

Exhibit EG-A
EDI Testing Agreement between AT&T and BellSouth

AT&T / BellSouth EDI Testing Agreement



EDI Testing Agreement

Between

AT&T Corp.

And

BellSouth Telecommunications, Inc.

Prepared by:

**BellSouth Telecommunications, Inc. / BellSouth Interconnection Services
LCSC Staff Support / ICS Sales Support
675 West Peachtree St., N. E.
Atlanta, GA 30375**

In cooperation with:

**AT&T Corp. / AT&T Consumer Services
Local Service & Access Management / Market Negotiations Support
Peachtree St.,
Atlanta, GA**

AT&T / BellSouth EDI Testing Agreement

Outlined here are the business operational parameters set forth for the purpose of conducting EDI Carrier and Service Readiness Testing between BellSouth and AT&T Corp. Any arrangements other than those outlined in the EDI Testing Guidelines, LEO-IG or in this document, must be negotiated with the LCSC Testing staff.

All agreed testing specifics not defined in the Testing Agreement will be documented in Appendix C in General Agreements.

AT&T / BellSouth EDI Testing Agreement

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AT&T / BellSouth EDI Testing AgreementEDI Testing Guidelines Overview

EDI Testing Guidelines Overview

Introduction

This agreement provides testing guidelines and processes that are used by AT&T for ordering local exchange products and services from BST via EDI.

Purpose

The testing process described in this document is designed to validate BST – AT&T EDI local exchange ordering procedures. The testing achieves the following goals:

- Verification of connectivity between BST and AT&T
- Compliance with the ANSI ASC X12 EDI standards
- AT&T compliance with BST usage requirements as presented in the *BellSouth Local Exchange Ordering (LEO) Implementation Guide (Version 9a)*, the *Operating Support Systems 99 (OSS-99) Requirement Documents* and *TCIF Version 9*
- Proof of AT&T's ability to send local exchange order requests to BST
- Proof of BST's ability to electronically acknowledge AT&T order requests
- Proof of BST's ability to translate and process AT&T LSRs and Supplements (SUPPs), including cancellations
- Proof of BST's ability to send electronically to AT&T Firm Order Confirmations, Rejects, Clarifications, Jeopardies and Completion Notices
- Proof of AT&T's ability to respond electronically to BST's Firm Order Confirmations, Rejects, Clarifications, Jeopardies and Completion Notices

Parameters

- BellSouth fully supports Carrier testing and provides limited support for Service Readiness Testing. If AT&T opts to move from testing to production, AT&T will not be allowed to return to testing for the same application and/or products and services. **Exceptions:** AT&T is allowed to return to testing for new functionality, e.g. "migrate as specified".

AT&T / BellSouth EDI Testing AgreementEDI Testing Guidelines Overview

- Regression testing for new/changed business rules will be accommodated under a separate testing agreement, using pre-established test accounts and timeframes.
- AT&T and BellSouth reserve the right to suspend testing for failure to meet all entrance criteria defined in this testing agreement, agreed time frames (including resolution time as defined in Appendix D), major coding changes, requirements or connectivity failures.
- Tentative testing schedule includes: Connectivity; Syntax / Business Rule Validation; Carrier; Market Entry; and System Readiness.
- Testing will encompass all supported business scenarios.
- Testing is scheduled to be conducted over a 2 month period, mid April through mid June. Testing may be suspended and restarted, or extended as negotiated by AT&T and BellSouth. Completed tests may be re-executed if an extended interval exists between the completion of one phase and the start of the next. All tests may be re-executed if an extended interval exists between Service Readiness Test and Production.
- If AT&T or BST requests suspension of testing then all new dates may need to be re-negotiated
- Test orders submitted must flow through BST's entire SOP systems and processes.
- BST provisioning of the switch or line may be required, depending on the test case/phase.
- BST to provide full detail on all error messages on failed orders. Including SOP (or other provisioning system) error details and EDI system error details
- BST support, to understand errors and business rule issues from failed test cases, will be required. *Joint conference calls will be held every Tuesday and Thursday at 1:30 pm EST. JW* *CPD*
- BST should return all messages for orders; positive or negative ACK, FOC or Jeopardy or Reject or Complete (for passed test cases).
- Test case turnaround as follows (targeted timeframes): ACK - 1 hour, FOC/Jeopardy/Reject - 1 business day, Complete - 3 business days

AT&T / BellSouth EDI Testing Agreement

EDI Testing Guidelines Overview

AT&T / BellSouth EDI Testing Agreement

Connectivity Testing

Chapter One - - Connectivity Testing

The Connectivity Testing chapter describes procedures for performing Connectivity Testing between AT&T and BST, including entrance and exit criteria.

Definition

Connectivity Testing verifies that AT&T and BST can send and receive documents using EDI. Connectivity Testing must be conducted for all new interfaces or any change in connectivity pathways or EDI identifiers

BellSouth supports three methods of connectivity for EDI. These methods are described in detail in the *BellSouth LEO Implementation Guide*. The method being utilized for this implementation is CONNECT:Direct™; Direct connectivity

Entrance Criteria

Several steps must be completed before the Connectivity Testing process can begin. These prerequisites, also referred to as entrance criteria, are as follows:

- AT&T must be legally certified to provide local phone services in the state where they are doing business.
- AT&T must have a signed Interconnection Agreement with BST for Local Exchange Ordering.
- AT&T must have reviewed and agreed to the conditions described in the *BellSouth LEO Implementation Guide*.
- AT&T must have an established billing account with BellSouth.
- AT&T must have provided the information required on the BST Local Exchange Ordering EDI Profile Sheet; the CONNECT Direct™ Connectivity for EDI, if applicable; and the EDI Testing Agreement.

AT&T / BellSouth EDI Testing AgreementConnectivity Testing**Procedures**

During Connectivity Testing BellSouth and AT&T perform distinct tasks, as summarized below:

1. AT&T completes the BellSouth Telecommunications Local Exchange Ordering EDI Profile Sheet. (NOTE: If using CONNECT:Direct™ connectivity option, AT&T also completes the CONNECT:Direct™ Connectivity for EDI form.)
2. AT&T completes the BellSouth Telecommunications Local Exchange Ordering EDI Testing Agreement.
3. AT&T and BST must mutually accept the conditions set forth in the *BellSouth Local Exchange Ordering (LEO) Implementation Guide*.
4. AT&T performs necessary steps to establish communications pathway on AT&T end.
5. BST performs necessary steps to establish communications pathway on BST end.
6. BST and AT&T agree on the Connectivity Testing start date and approximate time.
7. AT&T sends connectivity test (850 Purchase Order transaction set), that conforms to OSS '99, EDI and TCIF standards, to BST.
8. AT&T receives connectivity test (997 Functional Acknowledgment), that conforms to OSS '99, EDI and TCIF standards, from BST.

Exit Criteria

These steps must be completed as proof of successful Connectivity Testing:

- AT&T sends an approved test case Purchase Order transaction set (850) to BST and BST receives it.
- BST verbally acknowledges receipt of the test case from the AT&T.

AT&T / BellSouth EDI Testing Agreement

Connectivity Testing

- BST translates the test case, responds with a Functional Acknowledgment (997) to AT&T, and AT&T receives it.
- AT&T verbally acknowledges receipt of the Functional Acknowledgment (997) from BST.
- BST and AT&T agree that Connectivity Testing has successfully completed so that Initial Business Rule Validation can begin.

AT&T / BellSouth EDI Testing AgreementInitial Business Rule Validation**Chapter Two -- Initial Business Rule Validation**

The Initial Business Rule Validation chapter describes the requirements for performing business rule testing including entrance and exit criteria.

Definition

Initial Business Rule Validation verifies BST and AT&T adherence to a consistent set of business rules for ordering local exchange products and services. In the case of this implementation, the set of business rules are those documented in OSS '99.

Initial Business Rule Validation Test Cases must be processed through BST's entire SOP systems.

