculation

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

- a = Completion Date and Time in Central Office Switch for each Number on Disconnect Order
- b = Valid 'Number Ported' Message Received Date and 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



**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 Time Stamp
- CLEC Activate Message

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- LNP (~~Normal Working Hours and Approved After Hours~~).....95% <= 4 ~~12~~ Hours
- ~~LNP (Unscheduled After Hours Ports) .....95% <= 4 Hours (excluding non-business hours)~~

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- LNP (~~Normal Working Hours and Approved After Hours~~).....95% <= 4 ~~12~~ Hours
- ~~LNP (Unscheduled After Hours Ports) .....95% <= 4 Hours (excluding non-business hours)~~

**P-14: LNP - Total Service Order Cycle Time (TSOCT) – (Deleted)**

## Section 4: Maintenance & Repair

### M&R-1: Missed Repair Appointments

#### Definition

The percent of customer 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** =  $(a / b) \times 100$

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

#### Report Structure

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

#### Data Retained

##### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Submission Date and Time (TICKET\_ID)
- Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD and CAUSE\_DESC)

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

**Relating to BellSouth Performance**

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

**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 and Business Dispatch
- 2W Analog Loop Non – Design .....Retail Residence and Business (POTS) (Exclusion of Switched-Based Feature Troubles)
- 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
- UNE Line Sharing .....ADSL Provided to Retail
- UNE Other Design .....Retail Design
- UNE Other Non-Design .....Retail Residence and 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

## M&R-2: Customer Trouble Report Rate

### Definition

Percent of initial and repeated customer direct or referred customer 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 Customer 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
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD and CAUSE\_DESC)
- # Service Access Lines in Service at the end of period

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

**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 and Business Dispatch  |
| • 2W Analog Loop Non – Design .....                      | Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| • 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   |
| • 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                     |

## 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 Customer Trouble Ticket was Opened

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

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

### Report Structure

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

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Total Tickets (LINE\_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD and CAUSE\_DESC)

**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
- 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)

**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 and Business Dispatch  |
| • 2W Analog Loop Non – Design .....                      | Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| • 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   |
| • 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                     |

M&R-3: Maintenance Average Duration



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

### Definition

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

### 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 Customer Troubles within 30 Days** =  $(a / b) \times 100$

- 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 Customer Trouble Reports Closed in Reporting Period

### Report Structure

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

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Total Tickets (LINE\_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT\_REPEAT)
- Service Type
- Disposition and Cause (CAUSE\_CD and CAUSE\_DESC)

**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

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

**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 and Business Dispatch
- 2W Analog Loop Non – Design .....Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles)
- 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
- UNE Line Sharing .....ADSL Provided to Retail
- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and 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

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

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

### Definition

For Out of Service Customer Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Customer 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 customer trouble report is created in LMOS/WFA and the customer trouble is counted if the elapsed time exceeds 24 hours.

### Calculation

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

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

### Report Structure

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

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Total Tickets
- CLEC Company Name
- Ticket Submission Date and 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 and CAUSE\_DESC)

**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
- 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)

**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 and Business Dispatch  |
| • 2W Analog Loop Non – Design .....                      | Retail Residence and Business (POTS) (Exclusion of Switch-Based Feature Troubles) |
| • 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   |
| • UNE Line Sharing .....                                 | ADSL Provided to Retail   |
| • UNE Other Design.....                                  | Retail Design   |
| • UNE Other Non-Design.....                              | Retail Residence and Business   |
| • Local Interconnection Trunks .....                     | Parity with Retail  |
| • Local Transport (Unbundled Interoffice Transport)..... | Retail DS1/DS3 Interoffice  |

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

**SEEM Measure**

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>	<b>Tier III</b>
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- |                       |                |
|-----------------------|----------------|
| • Not Applicable..... | Not Applicable |
|-----------------------|----------------|

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

### Definition

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

### Exclusions

- Calls that are abandoned by the CLEC Representative or BellSouth customer before the repair attendant answers the call

### 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
- Geographic Scope
  - Region

### Data Retained

#### Relating to CLEC Experience

- CLEC Average Answer Time

#### Relating to BellSouth Performance

- BellSouth Average Answer Time

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

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

#### SQM Analog/Benchmark

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

**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-6: Average Answer Time - Repair Centers

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

### Definition

BellSouth will inform the CLEC and appropriate BellSouth personnel of any Network outages.

