

KENTUCKY SEEM ADMINISTRATIVE PLAN

Kentucky Plan
Version 3.0203

Effective Date: ~~December 15, 2008~~ July 18, 2009

B.2 Tier 2 Submetrics

Item No.	SQM Ref	Tier 2 Submetric
1	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – LENS/Enhanced Verigate
2	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – TAG/XML/ <u>XML Gateway</u>
3	ARI	OSS-1 OSS Response Interval (Maintenance & Repair)
4	IA	OSS-2 OSS Interface Availability – (Pre-Ordering/Ordering) – Regional per OSS Interface
5	IA	OSS-2 OSS Interface Availability – (Maintenance & Repair) – Regional per OSS Interface
6	LMT	PO-2 Loop Makeup – Response Time – Electronic - Loop
7	AKC	O-2 Acknowledgement Message Completeness - Acknowledgments
8	FT	O-3 Percent Flow-Through Service Requests – Business
9	FT	O-3 Percent Flow-Through Service Requests – LNP
10	FT	O-3 Percent Flow-Through Service Requests – Residence
11	FT	O-3 Percent Flow-Through Service Requests – UNE-L (includes UNE-L with LNP)
12	FT	O-3 Percent Flow-Through Service Requests – UNE-P
13	RI	O-8 Reject Interval – Fully Mechanized
14	RI	O-8 Reject Interval – Partially Mechanized
15	RI	O-8 Reject Interval – Non Mechanized
16	FOCT	O-9 Firm Order Confirmation Timeliness - Fully Mechanized
17	FOCT	O-9 Firm Order Confirmation Timeliness - Partially Mechanized
18	FOCT	O-9 Firm Order Confirmation Timeliness - Non Mechanized
19	FOCT	O-9 Firm Order Confirmation Timeliness – Local Interconnection Trunks
20	FOCC	O-11 FOC & Reject Response Completeness – Fully Mechanized
21	FOCC	O-11 FOC & Reject Response Completeness – Partially Mechanized
22	FOCC	O-11 FOC & Reject Response Completeness – Non Mechanized
23	OAAT	O-12 Average Answer Time – Ordering Centers – CLEC Local Carrier Service Center

Item No.	SQM Ref	Tier 2 Submetric
24	MIA	P-3 Percent Missed Installation Appointments – Resale POTS
25	MIA	P-3 Percent Missed Installation Appointments – Resale Design
26	MIA	P-3 Percent Missed Installation Appointments – UNE Loop and Port Combinations
27	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Design
28	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Non-Design
29	MIA	P-3 Percent Missed Installation Appointments – UNE xDSL
30	MIA	P-3 Percent Missed Installation Appointments – UNE Line Splitting/Sharing
31	MIA	P-3 Percent Missed Installation Appointments – LNP Standalone
32	MIA	P-3 Percent Missed Installation Appointments – Local Interconnection Trunks
33	OCI	P-4 Order Completion Interval (OCI) – Resale POTS
34	OCI	P-4 Order Completion Interval (OCI) – Resale Design
35	OCI	P-4 Order Completion Interval (OCI) – UNE Loop and Port Combinations
36	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Design
37	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Non-Design
38	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL – without conditioning
39	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL – with conditioning
40	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting/Sharing Dispatch
41	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting/Sharing – Non-Dispatch
42	OCI	P-4 Order Completion Interval (OCI) – Local interconnection Trunks
43	OCI	P-4 Order Completion Interval (OCI) – UNE EELS
44	CCI	P-7 Coordinated Customer Conversions – Hot Cut Durations
45	CCT	P-7A Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
46	NCDD	P-7D Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
47	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale POTS
48	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale Design

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49	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loop and Port Combinations
50	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops - Design
51	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops – Non-Design
52	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE xDSL
53	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting/Sharing - Dispatch
54	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting/Sharing – Non-Dispatch
55	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Local Interconnection Trunks
56	SOA	P-11 Service Order Accuracy - Resale
57	SOA	P-11 Service Order Accuracy - UNE
58	SOA	P-11 Service Order Accuracy – UNE-P
59	LOOS	P-13B LNP – Percent Out of Service < 60 Minutes - LNP
60	LAT	P-13C LNP Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date – LNP – (Standalone)
61	LDT	P-13D LNP – Disconnect Timeliness (Non-Trigger)
62	MRA	MR-1 Percent Missed Repair Appointment – Resale POTS
63	MRA	MR-1 Percent Missed Repair Appointment – Resale Design
64	MRA	MR-1 Percent Missed Repair Appointment – UNE Loop and Port Combinations
65	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Design
66	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Non-Design
67	MRA	MR-1 Percent Missed Repair Appointment – UNE xDSL
68	MRA	MR-1 Percent Missed Repair Appointment – UNE Line Splitting/Sharing
69	MRA	MR-1 Percent Missed Repair Appointment – Local Interconnection Trunks
70	CTRR	MR-2 Customer Trouble Report Rate – Resale POTS
71	CTRR	MR-2 Customer Trouble Report Rate – Resale Design

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72	CTRR	MR-2 Customer Trouble Report Rate – UNE Loop and Port Combinations
73	CTRR	MR-2 Customer Trouble Report Rate – UNE Loops Design
74	CTRR	MR-2 Customer Trouble Report Rate – UNE Loops Non-Design
75	CTRR	MR-2 Customer Trouble Report Rate – UNE xDSL
76	CTRR	MR-2 Customer Trouble Report Rate – UNE Line Splitting/Sharing
77	CTRR	MR-2 Customer Trouble Report Rate – Local Interconnection Trunks
78	MAD	MR-3 Maintenance Average Duration – Resale POTS
79	MAD	MR-3 Maintenance Average Duration – Resale Design
80	MAD	MR-3 Maintenance Average Duration – UNE Loop and Port Combinations
81	MAD	MR-3 Maintenance Average Duration – UNE Loops Design
82	MAD	MR-3 Maintenance Average Duration – UNE Loops Non-Design
83	MAD	MR-3 Maintenance Average Duration – UNE xDSL
84	MAD	MR-3 Maintenance Average Duration – UNE Line Splitting/Sharing
85	MAD	MR-3 Maintenance Average Duration – Local Interconnection Trunks
86	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale POTS
87	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale Design
88	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loop and Port Combinations
89	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Design
90	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Non-Design
91	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE xDSL
92	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Line Splitting/Sharing
93	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Local Interconnection Trunks
94	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale POTS
95	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale Design
96	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loop and Port Combinations
97	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Design

Item No.	SQM Ref	Tier 2 Submetric
98	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Non-Design
99	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE xDSL
100	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Line Splitting/Sharing
101	OOS	MR-5 Out of Service (OOS) > 24 hours – Local Interconnection Trunks
102	BIA	B-1 Invoice Accuracy
103	BIT	B-2 Mean Time to Deliver Invoices – CRIS
104	BIT	B-2 Mean Time to Deliver Invoices – CABS
105	BUDT	B-5 Usage Data Delivery Timeliness
106	BEC	B-10 Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days – State
107	TGP	TGP Trunk Group Performance
108	MDD	C-3 Collocation Percent of Due Dates Missed
109	NT	CM-1 Timelines of Change Management Notices – Region
110	DT	CM-3 Timeliness of Documentation Associated with Change – Region
111	SEC	CM-6 Percentage of Software Errors Corrected in “X” Business Days - Region
112	CRA	CM-7 Percentage of Change Requests Accepted or Rejected Within 10 Days – Region
113	SCRI	CM-11 Percentage of Software Change Requests Implemented Within 60 Weeks of Prioritization – Region