Entrance Criteria

- Connectivity Testing, as described in Chapter One, must have been successfully completed, before Initial Business Rule Validation begins.
- BST has provided accounts for testing that meet the following requirements:

Scenario	# Accounts Required From BST	# Lines Required From BST For The Scenario	What Is Required From BST
New Accounts	7	8 new lines	Need 7 valid customer names & addresses (Passed the BST SAG validation process)
Migrated Accounts	8 existing LSP accounts (4 accounts with 1 line each, 3 accounts with 2 lines each, & 1 account with 3 lines)	<ul style="list-style-type: none"> • Account#1: 1 existing line • Account#2: 1 existing line & 1 new line we will be adding to the migration order account • Account#3: 1 existing line • Account#4: 2 existing lines • Account#5: 2 existing lines • Account#6: 1 existing line • Account#7: 3 existing lines • Account#8: 2 existing lines 	<ul style="list-style-type: none"> • 8 full CSR's, including DL information • 8 full address validation responses for each Account (SAG Validation responses) • One new TN for account #2
Changes To AT&T Accounts	None	None	Nothing. Will be utilizing data information gathered from 'New' & 'Migrated' accounts.
Disconnect AT&T Accounts	3 existing AT&T fully migrated accounts	<ul style="list-style-type: none"> • Account#1: 1 existing line • Account#2: 1 existing line • Account#3: 3 existing lines 	<ul style="list-style-type: none"> • Establish the 3 AT&T accounts with the mentioned lines • Account #2: Established with Intercept service

AT&T / BellSouth EDI Testing Agreement

Initial Business Rule Validation

Procedures

1. AT&T will supply test cases to ensure consistent application of OSS '99 business rules as well as compliance with ANSI ASC X12 EDI standards and TCIF industry standards.
2. BST and AT&T agree on the date to send the first Initial Business Rule Validation Local Exchange test order
3. BST and AT&T must participate on daily Initial Business Rule Validation conference calls.

Note: Refer to the BST Local Exchange Ordering EDI Testing Agreement in Appendix C for details on other testing requirements.

Exit Criteria

These steps must be completed as proof of successful Initial Business Rule Validation.

- 100% of the test cases have been executed and at least 95% have passed.
- No outstanding Severity 1 conditions exist and there are no severity 2 conditions without workarounds. Severity definitions are defined in Appendix D.

AT&T / BellSouth EDI Testing Agreement*Carrier Testing***Chapter Three -- Carrier Testing**

This chapter describes the requirements for performing Carrier Testing between AT&T and BST, including entrance and exit criteria.

Definition

Carrier Testing verifies that data content provided by AT&T is meaningful to the LEO and ordering systems at BST. This testing also verifies that the data content will remain valid throughout the full order cycle as identified by the business transactions listed below.

Carrier Testing must be conducted for all new interfaces for ordering local exchange products or services, and for existing interfaces where system modifications have been made to enhance ordering capabilities. Carrier Testing is also required when changes are made to EDI systems to accommodate industry standards (TCIF or ANSI).

Carrier Testing Business Transactions

- Local Exchange Order (850 transaction set) from AT&T
- Firm Order Confirmation (855 transaction set) from BST
- Reject, Clarification, and Jeopardy (855/865 transaction set) from BST
- Purchase Order Change Request (860 transaction set) from AT&T
- Acknowledgment of Change Request (865 transaction set) from BST
- Acknowledgment of Completion Notice (865 transaction set) from BST

Entrance Criteria

- All previous test phases, as described in this document, must be successfully completed before Carrier Testing begins.
- AT&T will provide test scenarios
- BellSouth has provided accounts for testing that meet the following requirements:
TBD

AT&T / BellSouth EDI Testing Agreement

Carrier Testing

Procedures

The following list details the Carrier procedures:

1. BST and AT&T agree on the date to send the first Carrier Local Exchange test Order
2. BST and AT&T must participate on daily Carrier Testing conference calls.

Exit Criteria

These steps must be completed as proof of successful Carrier Testing.

- 100% of the test cases have been executed and at least 95% have passed.
- No outstanding Severity 1 conditions exist and there are no severity 2 conditions without workarounds. Severity definitions are defined in Appendix D.

AT&T / BellSouth EDI Testing AgreementMarket Entry Testing**Chapter Four - - Market Entry Testing (MET)**

This chapter describes the guidelines, as well as AT&T and BellSouth's participation in MET – including entrance and exit criteria.

Definition

The Market Entry testing focuses on validating changes to AT&T Systems and procedures required for new market entry. The Market Entry Test will ensure that the AT&T systems that have changed to support the new market entry have been tested including format, content, and data integrity of each internal transaction and the valid processing of LSP responses. This testing includes AT&T Sales Order, Provision systems and procedures in addition to testing with the LSP.

Entrance Criteria

- All previous test phases, as described in this document, must be successfully completed before MET begins.
- BellSouth has provided accounts for testing that meet the following requirements:
TBD

Procedures

The following list details the MET procedures:

1. BST and AT&T agree on the date to send the first MET Local Exchange test order
2. BST and AT&T must participate on daily MET conference calls.

Exit Criteria

- 100% of the test cases have been executed and at least 95% have passed.
- No outstanding Severity 1 conditions exist and there are no severity 2 conditions without workarounds. Severity definitions are defined in Appendix D.

AT&T / BellSouth EDI Testing AgreementService Readiness Testing**Chapter Five -- Service Readiness Testing (SRT)**

This chapter describes the guidelines, as well as AT&T and BellSouth's participation in SRT – including entrance and exit criteria.

Definition

SRT verifies that AT&T's production local ordering systems properly interface with BST's production ordering and provisioning systems and processes.

Entrance Criteria

- All previous test phases, as described in this document, must be successfully completed before SRT begins.
- BellSouth and AT&T will agree upon number of LSRs that will be processed and reviewed during SRT

Procedures

The following list details the SRT procedures:

1. BST and AT&T agree on the date to send the first SRT Local Exchange test order .
2. BST and AT&T must participate on conference calls twice a week. These calls will take place on Tuesdays and Thursdays at 1:30 pm EST. jw

Exit Criteria

- 100% of the test cases have been executed and at least 95% have passed.
- No outstanding Severity 1 conditions exist and there are no severity 2 conditions without workarounds. Severity definitions are defined in Appendix D.

AT&T / BellSouth EDI Testing Agreement

Appendix A

Appendices

Miscellaneous

Acronyms

The following acronyms are used throughout this document:

ANSI	American National Standards Institute
ASC	Accredited Standards Committee
BST	BellSouth Telecommunications, Inc.
CLEC	Competitive Local Exchange Carrier
EDI	Electronic Data Interexchange
LCSC	Local Carrier Services Center
LEO	Local Exchange Ordering (system)
SOP	Service Order and Provisioning
TCIF	Telecommunications Industry Forum

Related Documentation

BellSouth Local Exchange Ordering (LEO) Implementation Guide

Technical Assistance

Appendix B lists BellSouth Testing and Account Team contacts.

AT&T / BellSouth EDI Testing Agreement

Appendix B

Contacts

BellSouth testing and Account Team contacts:

<u>Contact Type</u>	<u>Name</u>	<u>Phone Number</u>	<u>FAX</u>
AT&T's BellSouth Account Representative	Beverly Shelton-Williams		
BST EDI Test Manager	Kimberly McClendon	404 927-3558	404 927-8339
BST LNP Test Manager			

AT&T / BellSouth EDI Testing Agreement

Appendix C

AT&T / BST Specific Details / Sign Off

Connectivity Test:

Scheduled Date: 4/11/2000

Initial Business Rule Validation:

Scheduled Date: 04/14/2000

Number of Accounts Required: 12

Number of Test Cases: 40

Carrier (ETE) Test

Scheduled Date(s): 05/15/2000 ²² ^{CR} ^{JRW}

Number of Accounts Required: 30

Number of Test Cases and Activity Types: 75 cases, Activity Types: N,C,V, P

Market Entry Test (MET):

Scheduled Date: 05/30/2000

Number of Accounts Required: 60

Number of Test Cases: 50

System Readiness (SRT) Test

Scheduled Date(s): ~~June 19, 2000~~ ^{July 31,} ^{CR} ^{JRW}

Number of Test Cases: 100 - Due to similarities with MET, 5 Key Test Cases will be executed with Bell South, then AT&T will continue SRT with BS support when needed.