### Exclusions

None

### Business Rules

This report measures the time it takes for BellSouth to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel 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. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

### Calculation

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

- a = Date and Time BellSouth NMC Notified both CLEC and BellSouth entities.
- b = Date and Time BellSouth NMC Detected Network Incident

**Mean Time to Notify** = (c / d)

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

### Report Structure

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

### Data Retained

#### Relating to CLEC Experience

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

#### Relating to BellSouth Performance

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

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- BellSouth Aggregate.....Parity with Retail
- CLEC Aggregate.....Parity with Retail
- CLEC Specific.....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

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



## 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. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.

#### Calculation

**Invoice Accuracy** =  $[(a - b) / a] \times 100$

- a = Absolute Value of Total Billed Revenues During Current Month
- b = Absolute Value of Total 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
- Total Billing Related Adjustments

**Relating to BellSouth Performance**

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

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

- Product / Invoice Type
  - Resale
  - UNE
  - Interconnection

**SQM Analog/Benchmark**

- 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**

- CLEC State .....Parity with Retail
- BellSouth State

**SEEM Analog/Benchmark**

**B-1: Invoice Accuracy**

## B-2: Mean Time to Deliver Invoices

### Definition

This report measures the mean interval for timeliness of billing invoices sent to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and [CRIS CABS](#)-based invoices in calendar days.

### Exclusions

Any invoices rejected due to formatting or content errors.

### 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 workday. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS workday 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

**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**

- CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- CLEC State .....
  - CRIS
  - CABS
- BellSouth Region

**SEEM Analog/Benchmark**

.....Parity with Retail

## 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** =  $(a - b) / a \times 100$

- 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

- Region.....

#### SQM Analog/Benchmark

CLEC Usage Data Delivery Accuracy is comparable to BellSouth Usage Data Delivery Accuracy

**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

## 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. ~~A parity measure is also provided showing completeness of BellSouth messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing date to other companies.~~ 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

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable.....	Not Applicable

**B-4: Usage Data Delivery Completeness**



## 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. ~~A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS.~~ 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 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.....>= 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

## B-6: Mean Time to Deliver Usage

### Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. ~~A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS.~~ 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 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

- Region.....<= 6 Days

#### SQM Analog/Benchmark

**SEEM Measure**

SEEM            Tier I    Tier II    Tier III

No .....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

**B-6: Mean Time to Deliver Usage**

## 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. The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill.

### Calculation

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

- a = Count of Fractional Recurring Charges that are on the Correct Bill<sup>1</sup>
- b = Total Count of Fractional Recurring Charges that are on the Correct Bill

<sup>1</sup>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 Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Product/Invoice Type

- Resale .....	Parity
- UNE .....	Benchmark 90%
- Interconnection .....	Benchmark 90%

#### SQM Analog/Benchmark

**SEEM Measure**

SEEM            Tier I    Tier II    Tier III

No .....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

## 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. The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

### Calculation

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

- a = Count of Non-Recurring Charges that are on the Correct Bill<sup>1</sup>
- b = Total Count of Non-Recurring Charges that are on the Correct Bill

<sup>1</sup>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 Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Product/Invoice Type
  - Resale..... Parity
  - UNE ..... Benchmark 90%
  - Interconnection ..... Benchmark 90%

#### SQM Analog/Benchmark

**SEEM Measure**

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>	<b>Tier III</b>
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable



## 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 included (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 records 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, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type 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 measured 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 reporting month.

**Timeliness of Daily Usage Pack Format Errors Corrected = (c / d) X 100**

- c = Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

**Report Structure**

- CLEC Specific
  - Total number of BST 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 BST 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**

- None

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

**SQM Level of Disaggregation**

- Region.....Diagnostic

**SQM Analog/Benchmark**

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation**

- Not Applicable.....Not Applicable

**SEEM Analog/Benchmark**

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

## B-10: Percent Billing Errors Corrected in “X” Business Days

### Definition

Measures timely carrier bill adjustments.

### Exclusions

Billing adjustments 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 adjustments. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. Clock starts when BellSouth receives the ALECs Billing Adjustment Request (BAR) form (BAR form and instructions found at (<http://interconnection.bellsouth.com/forms/html/billing&collections.html>) and the clock stops when adjustments are 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 Business Days = (a / b) X 100**

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

### Report Structure

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

### Data Retained

#### Relating to CLEC Experience

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

#### Relating to BellSouth Performance

- None

### SQM Disaggregation - Retail Analog/Benchmark

#### SQM Level of Disaggregation

- State .....Diagnostic

#### SQM Analog/Benchmark

B-10: Percent Billing Errors Corrected in “X” Business Days

**SEEM Measure**

**SEEM**            **Tier I**    **Tier II**    **Tier III**

No .....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

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

## 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

- None .....Parity by Design

##### SQM Analog/Benchmark

#### SEEM Measure

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>	<b>Tier III</b>
No .....			