AT&T / BellSouth EDI Testing AgreementAppendix C*AT&T Specific Details / Sign-Off (continued)***General Agreements:**

<u>Contact Type</u>	<u>Name</u>	<u>Phone</u>	<u>FAX</u>
BellSouth Account Team Rep.			
BST EDI Test BST LNP Test Manager			
BST LCSC CSM			
AT&T Lead Negotiator	Jill Williamson	404-810-8562	404-810-8605
AT&T Test Manager	Kevin McAllorum	404-810-6923	404-810-8605
<i>Connectivity Testing</i>	Maricelena Miller 973-564-4375		
Initial Business Rule Validation	Maricelena Miller 973-564-4375		
<i>Carrier Testing</i>	Maricelena Miller 973-564-4375		
<i>MET</i>	Maria Ketterer 732-271-4318		
<i>SRT</i>	Connie Cortright 816-251-3286		

05/17/01 THU 17:33 FAX 404 810 7840

AT&T

024

NO. 684 P822/882

05/18/01 THU 18:23

404 810 7840

NO. 361 P822/882

04/17/00 MON 18:17 FAX 404 810 7840

AT&T

007

AT&T/BellSouth BDI Testing Agreement

Appendix C

AT&T and BellSouth agree to the terms and conditions set forth in this agreement.

Signed:

BST Customer Support Manager

Cheryl Richardson

Cheryl Richardson
BST Account Team Rep

Date _____

Date 4/18/00

Jill Williamson

Jill Williamson
AT&T Manager

Date 4/17/00

Kimberly McClelland
Kimberly McClelland
BellSouth Test Mgr

Date 4/18/00

AT&T / BellSouth EDI Testing Agreement

Appendix C

AT&T and BellSouth agree to the terms and conditions set forth in this agreement.

Signed:

BST Customer Support Manager
Ceryl Richardson
Cheryl Richardson
BST Account Team Rep

Date _____

Date 5/1/00

Jill Williamson
Jill Williamson
AT&T Manager

Date 4/17/00

05/17/01 THU 17:33 FAX 404 810 7840

AT&T

04/19/00 09:23
04/19/00 09:14

04/17/00 WED 18:17 FAX 800 810 7800

084 810 7102
47:07

026
NO. 376 P882/882
MLL 804 FORM 100C
NO. 363 P882/882

002

AT&T/BELLSOUTH FRI Testing Agreement

Appendix C

AT&T and BellSouth agree to the terms and conditions set forth in this agreement.

Signed:

BST Customer Support Manager

Cheryl Richardson

Cheryl Richardson
BST Account Team Rep

Date _____

Date 4/18/00

Jill Williamson

Jill Williamson
AT&T Manager

Kimberly McClendon

Kimberly McClendon
BellSouth Test Mgr

Date 4/17/00

Date 4/18/00

HollSouth EDI Testing Agreement

Signed:

Kimberly McClendon Date 5/26/00
Name
BST Test Manager
Kimberly McClendon

Date
Name
BST Account Team Rep
Cheryl Richardson

Jill Williamson Date 5/30/00
Name
AT&T Manager
Jill Williamson

AT&T / BellSouth EDI Testing Agreement*Appendix D***Definitions of Severity**

Severity	Description
1 (High)	<ul style="list-style-type: none"> • Defect impacts system security or is a catastrophic defect causing total failure or unrecoverable data loss. • There is no workaround. • This prevents the product from being released or the system/test case can no longer process. • The problem affects processes having a direct impact on revenues • Resolution is targeted for 24 hours from notification time.
2 (Medium)	<ul style="list-style-type: none"> • Defect severely impairs functionality. • A workaround may exist but its use is unsatisfactory. • In general the product wouldn't be released with such a defect. • Does not prevent system/test case from processing • Resolution is targeted for 48 hours from notification time.
3 (Low)	<ul style="list-style-type: none"> • Defect causes a problem with a non-critical aspect of the system. • There is a satisfactory workaround or the defect is considered to be of minor significance. • able to continue executing system/test cases • update to M&Ps/User Guide may be needed • needs to be resolved for the system to operate according to design specifications • Resolution is targeted for 5 days from notification time.

AT&T / BellSouth EDI Testing Agreement

Appendix D

ADDENDUM TO TEST AGREEMENT:

THE PURPOSE OF THIS IS TO SHOW THE AGREED UPON TEST CASES THAT BELLSOUTH AND AT&T WILL BE DOING.

NEW ORDERS

N1, N3, N4, N5, N6

MIGRATIONS

M1, M2, M3, M4, M6, M8

CHANGE ORDERS

C1, C2, C3, C4, C7, C10, C11, C12

DISCONNECTS

D1, D2

AT&T / BellSouth EDI Testing Agreement

Appendix D

AT&T / BST Specific Details / Sign Off

Connectivity Test:

Scheduled Date: 4/11/2000

Initial Business Rule Validation:

Scheduled Date: 04/14/2000

Number of Accounts Required: 12

Number of Test Cases: 40

Carrier (ETE) Test

Scheduled Date(s): 5/22/2000

Number of Accounts Required: 30

Number of Test Cases and Activity Types: 75 cases, Activity Types: N,C,V, P

Market Entry Test (MET):

Scheduled Date: 05/30/2000

Number of Accounts Required: 60

Number of Test Cases: 50

System Readiness (SRT) Test

Scheduled Date(s): June 19, 2000

Number of Test Cases: 100 – Due to similarities with MET, 5 Key Test Cases will be executed with Bell South, then AT&T will continue SRT with BS support when needed.

AT&T / BellSouth EDI Testing AgreementAppendix D*AT&T Specific Details / Sign-Off (continued)***General Agreements:**

<u>Contact Type</u>	<u>Name</u>	<u>Phone</u>	<u>FAX</u>
BellSouth Account Team Rep.	Cheryl Richardson	770-492-5737	770-492-9412
BST Test Manager	Kimberly McClendon	404 927-3558	404 927-8339
BST LCSC CSM			
AT&T Lead Negotiator	Jill Williamson	404-810-8562	404-810-8605
AT&T Test Manager	Kevin McAllorum	404-810-6923	404-810-8605
<i>Connectivity Testing</i>	Steve Creason	612-277-4971	
<i>Initial Business Rule Validation</i>	Maricelena Miller	973-564-4375	
<i>Carrier Testing</i>	Damon Knight	612-277-8346	
<i>MET</i>	Soraya Medina	732-271-6241	
	Nick Lombardi	732-271-6249	
<i>SRT</i>	Antonio Garcia	915-782-3501	

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Exhibit EG-B
GA UNE Trial Agreement/Plan with AT&T

Draft



GA UNE Trial Agreement/Plan

with

AT&T Communications of the Southern States, Inc.

Prepared by:

**BellSouth Telecommunications, Inc. / Network and Carrier Services -
Customer Services / ICS Sales Support
675 West Peachtree St., N. E.
Atlanta, GA 30375**

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Outlined here are the business operational parameters set forth for the purpose of conducting a trial for the ordering, provisioning, and billing of UNE 2-Wire Analog Port and Voice Grade Loop (Port/Loop Combination) Services with AT&T.

All agreed upon specifics not defined in the agreement are documented in Appendix B of the trial.

Should subsequent testing be necessary, all agreed upon specifics not defined in the agreement and documented in Appendix B will be considered Phase 2 of the trial.

For the first instance of subsequent testing all agreed upon specifics not defined in the agreement will be documented in Addendum 1 and considered Phase 3 of the trial.

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Acronyms

The following acronyms are used throughout this document:

ANSI	American National Standards Institute
ASC	Accredited Standards Committee
BST	BellSouth Telecommunications, Inc.
CLEC	Competitive Local Exchange Carrier
EDI	Electronic Data Interexchange
LCSC	Local Carrier Services Center
LEO	Local Exchange Ordering (system)
LNP	Local Number Portability
LNPGW	LNP Gateway (Ordering System)
LSR	Local Service Request
NPAC	Number Portability Administration Center
OSS'99	Operations Support Systems 1999 Update
PMAP	Performance Measurements and Analysis Platform
TCIF	Telecommunications Industry Forum
Y2K	Year 2000

Related Documentation

Technical Assistance

Appendix A: BellSouth Account Team Contacts
AT&T Contacts

Draft

GA UNE (Port/Loop Combination) Trial Overview

Introduction

This agreement provides parameters and processes which will be used by AT&T for ordering port/loop combination services from BST via EDI. It should be noted that this agreement is not intended to interfere or amend the existing interconnection agreement between AT&T and BST signed February 1997.

AT&T will issue test LSRs via BST's OSS'99 test environment using the following customer code:

7680 - Registered for AT&T

AT&T will submit LSRs for the GA Trial via BST's OSS'99 production environment. This trial will not impact Service Readiness Testing for OSS'99. AT&T will use a new OCN (Operating Company Number) for the GA Trial to facilitate measurement of usage on the newly converted lines.

Purpose

The testing process described in this document is designed to validate BST - AT&T ordering, provisioning, billing requirements and procedures for port/loop combination services. The purpose of the test is to achieve the following goals regarding port/loop combination services:

1. Validate BST's ability to electronically acknowledge, translate and process AT&T LSRs and Supplements (SUPPs), including cancellations
2. Validate BST's ability to electronically send Acknowledgements, Firm Order Confirmations, Rejects/Clarifications/Jeopardies and Completion Notices.
3. Validate AT&T's ability to properly order (via LSR) port loop combination services
4. Validate AT&T's ability to respond electronically to BST's Firm Order Confirmations, Rejects, Clarifications, Jeopardies and Completion Notices
5. Validate BST's ability to provision and bill port/loop combination services (conversions, changes, suspensions, restorals, cancellations, and disconnects)
6. Validate BST's ability to deliver daily usage files and bill daily usage.

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Terms and Conditions

1. If AT&T requests suspension of testing or the trial, then new dates must be re-negotiated, based on availability.
2. BellSouth and AT&T reserve the right to suspend testing of the trial with no less than three (3) days written notice for failure to meet criteria defined in this agreement, agreed time frames, major coding changes, requirements, or connectivity failures. Both parties shall jointly agree upon the readiness of both parties to re-start testing or the trial based on availability.
3. Appendix A lists individuals who will serve as BellSouth Contacts, AT&T Account Team Contacts and AT&T Contacts.

Operating Procedures

Trial

1. LSRs will be submitted Monday through Friday, during normal business hours.
2. BellSouth's systems will be available to AT&T Monday through Friday, during normal business hours. In the event that some circumstances arise that will make the BellSouth systems unavailable during this time period, BellSouth will give AT&T the same notice afforded to all CLECs in production.
3. Response (electronic - FOC, Completion Notices, etc.) time for a fully mechanized LSR is approximately 4 business hours.
4. Response time for an order requiring manual intervention is up to 48 hours.
5. Port/Loop Combination intervals shall be consistent with the intervals shown in Appendix D of this agreement.
6. The intervals for changes, suspensions, restorals and disconnects for port/loop combination services are consistent with the intervals for the same type of activity shown for simple resale services in the Interval Guide.

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7. The billing period ends on the 28th of each month. Bills will be generated and delivered in accordance with normal billing procedures. Please note that usage will be billed 1 month in arrears.
8. Discrepancies and escalations will be handled in accordance with existing procedures documented in Appendix C.
9. The Access Daily Usage Files (ADUF) and Optional Daily Usage Files (ODUF) will be generated and sent to AT&T daily via CONNECT:Direct. The dataset names to be used are listed below:
 - ADUF: BB03NYX.BSTH.UNEP.ACCESS(1+)
 - ODUF: BB03PX61.IBMUP.RBELSU.TEST(1+)

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Chapter One - - Trial

The "Trial" chapter describes parameters and procedures associated with the GA Trial.

Definition

The GA Trial verifies that data content transmitted to and from AT&T allows for appropriate ordering, provisioning and billing of port/loop combination services as stated in the "Purpose". The trial will commence with the agreement execution date. The trial will end August 31, 2000. With the agreement of both parties the trial may end earlier, or be extended later.

Entrance Criteria

These prerequisites, also referred to as entrance criteria, are as follows:

- Completed Preliminary Testing
- Obtained new OCN and Q Account for the trial
- OSS'99 Service Readiness Testing completed

Terms and Conditions

Discrepancies and escalations will be handled according to the methods and procedures documented in Appendix C. The information contained in Appendix C is in accordance with the methods and procedures documented in BST's Interconnection Website.

Procedures

1. AT&T and BellSouth will conduct weekly conference calls to be held each Thursday at 2:00 PM EST.
2. AT&T may submit to BellSouth in writing each Monday, via email to the BellSouth Project Manager, a list of 20-30 PONs which will be discussed during the weekly conference call with AT&T.

Exit Criteria

The trial will end August 31, 2000. With the agreement of both parties the trial may end earlier, or be extended later.

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Chapter Two - - LSR Specifications

LSRs for port/loop combination services may be submitted in accordance with the following criteria:

1. Conversions to loop/port combinations will be generated from a pool of 693 retail residential accounts (800 lines) established for this purpose.
2. Conversions will be executed "as specified" to accommodate the change in class of service in going from residential retail account to port/loop combination.
3. Newly converted accounts will be established under the new OCN (7680) to facilitate usage verification.
4. Converted accounts will be billed to a new Q account established for the trial.
5. Subsequent orders on the 693 newly converted accounts will allow change, suspend, restore, disconnect and cancellation activities.
6. OS/DA is not supported in the trial.
7. The "new" port/loop combination service may be ordered in accordance with the facilities installed at 1200 Peachtree Street for that purpose. A maximum of 200 lines may be ordered as "new" port/loop combination service.
8. The total number of residential lines to be utilized for the trial, per AT&T request dated October 11, 1999, is 1000. The facilities involved to accommodate the trial insure that BellSouth will not compromise intervals for true end user requests.

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Chapter Three - Provisioning

The interval for provisioning port/loop combination services is consistent with the interval shown in Appendix E. These intervals will be adhered to in accordance with existing due date calculations which consider work load in determining the due dates. BellSouth will provision and install GA Trial Port/Loop Combination service orders in accordance with normal provisioning procedures.

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Chapter Four - - Billing

Billing will occur on the 28th of the month in accordance with current billing procedures. The bill will include both flat and usage rated items. Charges associated with usage are calculated on the first business day of the month for the usage that occurred in the previous month. Billing discrepancies will be handled via normal procedures.

Flat Rate Items

Billing for flat rate items include unbundled loop and unbundled port charges and all non-recurring charges.

Usage Rate Items

Usage billing will be on an elemental basis (vs bulk) those elements include:

- Unbundled local switching
- Unbundled local trunk port
- Unbundled interoffice transport shared per MOU (minutes of use)
- Unbundled interoffice transport shared per mile/per MOU (minutes of use)
- Unbundled tandem switching
- Unbundled tandem trunk port

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Chapter Six -- Signatures

AT&T and BellSouth agree to the terms and conditions set forth in this agreement.

Signed:

BST Customer Support Manager

Date _____

Beverly Shelton-Williams
BST Account Team Rep

Date _____

Jill Williamson
AT&T Manager

Date _____

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Appendix A - AT&T/BST Contacts**Appendix A - Contacts**

Appendix A lists BellSouth GA Trial contacts as well as AT&T GA Trial contacts:

Contact Type	Name	Phone Number	Fax
BellSouth			
AT&T's BellSouth Account Manager	Beverly Shelton-Williams	770 492-7757	770 492-9412
BST Customer Support Manager	Scot Ferguson	770 986-2036	770 986-9268
BST EDI Contact	Mark Etheridge	205 403-1948	205 403-2672
BST Testing Manager	Cheryl Richardson	404 927-7377	
BST Project Manager	Ranae Stewart	404 927-1908	404 927-1908

Contact Type	Name	Phone Number	Fax
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AT&T			
AT&T Manager	Jill Williamson	404 810-8562	404 810-8605
AT&T EDI Mgr.	Phil Sorg	732 382-5400	732 368-1670
AT&T Testing Manager	Betty Barren	212 387-4187	
AT&T Test Operations Manager	Ray Alvarez	212 387-6371	
AT&T Help Desk Manager	Joyce Atwell	212 387-6403	

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Appendix B - AT&T/BST Specific Details / Trial

Appendix B - AT&T/BST Specific Details / GA UNE (Port/Loop Combination) Trial

Resale:

UNE: X

LNP:

GA UNE (Port/Loop Combination) Trial:

Number of LSRs:	NA
State(s) Testing Will Cover:	GA
Scheduled Date(s):	5/15/00
Hours of Operation:	9:00 AM - 6:00 PM Eastern
Conference Call Date(s) and Times:	Each Thursday at 2:00 PM EDT

Exit Criteria for GA UNE (Port/Loop Combination) Trial:

The trial will end August 31, 2000. With the agreement of both parties the trial may end earlier, or be extended later.