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

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

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

Note: While this measure is designed to capture the percentage of calls that are answered in 10 seconds, consistent with the Georgia metric adopted by this Commission, the Kentucky Administrative Regulations, Section 22(1), require that BellSouth provide adequate personnel to insure that the average speed of answering operator assisted calls and operator number identification (ONI) calls will not exceed eight (8) seconds.

### 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

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

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

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



## 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 Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- None .....Parity by Design

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II	Tier III
No .....			

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- Not Applicable.....Not Applicable

#### SEEM Analog/Benchmark

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

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

Note: While this measure is designed to capture the percentage of calls that are answered in 12 seconds, consistent with the corresponding Georgia metric, as ordered by this Commission, the Kentucky Administrative Regulations, Section 22(1), require that BellSouth provide adequate personnel to insure that the average speed of answering operator assisted calls and operator number identification (ONI) calls will not exceed eight (8) seconds.

### 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

- None ..... Parity by Design

#### SQM Analog/Benchmark

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

**SEEM Measure**

SEEM            Tier I    Tier II    Tier III  
No .....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

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

## 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 and 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)
- 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

## 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 completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth Service 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 reviewed 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 completed CLEC Service Orders is pulled each month.

### 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)
- Geographic Scope
  - State
  - Region

### 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

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

Database Type

- LIDB.....95% Accurate
- 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

## 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 when facilities are in place. 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.

### Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date.
- Expedite requests

### Business Rules

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.

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), whichever is 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** =  $(a / b) \times 100$

- 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)
- Geographic Scope
  - State
  - Region



**Data Retained**

**Relating to CLEC Experience**

- Company Name
- Company Code
- NPA/NXX
- LERG Effective Date
- Loaded Date

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Geographic scope.....100% by LERG effective date
  - Region

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

## 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

- None ..... Parity by Design

##### SQM Analog/Benchmark

#### SEEM Measure

SEEM            Tier I    Tier II    Tier III  
 No .....

#### SEEM Disaggregation - Analog/Benchmark

##### SEEM Disaggregation

- Not Applicable.....Not Applicable

##### SEEM Analog/Benchmark

## 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

- None ..... Parity by Design

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II	Tier III
No .....			

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- Not Applicable.....Not Applicable

#### SEEM Analog/Benchmark

## 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 in 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

- None .....Parity by Design

#### SQM Analog/Benchmark

### SEEM Measure

SEEM            Tier I    Tier II    Tier III

No .....

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- Not Applicable.....Not Applicable

#### SEEM Analog/Benchmark

## 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

**BellSouth Affecting Categories:**

	<b>Point A</b>	<b>Point B</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**

- 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.....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.....	X.....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- 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.....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.

**SQM Analog/Benchmark**

**SEEM Analog/Benchmark**

## 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:**

	<b>Point A</b>	<b>Point B</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 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**

- CLEC Trunk Group .....

**SQM Analog/Benchmark**

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.....		

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- CLEC Trunk Group .....
  
- BellSouth Trunk Group.....

**SEEM Analog/Benchmark**

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.

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.

## Section 10: Collocation

### C-1: Collocation Average Response Time

~~Note: While the disaggregation levels and performance intervals for this measure are consistent with the corresponding Georgia metric, as ordered by this Commission, the current Kentucky Collocation Tariff is based on the FCC collocation interval guidelines.~~

#### 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 number of calendar days as designated by the Collocation Order after having received a bona fide application for physical collocation, BellSouth must respond with space availability and a price quote.

#### 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

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State
  - ~~Region~~

#### Data Retained

- Report Period
- Aggregate Data

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

- State
- Virtual ..... Virtual - 10 Calendar Days
- Physical Caged.....Physical Caged - 20 Calendar Days
- Physical Cageless.....Physical Cageless - 20 Calendar Days

**SQM Analog/Benchmark**

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- Not Applicable.....Not Applicable

**SEEM Analog/Benchmark**

## C-2: Collocation Average Arrangement Time

~~Note: While the disaggregation levels and performance intervals for this measure are consistent with the corresponding Georgia metric, as ordered by this Commission, the current Kentucky Collocation Tariff is based on the FCC collocation interval guidelines.~~

### 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 received date of the application. 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

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State
  - ~~Region~~

### Data Retained

- Report Period
- Aggregate Data

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

- State
- Virtual.....
- Physical Caged.....
- Physical Cageless.....
- Simple Augments.....
- Minor Augments.....
- Intermediate Augments.....