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Appendix C - Escalation Procedures

LCSC - UNE Group I & II	
BUSINESS HOURS (Mon-Fri) 8:00 AM - 8:00 PM	AFTER HOURS AND WEEKENDS
<p>1ST ESCALATION - Main Telephone Number - 800-872-3116 If the Service Representative who answers is unable to assist you - Ask for a manager to call you.</p> <p>2ND ESCALATION - The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary, contact the UNE Operations Director.</p> <p>3RD ESCALATION - Operations Director - UNE GROUP Michael McGovern (Non-Designed) 770-986-2047 Ron Moore (Designed) 770-986-2020 <i>Sending an urgent voice mail message automatically pages Director between 8AM - 6PM.</i></p> <p>4th ESCALATION - Operations Assistant Vice President Mark Butterworth 770-986-2630 <i>Sending an urgent voice mail message automatically pages OAVP between 8AM - 6 PM.</i></p>	<p>ESCALATION - The Duty Officer's Pager is: 800-946-4646 Pin 1405325</p>

LCSC - Complex/Multi-Line	
BUSINESS HOURS	AFTER HOURS AND WEEKENDS
(Mon-Fri) 8:00 AM - 8:00 PM	

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<p>1ST ESCALATION - Main Telephone Number - 800-872-3116 If the Service Representative who answers is unable to assist you - Ask for a manager to call you.</p> <p>2ND ESCALATION - The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary, contact the Complex Operations Director.</p> <p>3RD ESCALATION - Operations Director - Complex Group Diane Strickland 770-986-2105 <i>Sending an urgent voice mail message automatically pages Director between 8AM - 6PM.</i></p> <p>4th ESCALATION - Operations Assistant Vice President Mark Butterworth 770-986-2630 <i>Sending an urgent voice mail message automatically pages OAVP between 8AM - 6 PM.</i></p>	<p>ESCALATION - The Duty Officer's Pager is: 800-946-4646 Pin 1403942.</p> <p>*If order is a project, your Project Manager should be the first contact.</p>
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UNE - Provisioning

BUSINESS HOURS (MON-FRI) 8:00 AM - 6:00 PM	AFTER HOURS AND WEEKENDS
<p>1ST ESCALATION - Main Telephone Number - 800-795-0153 If the Maintenance Administrator or Electronic Technician who answers is unable to assist you - Ask for a manager to call you.</p> <p>2ND ESCALATION - The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary, contact the UNEC Operations Director.</p> <p>3RD ESCALATION - Operations Director - UNEC Eddie Owens 404-541-4054 <i>Sending an urgent voice mail message automatically pages Director between 8AM - 6 PM.</i></p> <p>4th ESCALATION - Operations Assistant Vice President Mark Butterworth 770-986-2630 <i>Sending an urgent voice mail message automatically pages OAVP between 8AM - 6 PM.</i></p>	<p>1ST ESCALATION - Main Telephone Number - 800-795-0153 If the Maintenance Administrator or Electronic Technician who answers is unable to assist you page the Duty Officer.</p> <p>2ND ESCALATION - The Duty Officer's Pager is: 800-946-4646 Pin 1404161</p>

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UNE - Maintenance	
BUSINESS HOURS - (24 Hours, 7 Days a Week)	AFTER HOURS AND WEEKENDS
<p>1ST ESCALATION - Main Telephone Number - 800-795-0153 If the Maintenance Administrator or Electronic Technician who answers is unable to assist you - Ask for a manager to call you.</p> <p>2ND ESCALATION - The appropriate manager will contact you within 60 minutes. If you feel further escalation is necessary, contact the UNEC Operations Director.</p> <p>3RD ESCALATION - Operations Director - UNEC Sandra Spears 404-541-4004 <i>Sending an urgent voice mail message automatically pages Director between 8AM - 6 PM.</i></p> <p>4th ESCALATION - Operations Assistant Vice President Mark Butterworth 770-986-2630 <i>Sending an urgent voice mail message automatically pages OAVP between 8AM - 6 PM.</i></p>	<p>1ST ESCALATION - Main Telephone Number - 800-795-0153 If the Maintenance Administrator or Electronic Technician who answers is unable to assist you page the Duty Officer.</p> <p>2ND ESCALATION - The Duty Officer's Pager is: 800-946-4646 Pin 1404161</p>

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*Appendix D - Intervals***Appendix D - Interval Guide for Residence and Business Port/Loop Combination**

All intervals include turnaround for the FOC generation and delivery

Quantity of Lines	Conversion, New and Subsequent	Manual	FOC	Electronic Flow-Through ¹
<u>POTS</u>				
1	2 days if no dispatch	2 days		4 hours
2	4 days	2 days		4 hours
3-5	7 days	2 days		4 hours
6-10	9 days	2 days		4 hours
11-24	12 days	2 days		4 hours
25+	Negotiated	Negotiated		4 hours
<u>PBX</u>				
1-5	7 days	2 days		4 hours
6-10	10 days	3 days		4 hours
11 +	Negotiated	Negotiated		4 hours

¹ Generated based upon receipt of an accurate LSR.

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Appendix E - AT&T Submitted Metrics for Georgia Trial¹ - Phase 2

Metric	Description	Standards	Definitions/Calculations
PO	Pre-Ordering OSS	> 75%	Overall Measurement
	No Pre-Ordering OSS Metrics		
OR	Ordering	>= 75%	Overall Measurement
ATT-GA-OR-1	Average EDI Functional Acknowledgement Response Time	See Footnote 2	Average response time from receipt of a valid order to the distribution of an acknowledgement. Calculation: $\text{Sum}[(\text{Date and time of acknowledgement}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests}$
ATT-GA-OR-2	% of Orders Acknowledged On Time	See Footnote 3	Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 15 minutes of order submission}) / \text{Total number of orders submitted} * 100$
ATT-GA-OR-3	Order Acknowledgement Completeness	100%	Percentage of orders that received an acknowledgement. Calculation: $(\# \text{ of acknowledgements received}) / \text{Total number of service requests submitted} * 100$
BST-GA-OR-1	Firm Order Confirmation Average Response Time	<= 2880 min.	Average response time measured in minutes from receipt of a valid LBR to the distribution of a firm order confirmation (FOC) Calculation: $\text{Sum}[(\text{Date and time of FOC}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests confirmed in the reporting period}$
ATT-GA-OR-6	Order Confirmation Timeliness - Flow Through (4 hours)	>= 95%	Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a confirmation within 4 hours of order submission}) / \text{Total } \# \text{ of confirmations received}$
ATT-GA-OR-7	Order Confirmation Timeliness - Non Flow Through (48 hours)	>= 95%	Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a confirmation within 48 hours of order submission}) / \text{Total } \# \text{ of confirmations received}$
BST-GA-OR-2	Rejection Average Response Time	<= 2880 min.	Average time elapsed measured in minutes from the receipt of an LBR to the distribution of a reject. Calculation: $\text{Sum}[(\text{Date and time of service request rejection}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests rejected in the reporting period}$
ATT-GA-OR-8	Order Rejection Timeliness - Flow Through (4 hours)	>= 95%	Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a rejection within 4 hours of order submission}) / \text{Total } \# \text{ of rejections received}$
ATT-GA-OR-9	Order Rejection Timeliness - Non	>= 95%	Percentage of orders "not eligible to flow through" that receive a rejection within