**SQM Analog/Benchmark**

- Virtual - 50 Calendar Days (Ordinary)
- Virtual - 75 Calendar Days (Extraordinary)
- Physical Caged - 90 Calendar Days
- Physical Cageless - 60 Calendar Days (Ordinary)
- Physical Cageless - 90 Calendar Days (Extraordinary)
- Simple Augments – 20 Calendar Days
- Minor Augments – 45 Calendar Days
- Intermediate Augments – 60 Calendar Days

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

- Not Applicable.....

**SEEM Analog/Benchmark**

Not Applicable

## 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 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, or intermediate categories will be included in the appropriate collocation measurements.

### Calculation

**% of Due Dates Missed** = (a / b) X 100

- a = Number of Completed Orders that were not completed by BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

### Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State
  - ~~Region~~

### Data Retained

- Report Period
- Aggregate Data

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- State .....>= 95% on time
- Virtual
- Physical Caged
- Physical Cageless
- Augments

#### SQM Analog/Benchmark

### SEEM Measure

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

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- All Collocation Arrangements .....> = 95% on time

#### SEEM Analog/Benchmark

# 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 2 Change Requests – Regulatory Changes
- Type 6 Change Requests – CLEC Impacting Defects
- Expedited Features

### Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and timeframes 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

**Timeliness of Change Management Notices** = (a / b) X 100

- a = Total Number of Change Management Notifications Sent Within Required Timeframes
- b = Total Number of Change Management Notifications Sent

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Region.....95% >= 30 Days of Release

#### SQM Analog/Benchmark

CM-1: Timeliness of Change Management Notices



**SEEM Measure**

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

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Region.....95% > = 30 Days of Release

## 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 2 Change Requests – Regulatory Changes
- Type 6 Change Requests – CLEC Impacting Defects
- Expedited Features

### Business Rules

This metric is designed to compute the average delay days for change management notices sent to the CLECs outside the timeframes 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

- Region.....<= 5 Days

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

## 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 slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/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 timeframes 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](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 Timeframes after Notices
- b = Total Number of Change Management Documentation Required

### Report Structure

- BellSouth Aggregate

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM 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.....	X.....

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Region.....95% > = 30 Days of the Change

## 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 slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

### Business Rules

This metric is designed to compute the average delay days for business rule documentation sent to the CLECs outside the timeframes 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 Change Management Documentation Delay Days
- d = Total Change Management Documents Sent

### Report Structure

- BellSouth Aggregate

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Region.....<= 8 Days

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

## 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 CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported error.
2. BellSouth finds an error message within the system error log that identifiably matches a CLEC 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. If the outage is not verified within 20 minutes, the clock begins at the point of verification.

This metric will be expressed as a percentage.

### Calculation

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

- a = Number of Interface Outages where CLECS are notified within 15 minutes
- b = Total Number of Interface Outages

### Report Structure

- CLEC Aggregate

### Data Retained

#### Relating to CLEC Experience

- Number of Interface Outages
- Number of Notifications  $\leq$  15 minutes

#### Relating to BellSouth Performance

- Not Applicable

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- By interface type for all interfaces accessed by CLECs.....97% <= 15 Minutes

Interface:	Applicable To
EDI	CLEC
CSOTS	CLEC
LENS	CLEC
TAG	CLEC
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



## 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 is 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](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 Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Region.....95% within Interval

#### SQM Analog/Benchmark

### SEEM Measure

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

CM-6: Percent of Software Errors Corrected in “X” (10, 30, 45) Business Days

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Region.....95% within Interval [for Severity 2 only](#)

## 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

This 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](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 same 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 Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Region.....95% Within Interval

#### SQM Analog/Benchmark

### SEEM Measure

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

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- Region.....95% Within Interval [for Severity 2 only](#)

#### SEEM Analog/Benchmark

CM-7: Percent of Change Requests Accepted or Rejected within 10 Days

## 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 by CLEC 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](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 of 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
- Industry Direction

### Data Retained

- Report Period
- Requests Rejected
- Total Requests

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Region.....
- Reason - Cost
- Reason - Technical Feasibility
- Reason - Industry Direction

#### SQM Analog/Benchmark

Diagnostic

### SEEM Measure

SEEM            Tier I    Tier II    Tier III  
No .....

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- Not Applicable.....

#### SEEM Analog/Benchmark

Not Applicable

## 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](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 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 without a mechanized work around .....0 Defects
- Region - Number of Type 6 Severity 3 defects.....0 Defects

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

**SEEM Measure**

SEEM            Tier I    Tier II    Tier III

No .....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

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

## 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 functionally 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 the results in incorrect or improperly formatted data.

### 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 transaction 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 Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- Region..... <= 5%

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable



## 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 BellSouth initiated Change Requests implemented on time** = (a / b) X 100

- a = Total number of prioritized Type 4 BellSouth 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 BellSouth 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 Implementation by Type
- Total Implementation within 60 Weeks

### SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region.....	95% within Interval
• Type 4 Requests Implemented.....	95% within Interval
• Type 5 Requests Implemented.....	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

CM-11: Percent of Change Requests Implemented within 60 Weeks of Prioritization

## **(Deleted) Section 12: Bona Fide / New Business Request Process**

**BFR-1: Percentage of BFR/NBR Requests Processed Within 30 Business Days – (Deleted)**

**BFR-2: Percentage of Quotes Provided for Authorized BFR/NBR Requests  
Processed Within X (10/30/60) Business Days – (Deleted)**

## (Deleted) -- Appendix A: Reporting Scope

## Appendix A: Glossary of Acronyms and Terms

### Symbols used in calculations

- $\Sigma$  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.
- $\leq$  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.
- $\geq$  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.

**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 large 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

**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.

## **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.

**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.

**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:** The number of LSRs that were electronically rejected from LEO, which checks to see if 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

## **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**

**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

**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.

## **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.

**OSDF:** Other Supporting Data Files contain a CLEC's initiated data/records "excluded" from the measure in each segment of the SQMP reports (Ordering, Provisioning and Maintenance, etc.) The OSDFs will also include partial and/or incomplete records if the CLEC can be identified. These files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible. These files contain confidential and proprietary business information. CLECs must submit a OSDF request form to receive OSDFs.

**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

**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

**Raw Data File (SDF):** Supporting (a.k.a. “Raw”) Data Files contain records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Supporting Data has been transformed from raw data to information (data with meaning). This supporting data represents records generated by the CLECs that are used in the calculation of SQM and SEEM metrics, and, records that are specifically noted as exclusions in the “Exclusions” section of the SQM, if applicable.

**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.

**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.

## U

**UNE:** Unbundled Network Element

**UCL:** Unbundled Copper Link

**USOC:** Universal Service Order Code

**V**

**W**

**WATS:** Wide Area Telephone Service

**WFA:** Work Force Administration

**WMC:** Work Management Center

**WTN:** Working Telephone Number.

**X**

**Y**

**Z**



## Appendix B: BellSouth Audit Policy

~~BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurement data.~~

~~The plan consists of three sections:~~

- ~~1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.~~
- ~~2. Production addresses the quality assurance steps used to create monthly SQM reports.~~
- ~~3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly result.~~

~~The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurement data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually.~~

~~If BellSouth is required to undergo a comprehensive regional audit, conducted by an independent third party audit or during a calendar year, then that external audit will replace the BellSouth internal audit for the same calendar year.~~

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.

## Appendix C: OSS Tables

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

#### SQM OSS Legacy Systems

**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-DDI	Schedule.....	X	X	X	X	X
CRIS	CRSACCTS	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-DDI	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-DDI	Schedule.....	X	X	X	X	X
CRIS	CRSECSRL	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-DDI	Schedule.....	X	X	X	X	X
TAG	TAG-CSR	CSR.....	X	X	X	X	X
PSIMS	PSIMS/ORB	Svc. Feat. Avail.....	X	X	X	X	X

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

### SEEM OSS Legacy Systems

System	BellSouth	CLEC
<b>Telephone Number/Address</b>		
RSAG-ADDR.....	RNS, ROS .....	TAG, LENS
RSAG-TN.....	RNS,ROS .....	TAG, LENS
ATLAS-TN.....	RNS, ROS .....	TAG, LENS
ATLAS-DID.....		TAG
<b>Appointment Scheduling</b>		
DSAP-DDI.....	RNS, ROS .....	TAG, LENS
<b>CSR Data</b>		
CRSACCTS.....	RNS .....	
CRSOCSR.....	ROS .....	
CRSE CSRL.....		LENS
TAG-CSR.....		TAG
<b>Service/Feature Availability</b>		
OASISBIG.....	RNS, ROS .....	
COFFI.....		LENS
PSIMS/ORB.....		TAG, LENS