Metric	Description	Standard	Definitions/Calculations
	Flow Through (48 hours)		48 hours of order submission. Calculation: (# of orders not eligible to flow through that receive a rejection within 48 hours of order submission)/(Total # of rejections received)
BST-GA-OR-3	% Rejected Service Requests	No Standard	Percentage of LSRs received which are rejected due to error or omission. Calculation: (Total # of rejected service requests/Total # of service requests received)*100 (for a monthly period)
ATT-GA-OR-10	% Service Requests Rejected In Error	<= 1%	Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections). Calculation: (Total # of orders erroneously rejected by the LEC (spurious rejections)/Total # of service requests received)*100 (for a monthly period)
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	>= 88%	Percentage of LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention, calculated for each CLEC Calculation: (Total # of valid LSRs that flow through to BST OSS/Total # of valid LSRs delivered to the BST OSS)*100
ATT-GA-OR-4	Order Confirmation or Rejection Response Completeness	100%	Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100
ATT-GA-OR-5	Order Confirmation or Rejection Response Duplication	0%	Percentage of orders receiving both a confirmation and an error on the same PON/VER. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100
PR	Provisioning	>= 75%	Overall Measurement
BST-GA-PR-1	Average Completion Interval (OCI)	See Below	Average time elapsed between the order issue date and the order completion date. Calculation: Sum((Field Completion Date)-(Order Issue Date))/Total # of orders completed in the reporting period
BST-GA-PR-1-1	Average Completion Interval (OCI) - 1 line accounts	<= 2 days	Average time elapsed between the order issue date and the order completion date for 1 line accounts. Calculation: Sum((Field Completion Date)-(Order Issue Date))/Total # of orders for 1 line accounts completed in the reporting period
BST-GA-PR-1-2	Average Completion Interval (OCI) - 2 line accounts	<= 4 days	Average time elapsed between the order issue date and the order completion date for 2 line accounts. Calculation: Sum((Field Completion Date)-(Order Issue Date))/Total # of orders for 2 line accounts completed in the reporting period
BST-GA-PR-1-3	Average Completion Interval (OCI) - 3 to 5 line accounts	<= 7 days	Average time elapsed between the order issue date and the order completion date for 3 to 5 line accounts. Calculation: Sum((Field Completion Date)-(Order Issue Date))/Total # of orders for 3 to 5 line accounts completed in the reporting period
BST-GA-PR-2	% Missed Installation Appointments	<= 2%	Percentage of orders where BST misses the committed installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100
BST-GA-PR-3	Average Jeopardy Notice Interval	<= 2 days	Average advance notice that BST provides a CLEC when it knows that an order

Metric	Description	Standard	Definitions/Calculations
			will not be provisioned by its committed due date. Calculation: $\text{Sum}(\text{Date and time of scheduled due date on service order}) - (\text{Date and time of jeopardy notice}) / \text{Total number of orders given a jeopardy notice}$
BST-GA-PR-4	% of Orders Given Jeopardy Notice	<= 2%	Percentage of orders given a jeopardy notice. Calculation: $\text{Total number of orders given a jeopardy notice} / \text{Total number of orders committed (due)}$
BST-GA-PR-6	Service Order Accuracy	>= 85%	Percentage of completed orders that were provisioned correctly. Calculation: $(\# \text{ of orders that were completed without errors} / \# \text{ of orders completed}) * 100$
ATT-GA-PR-1-1	Provisioning Timeliness - LEC Committed Due Date	>= 85%	Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. Calculation: $(\text{Total } \# \text{ of "eligible to complete" orders provisioned by the LEC committed due date} / \text{Total } \# \text{ of "eligible to complete" orders}) * 100$
ATT-GA-PR-1-2	Provisioning Timeliness - Customer Desired Due Date	>= 85%	Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. Calculation: $(\text{Total } \# \text{ of "eligible to complete" orders provisioned by the customer desired due date} / \text{Total } \# \text{ of "eligible to complete" orders}) * 100$
ATT-GA-PR-3	Completion Notification Completeness	100%	Percentage of "eligible to complete" orders that have received a Completion Notice (CN). Calculation: $(\text{Total } \# \text{ of "eligible to complete" orders receiving a CN} / \text{Total } \# \text{ of "eligible to complete" orders}) * 100$
ATT-GA-PR-4	Unbillable Orders	0%	Percentage of "eligible to complete" orders that have not received Completion Notice (CN). Calculation: $(\text{Total } \# \text{ of "eligible to complete" orders not receiving a CN} / \text{Total } \# \text{ of "eligible to complete" orders}) * 100$
ATT-GA-PR-5	Completion Notification Timeliness	>= 85%	Percentage of orders that have received a Provisioning Completion Notice (PCN) by noon the day following the field provisioning date. Calculation: $(\text{Total } \# \text{ of orders receiving a PCN by noon the day following the field provisioning date} / \text{Total } \# \text{ of provisioned orders}) * 100$
MR	Maintenance & Repair	>= 75%	Overall Measurement
BST-GA-MR-1	Missed Repair Appointments	<= 2%	Percentage of trouble reports not cleared by the committed date and time. Calculation: $(\# \text{ of trouble reports not cleared by the committed due date} / \# \text{ of trouble reports closed in the reporting period}) * 100$
BST-GA-MR-2	Maintenance Average Duration	<= 2 days	Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Calculation: $\text{Sum}(\text{Date and time of service restoration}) - (\text{Date and time trouble ticket was opened}) / \text{Total } \# \text{ of closed trouble tickets in the reporting period}$
BI	Billing	>= 75%	Overall Measurement
ATT-GA-BI-1-1	Average ODUF Timeliness	<= 6 bus. days	Average time elapsed from when the ODUF is created to when the ODUF records are sent from BST. Calculation: $\text{Sum}(\text{Date records were sent from BST}) - (\text{Date ODUF was created}) / \# \text{ of ODUFs sent} * 100$

Metric	Description	Standard	Definitions/Calculations
ATT-GA-BI-1-2	% ODUFs On Time	100%	Percentage of ODUFs that are received within 6 business days of being sent from BST. Calculation: (# of ODUFs received within 6 business days of being sent from BST)/(# of ODUFs sent)*100
ATT-GA-BI-2-1	Average ADUF Timeliness	<= 6 bus. days	Average time elapsed from when the ADUF is created to when the ADUF records are sent from BST. Calculation: Sum[(Date records were sent from BST)-(Date ADUF was created)]/# of ADUFs sent*100
ATT-GA-BI-2-2	% ADUFs On Time	100%	Percentage of ADUFs that are received within 6 business days of being sent from BST. Calculation: (# of ADUFs received within 6 business days of being sent from BST)/(# of ADUFs sent)*100
ATT-GA-BI-3	ADUF and ODUF Accuracy	100%	Percentage of ODUFs and ADUFs completed accurately. Calculation: (# of accurate ODUFs and ADUFs received from BST)/(# of ODUFs and ADUFs received from BST)*100
ATT-GA-BI-4	Mechanized UNE-P Bill Timeliness	100%	Determination if UNE-P mechanized bill was received within 10 calendar days of the monthly bill date (28th).
ATT-GA-BI-5	Mechanized UNE-P Bill Accuracy	100%	Percentage of mechanized UNE-P bills received without errors. Calculation: (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received)

Results Legend	
Green	Meeting performance standard as defined based on results to date (1)
Red	Not meeting performance standard as defined based on results to date
Yellow	New standard based on UNE-P metrics documentation as of April 2000
N/A	Information not available for calculation

- ¹ The parties acknowledge that these metrics have been set solely for the purpose of conducting the trial specified in this agreement.
- ² The parties acknowledge the following: (A) AT&T's desired metric for this category is <= 15 minutes.
(B) BellSouth has suggested the metric value of <= 90 minutes due to EDI hardware and software constraints.
- ³ The parties acknowledge the following: (A) AT&T's desired metric for this category is > = 95%.
(B) BellSouth has suggested the metric value of > = 75% due to EDI hardware and software constraints.