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

### SQM OSS Availability

OSS	Applicable to	% Availability
EDI.....	CLEC.....	>= 99.5%
HAL.....	CLEC.....	>= 99.5%
LENS.....	CLEC.....	>= 99.5%
LEO.....	CLEC.....	>= 99.5%
LESOG.....	CLEC.....	>= 99.5%
LNP Gateway.....	CLEC.....	>= 99.5%
LAUTO.....	CLEC.....	>= 99.5%
COG.....	CLEC.....	>= 99.5%
SOG.....	CLEC.....	>= 99.5%
DOM.....	CLEC.....	>= 99.5%
PSIMS.....	CLEC.....	>= 99.5%

DOE.....	CLEC/BellSouth.....	>= 99.5%
SONGS.....	CLEC/BellSouth.....	>= 99.5%
ATLAS/COFFI.....	CLEC/BellSouth.....	>= 99.5%
BOCRIS.....	CLEC/BellSouth.....	>= 99.5%
DSAP.....	CLEC/BellSouth.....	>= 99.5%
RSAG.....	CLEC/BellSouth.....	>= 99.5%
SOCS.....	CLEC/BellSouth.....	>= 99.5%
CRIS.....	CLEC/BellSouth.....	>= 99.5%
LFACS.....	CLEC/BellSouth.....	>= 99.5%
RNS.....	BellSouth.....	>= 99.5%
ROS.....	BellSouth.....	>= 99.5%

**OSS-2: OSS Availability (Pre-Ordering/Ordering)**

**SEEM OSS Availability**

<b>OSS</b>	<b>Applicable to</b>	<b>% Availability</b>
EDI.....	CLEC.....	>= 99.5%
LENS.....	CLEC.....	>= 99.5%
LEO.....	CLEC.....	>= 99.5%
LESOG.....	CLEC.....	>= 99.5%
PSIMS.....	CLEC.....	>= 99.5%
TAG.....	CLEC.....	>= 99.5%
LNP Gateway.....	CLEC.....	>= 99.5%
LAUTO.....	CLEC.....	>= 99.5%
COG.....	CLEC.....	>= 99.5%
SOG.....	CLEC.....	>= 99.5%
DOM.....	CLEC.....	>= 99.5%

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

#### SQM OSS Availability (M&R)

OSS	% Availability
BellSouth TAFI .....	>= 99.5%
CLEC TAFI .....	>= 99.5%
CLEC ECTA.....	>= 99.5%
<b>BellSouth &amp; CLEC</b>	
CRIS .....	>= 99.5%
LMOS HOST.....	>= 99.5%
LNP Gateway .....	>= 99.5%
MARCH .....	>= 99.5%
OSPCM.....	>= 99.5%
PREDICTOR.....	>= 99.5%
SOCS.....	>= 99.5%

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

#### SEEM OSS Availability (M&R)

OSS	% 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					Avg. Int.
		<=4	>4 <=10	<=10	>10	>30	
CRIS	x	x	x	x	x	x	x
DLETH	x	x	x	x	x	x	x
DLR	x	x	x	x	x	x	x
LMOS	x	x	x	x	x	x	x
LMOSupd	x	x	x	x	x	x	x
LNP	x	x	x	x	x	x	x
MARCH	x	x	x	x	x	x	x
OSPCM	x	x	x	x	x	x	x
Predictor	x	x	x	x	x	x	x
SOCS	x	x	x	x	x	x	x
NIW	x	x	x	x	x	x	x

## Appendix D: BellSouth's PMAP Notification Process

To address the issues raised by the Southeastern Competitive Carriers Association ("SECCA") in its "Emergency Motion" filed with the Georgia Public Service Commission ("Commission") on June 12, 2002, the Commission adopted the following notification process:

- On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes"). This written notice shall be served electronically on all parties in Docket 7892-U and will be posted on the PMAP website.
- No later than four (4) business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time affected parties as well as the Commission can ask questions about either the Proposed Data Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).
- No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes. These comments shall be served electronically on all parties in Docket 7892-U, and BellSouth shall have the opportunity to file a response, if necessary.
- The Proposed Data Changes set forth in the written notice referenced above are presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice, unless the Commission staff directs BellSouth not to go forward with such changes.