Appendix F Metric Results - Phase 2

GA 1000 Trial Interim Results
Reported by AT&T and BellSouth

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations
PO	Pre-Ordering OSS				
	No Pre-Ordering OSS Metrics				
OR	Ordering				
ATT-GA-OR-1	Average Acknowledgement Response Time	<= 15 min	19 min	9.88 min ⁴	Average response time from receipt of a valid order to the distribution of an acknowledgement Calculation: $\text{Sum}(\text{Date and time of acknowledgement} - \text{Date and time of service request receipt}) / \text{Total number of acknowledgements received}$
ATT-GA-OR-2-1	% of Orders Acknowledged On Time (15 minutes)	>= 95%	46.57%	100%	Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 15 minutes of order submission} / \text{Total number of orders submitted}) * 100$
ATT-GA-OR-2-2	% of Orders Acknowledged On Time (90 minutes) *	>= 75%	100.00%	100%	Percentage of acknowledgements received within 90 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 90 minutes of order submission} / \text{Total number of orders submitted}) * 100$
ATT-GA-OR-3	Order Acknowledgement Completeness	100%	100.00%	100%	Percentage of orders that received an acknowledgement. Calculation: $(\# \text{ of acknowledgements received} / \text{Total number of service requests submitted}) * 100$
BST-GA-OR-1	Firm Order Confirmation Average	No Standard	5.30 hrs	12.82 hrs ^{4,5}	Average response time measured in hours from receipt of

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Metric ¹	Description	Standard	ATT Results ²	BST Results ¹	Definitions/Calculations
	Response Time				a valid LSR to the distribution of a firm order confirmation (FOC) Calculation: $\text{Sum}[(\text{Date and time of FOC}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests confirmed in the reporting period}$
ATT-GA-OR-6	Order Confirmation Timeliness - Flow Through (4 hours)	> = 95%	51.75%	87% ^{3,4}	Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a confirmation within 4 hours of order submission}) / (\text{Total } \# \text{ of confirmations received})$
ATT-GA-OR-7	Order Confirmation Timeliness - Non Flow Through (48 hours)	> = 95%	99.44%	100% ^{3,4}	Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a confirmation within 48 hours of order submission}) / (\text{Total } \# \text{ of confirmations received})$
BST-GA-OR-2	Rejection Average Response Time	No Standard	8.83 hrs	15.85 hrs ³	Average time elapsed measured in hours from the receipt of an LSR to the distribution of a reject. Calculation: $\text{Sum}[(\text{Date and time of service request rejection}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests rejected in the reporting period}$
ATT-GA-OR-8	Order Rejection Timeliness - Flow Through (4 hours)	> = 95%	66.42%	62.38% ¹	Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a rejection within 4 hours of order submission}) / (\text{Total } \# \text{ of rejections received})$
ATT-GA-OR-9	Order Rejection Timeliness - Non Flow Through (48 hours)	> = 95%	98.88%	99.99%	Percentage of orders "not eligible to flow through" that receive a rejection within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a rejection within 48 hours of order submission}) / (\text{Total } \# \text{ of rejections received})$

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Metric ¹	Description	Standard	ATT Results ¹	BST Results ¹	Definitions/Calculations
BST-GA-OR-3	% Rejected Service Requests	No Standard	27.59%	17.88%	Percentage of LSRs received which are rejected due to error or omission. Calculation: (Total # of rejected service requests/Total # of service requests received)*100 (for a monthly period)
ATT-GA-OR-10	% Service Requests Rejected In Error	<= 1%	47.96%	NM ¹¹	Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections). Calculation: (Total # of orders erroneously rejected by the LEC (spurious rejections)/Total # of service requests received)*100 (for a monthly period)
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	No Standard	91.88%	72.15%	Percentage of LSRs submitted electronically via the CLEC (mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention, calculated for each CLAC Calculation: (Total # of valid LSRs that flow through to BST OSS/Total # of valid LSRs delivered to the BST OSS)*100
ATT-GA-OR-4	Order Confirmation or Rejection Response Completeness	100%	98.82%	100%	Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100
ATT-GA-OR-5	Order Confirmation or Rejection Response Duplication	0%	1.63%	NM ¹¹	Percentage of orders receiving both a confirmation and an error on the same PON/VER. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100
PR	Provisioning				
BST-GA-PR-1	Average Completion Interval (OCI)	No Standard	2.57 days	3 days	Average time elapsed between the order issue date and the order completion date. Calculation: Sum(Field Completion Date)-(Order Issue Date)/Total # of orders completed in the reporting period
BST-GA-PR-2	% Missed Installation	No Standard	2.61%	NM ¹¹	Percentage of orders where BST misses the committed

Metric ¹	Description	Standard	ATT Results ¹	BST Results ¹	Definition/Calculations
	Appointments				installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100
BST-GA-PR-3	Average Jeopardy Notice Interval	No Standard	0.00%	NM ^{1b}	Average advance notice that BST provides a CLEC when it knows that an order will not be provisioned by its committed due date. Calculation: Sum[(Date and time of scheduled due date on service order)-(Date and time of jeopardy notice)]/Total number of orders given a jeopardy notice
BST-GA-PR-4	% of Orders Given Jeopardy Notice	No Standard	No Observations	NM ^{1b}	Percentage of orders given a jeopardy notice. Calculation: Total number of orders given a jeopardy notice/Total number of orders committed (due)
BST-GA-PR-5	Average Completion Notice Interval	No Standard	6.56hrs	7.25 hrs	Average time (in hours) elapsed between the BST reported completion of the work and the issuance of a valid completion notice to the CLEC. Calculation: Sum[(Date and time of notice of completion)-(Date and time of work completion)]/Total # of orders completed in the reporting period
BST-GA-PR-6	Service Order Accuracy	>= 95%	99.83%	99.90%	Percentage of completed orders that were provisioned correctly. Calculation: (# of orders that were completed without error/# of orders completed)*100
ATT-GA-PR-1-1	Provisioning Timeliness - LEC Committed Due Date	>= 95%	89.36%	94.25%	Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. Calculation: (Total # of "eligible to complete" orders provisioned by the LEC committed due date/Total # of "eligible to complete" orders)*100
ATT-GA-PR-1-2	Provisioning Timeliness - Customer Desired Due Date	>= 95%	89.90%	No Observation	Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. Calculation: (Total # of "eligible to complete" orders provisioned by the customer desired due date/Total # of "eligible to complete" orders)*100
ATT-GA-PR-3	Completion Notification Completeness	100%	91.85%	NM ^{1b}	Percentage of "eligible to complete" orders that have received a Completion Notice (CN).

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AT&T

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations
					Calculation: (Total # of "eligible to complete" orders receiving a CN/Total # of "eligible to complete" orders)*100
ATT-GA-PR-4	Unbillable Orders	0%	8.15%	NM ¹⁰	Percentage of "eligible to complete" orders that have not received Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders not receiving a CN/Total # of "eligible to complete" orders)*100
ATT-GA-PR-5	Completion Notification Timeliness	≥ 95%	98.58%	NM ¹¹	Percentage of orders that have received a Provisioning Completion Notice (PCN) by noon the day following the field provisioning date. Calculation: (Total # of orders receiving a PCN by noon the day following the field provisioning date/Total # of provisioned orders)*100
MR	Maintenance & Repair				
BST-GA-MR-1	Missed Repair Appointments	No Standard	0.00%	0.00%	Percentage of trouble reports not cleared by the committed date and time. Calculation: (# of trouble reports not cleared by the committed due date/# of trouble reports closed in the reporting period)*100
BST-GA-MR-2	Maintenance Average Duration	No Standard	3.69 days	1.17 days ¹¹	Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Calculation: Sum[(Date and time of service restoration)-(Date and time trouble ticket was opened)]/Total # of closed trouble tickets in the reporting period
BI	Billing				
ATT-GA-BI-1-1	Average ODUF Timeliness	≤ 6 bus days	2.50	NM ¹²	Average time elapsed from when the ODUF is created to when the ODUF records are sent from BST. Calculation: Sum[(Date records were sent from BST)-(Date ODUF was created)]/# of ODUFs sent)*100
ATT-GA-BI-1-2	% ODUFs On Time	100%	100.00%	NM ¹³	Percentage of ODUFs that are received within 6 business days of being sent from BST.