Using August data as an example (which is the first data month in which this process was used), on July 1, 2002, BellSouth provided written notice of the Proposed Data Changes that BellSouth intended to make to the method of calculating August performance data. The notice also included written notice of any known Preliminary Data Changes that BellSouth was considering making in the calculation of September performance data. An industry call to discuss those changes was held on July 8, 2002, and any comments by affected parties concerning the Proposed Data Changes were to be filed with the Commission no later than July 22, 2002. Unless the Commission staff directs BellSouth not to go forward with the changes, the Proposed Data Changes outlined in the July 1 notice would be deemed approved on July 31, 2002 and would be used in calculating August performance data, which BellSouth would post on September 30, 2002.

On August 1, 2002, BellSouth will provide written notice of any Proposed Data Changes that BellSouth intends to make to the method of calculating September performance data. The notice also will include written notice of any known Preliminary Data Changes that BellSouth is considering making in the calculation of October performance data. An industry call to discuss these changes would be held on August 7, 2002 and any comments by affected parties concerning the Proposed Data Changes would have to be filed no later than August 21, 2002. Unless the Commission staff directs BellSouth not to go forward with the changes, the Proposed Data Changes outlined in the August 1 notice would be deemed approved on August 31, 2002 and would be used in calculating September performance data, which BellSouth would post on October 31, 2002.

Under the Georgia Commission's decision establishing a formal notification process, changes made by BellSouth in response to the third-party audit being conducted by KPMG are approved automatically. Because there are existing means by which the Commission and the parties monitor BellSouth's actions in addressing KPMG's observations and exceptions, BellSouth will simply provide a notice identifying any changes made by BellSouth in the calculation of its performance measurement data in order to address concerns raised by KPMG, without having to wait thirty (30) days to make these changes. Such notice may be provided to the Commission and the parties contemporaneously with the changes being made, rather than in advance.

## Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement ("SQM") reports and the Monthly State Summary ("MSS") report and recalculate Self-Effectuating Enforcement ("SEEM") payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

- (1) Only those measures included in a state's specific SEEM plan with corresponding sub-metrics are subject to reposting. The measures subject to reposting will be adjusted to reflect any changes in the measures included in the SEEM plans.
- (2) Performance sub-metric calculations for SEEM Measures as reflected in the MSS that result in a shift in the performance in the aggregate from an "in parity" condition to an "out of parity" condition will be available for reposting.
- (3) Performance sub-metric calculations for SEEM Measures with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a  $\geq 2\%$  deviation in performance at the sub-metric level, provided that there are at least 100 CLEC transactions in the sub-metric.<sup>1</sup>
- (4) Performance sub-metric calculations for SEEM Measures with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a .5 change in the z-score at the sub-metric level, provided that there are at least 100 CLEC transactions in the sub-metric.<sup>2</sup>
- (5) Performance data will be available with the updated data for a maximum of three months in arrears. Performance data charts (MSS Charts) that incorporate updated data will only be generated as part of the normal monthly production cycle. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
- (6) When updated performance data has been made available for reposting or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments. Where technically feasible, SEEM payments will be subject to recalculation for a maximum of three months in arrears from the date updated performance data was made available or the date when the payment error was discovered.
- (7) Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
- (8) Any adjustments for underpayments will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

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<sup>1</sup> This 100 CLEC transaction threshold does not apply to those sub-metrics associated with Local Interconnection Trunks and those performance measures involving BellSouth's collocation and change management performance.

<sup>2</sup> This 100 CLEC transaction threshold does not apply to those sub-metrics associated with Local Interconnection Trunks and those performance measures involving BellSouth's collocation and change management performance.

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

### BellSouth Service Quality Measurement Plan (SQMP) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

#### I. Definitions and Overview

##### A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from raw data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more “user friendly” to facilitate use by SMEs, auditors and CLECs.

This supporting data represents records generated by the CLECs that are used in the calculation of SQM and SEEM metrics.

##### B. What Raw (Supporting) Data is not?

Raw (Supporting) Data is not raw in the sense that is unprocessed legacy (source) system data. It is not the total record(s) or information for any one transaction and it is not data that is restricted to a single system or process. It is not unprocessed data. Unprocessed data would be very difficult to understand and manipulate by SMEs, auditors and CLECs although the audit teams have access to legacy system data as a part of the audit process.

##### C. Inclusion versus Exclusion

Sometimes a subtle difference exists between what is included or not included and what is excluded. For instance, a report statement might say “Select all N, T and C orders with a completion date during the report period”. That would mean canceled orders would not be selected from the database for inclusion in the file used to calculate the report because only “completed” orders are allowed through the filter. Processing rules, such as these, limit the volume of data to be processed and are required for processing efficiency which shortens the run time. In some cases, BellSouth has put information in the Exclusion Section to make something clear. For instance, in the Acknowledgement Message Completeness measurement, “Manually Submitted LSRs” are listed as excluded, however, only electronically submitted LSRs are eligible to receive an “Ack” message in the first place. Manually submitted LSRs are not present in the data to be “excluded”.

When CLEC records are selected for a metric, BellSouth excludes all IXC and BellSouth retail records, and, when Provisioning records are selected, Ordering and M&R records are excluded. However, if all BellSouth’s data were placed in raw data for all metrics, the volume would be overwhelming. Clearly supporting data requires limits in order for the files to be manageable and downloadable.



## II. Raw (Supporting) Data – General

### Raw (Supporting) Data Files (SDF)-

Raw (Supporting) Data Files for CLEC data will be published on the PMAP Website each month. These files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by PMAP. Some reports generated manually or from other systems (i.e. Billing) will have different Supporting Data Files dependent on the data furnished by that process owner.

### Other Supporting Data Files (OSDF) -

Other Supporting Data Files will also be provided upon CLEC request each month that contains that CLEC's initiated data/records "excluded" from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDF. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the PMAP Web Site. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible.

#### A. Raw Data (SDF) Records - Ordering

##### For Ordering Metrics:

Supporting data is provided for the following metrics:

- Acknowledgement Timeliness (Electronically)
- Acknowledgement Completeness
- % Rejected Service Requests
- Reject Interval
- FOC Timeliness
- FOC and Reject Response Completeness
- Service Inquiry + Firm Order Confirmation (average response time)

As a general rule, all versions of transactions are provided in supporting data. Records for Service Requests that are related to a project, cancelled prior to being FOC or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.

#### B. Raw Data (SDF) Records – Provisioning

##### For Provisioning Metrics:

Supporting data is provided for the following metrics:

- Missed Installation Appointments
- % Missed Installation Appointments (Trunks)
- Missed Installation Appointments + Subsequent Appointments - FL
- Troubles Within X Days of Provisioning (Non Trunks)
- Troubles Within X Days of Provisioning (Trunks)
- Held Order Interval (Trunks)
- Order Completion Interval (OCI)
- FOC + OCI – GA
- OCI + ACNI - FL
- Order Completion Interval (OCI) (Trunks)
- Average Completion Notice Interval (ACNI)
- Jeopardy Interval & Percent Jeopardy
- Total Service Order Cycle Time (TSOCT)
- Coordinated Customer Conversions (CCC)

- CCC- Hot Cuts Timeliness
- Hot-Cuts Troubles within 7 Days of the Service Order Completion
- CCC – Average Recovery Time
- % Cooperative Testing Attempts for xDSL
- % Completions/Attempts w/o Notice or < 24 hrs Notice
- % Premature Disconnects (Discontinued with implementation of single C)

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

### **C. Raw Data (SDF) Records – M&R**

#### **For Maintenance and Repair (M&R) Metrics:**

Supporting data is provided for the following metrics:

- Customer Trouble Report Rate
- Maintenance Average Duration
- Missed Repair Appointments
- Out of Service > 24 Hours
- % Repeat Troubles Within 30 Days

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are BellSouth generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.

### **D. Raw Data (SDF) Records – Other**

#### **For Other Metrics:**

##### **Billing:**

Supporting data is provided for the following metrics:

- Invoice Accuracy
- Mean Time to Deliver Accuracy
- Usage Data Delivery Accuracy, Completeness and Timeliness
- Mean Time to Deliver Usage
- Recurring and Non-Recurring Charge Completeness

The billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP web site. This SDF along with the reports resulting from billing supporting data can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's Invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual Invoices, which identify the nature of the charges or adjustments, whether credits or debits.

**OS/DA - None**

**Database Update Information - None**

**E911 - None**

**Trunk Group Performance - None**

**Collocation - None**

**Change Management - None**

**Bona Fide/New Business Request Process - None**

## **E. Raw Data Users Manual (RDUM) and Supporting Data Users Manual (SDUM)**

Once a CLEC has logged in at the PMAP website (<http://pmap.bellsouth.com>), the RDUM and SDUM can be found in the Exhibits/Other Documentation folder.