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Metric ¹	Description	Standard	ATT Results ²	BST Results ²	Definitions/Calculations
					5% Missing, but last records from MPD are for 7/3 Calculation: (# of ODUFs received within 6 business days of being sent from BST)/(# of ODUFs sent)*100
ATT-GA-BI-1-3	% ODUFs Completeness	100%	99.68%	NM ^{1b}	All standard required fields are provided Very small percentage of records being investigated for problems with missing Called TN
ATT-GA-BI-1-4	% ODUFs Accuracy	100%	99.00%	NM ^{1b}	All standard required fields are accurately populated Very small percentage of records being investigated for problems with missing Called TN
ATT-GA-BI-2-1	Average ADUF Timeliness	<= 6 bus days	3.00	NM ^{1b}	Average time elapsed from when the ADUF is created to when the ADUF records are sent from BST. Calculation: Sum(Date records were sent from BST)-(Date ADUF was created)/# of ADUFs sent)*100
ATT-GA-BI-2-2	% ADUFs On Time	100%	100.00%	NM ^{1b}	Percentage of ADUFs that are received within 6 business days of being sent from BST. Calculation: (# of ADUFs received within 6 business days of being sent from BST)/(# of ADUFs sent)*100
ATT-GA-BI-2-3	% ADUFs Completeness	100%	83.00%	NM ^{1b}	All standard required fields are provided Records prior to July 11 did not have UNE-P indicator populated & ability to identify UNE-P vs. other records compromised @ CBM (One week data snapshot)
ATT-GA-BI-2-4	% ADUFs Accuracy	100%	No Observations	NM ^{1b}	All standard required fields are accurately populated AT&T requested Bell South re-send pre-July records with UNE-P indicator populated on the files to do reassessment
ATT-GA-BI-3	% ADUF and ODUF Accuracy	100%	No Observations	NM ^{1b}	Percentage of ODUFs and ADUFs completed accurately. Calculation: (# of accurate ODUFs and ADUFs received from BST)/(# of ODUFs and ADUFs received from BST)*100
ATT-GA-BI-4-1	% Mechanized Wholesale Bill Timeliness	100%	0.00%	100%	Determination if wholesale mechanized bill was received within 10 calendar days of the monthly bill date (28th).
ATT-GA-BI-4-2	% Mechanized Wholesale Bill Completeness	100%	No Observations	NM ^{1b}	Percentage of mechanized UNE-P bills received without errors. Calculation: (# of mechanized UNE-P bills received

Metric ¹	Description	Standard	ATT Results ¹	BST Results ²	Definitions/Calculations
ATT-GA-BI-4-3	% Mechanized Wholesale Bill Accuracy	100%	0.00%	NM ¹⁰	without errors)/(# of mechanized UNE-P bills received) Percentage of mechanized wholesale bills received without errors and accurately populated. Data is not CABS compliant
ATT-GA-BI-5-1	% Non-mechanized Wholesale Bill Timeliness	100%	100.00%	NM ¹¹	Determination if wholesale non-mechanized bill was received within 10 calendar days of the monthly bill date (28th). For Paper, Mag tape bills 5 months LATE, for electronic bill - not received yet, although testing of new coding for the NDM feed using OCN 7680 just successfully completed
ATT-GA-BI-5-2	% Non-mechanized Wholesale Bill Completeness	100%	40.00%	NM ¹⁰	Percentage of non-mechanized wholesale bills received without errors. Estimate 40%, based on total bills received with missing usage (1st 3 bills of 5 bills did not have usage on them)
ATT-GA-BI-5-3	% Non-mechanized Wholesale Bill Accuracy	100%	0.00%	NM ¹⁰	Percentage of non-mechanized wholesale bills received without errors and accurately populated. Bill discrepancies due to invalid TNs on bill being evaluated Missing usage on 3 earlier bills

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Footnotes

1 Categories are based on the following:

ATT-GA-AA-XX indicates the metric was suggested by AT&T, in the state of GA. The alpha characters indicate the activity measured (i.e., OR = Ordering, PR = Provisioning). The numeric indicates the document numbering scheme.

BST-GA-AA-XX indicates the metric was derived from documentation from BST (i.e. ICS CLEC Appendix D2 Service Quality Measurement). The alpha characters indicate the activity measured (i.e., OR = Ordering, PR = Provisioning). The numeric indicates the document numbering scheme.

- 2 ATT results from 5/15 - 7/18
- 3 BST results from 5/15 - 7/21
- 4 BST measured from 6/09 - 7/21
- 5 Reflects all orders submitted to BST; Includes FOCs and Clarifications
- 6 Reflects all orders that achieved electronic flow through
- 7 Reflects all orders that required manual intervention
- 8 Lengthy timeframes due to system problems on 5/16-18 and 6/22-23
- 9 Reflects all orders from 5/15 - 7/21
- 10 "NM" indicates the item was not measured by BST
- 11 Reflects June and July maintenance records

It should be noted that all data in the "GA 1000 Trial Metrics Interim Results Reported by AT&T and BST" was provided to the GA PSC on 8/28/00.

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Addendum 1 - Phase 3 AT&T/BST Specific Details**Addendum 1 - AT&T/BST Specific Details / GA UNE (Port/Loop Combination) Trial Extension - Phase 3**Resale:

UNE: X

LNP: **GA UNE (Port/Loop Combination) Trial:**

Number of LSRs:	Unlimited
State(s) Testing Will Cover:	GA
Scheduled Date(s):	Begins with Addendum 1 Execution Date
Hours of Operation:	9:00 AM - 6:00 PM Eastern
Conference Call Date(s) and Times:	Each Thursday at 2:00 PM EDT

Exit Criteria for GA UNE (Port/Loop Combination) Trial:

The trial will end December 15, 2000. With the agreement of both parties the trial may end earlier or be extended.

Notes:

- The trial will be extended by initiation of Phase 3, which will run from Addendum 1 Execution Date to December 15, 2000. AT&T acknowledges that by ending Phase 3 of the trial after November 30, 2000, BST's migration of its EDI platform, scheduled for December 1, 2000, through March 31, 2001, may result in adjustments that have a negative impact on metrics measured during that time period. AT&T accepts the risks associated with running the trial during this time period.
- Trial accounts will be reset to original retail status and tested by both parties prior to start of Phase 3.
- The escalation list from BST will be revised and included in Addendum 1A. Escalations to AT&T will be communicated via Jill Williamson.
- Exceptions and queries will be documented in situations left unresolved by normal processes or requiring root-cause analysis. Templates for exceptions and queries between AT&T and BST have been established. Exceptions that are submitted by close of business on Monday to either party will be addressed in the Thursday meeting. Supporting data for exceptions will be provided by either party on an as needed basis. While allowing time for research, this provision insures that activities for "live end user" requests are not compromised by trial queries.
- The metrics in Appendix C to this Addendum labeled "BST-GA" are BST standard metrics which have been approved by the GA PSC. BST metrics are reported via the PMAP Reports. Computations and other detailed documentation substantiating the PMAP Reports are available via the PMAP website. Exceptions and queries relative to the measurements and associated data should be forwarded to the PMAP Help Desk at 888 462-8030.

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Addendum 1 - Phase 3 AT&T/BST Specific Details

Addendum 1 - AT&T/BST Specific Details / GA UNE (Port/Loop Combination) Trial Extension - Phase 3 (continued)

Notes (continued):

- Both parties acknowledge that the manner in which BST and AT&T calculate the BST standard metrics for Phase 3 (noted in Appendix C to this Addendum 1) may not be identical. BST will only report results for the BST standard metrics which are reported and documented on the PMAP website.
- AT&T will submit functional test cases (a.k.a. pathfinder orders) to re-test functional exceptions identified in Phase 2 and to certify the remaining 44 scenarios.
- AT&T's request for testing electronic ordering of OS/DA service will be handled in Phase 4 of the trial. It is understood that testing of electronic ordering of OS/DA will commence once OLNS is available and accounts developed for the GA 1000 Trial may be used to facilitate the test.

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Addendum 1 - - Signatures

AT&T and BellSouth agree to the terms and conditions set forth in this agreement addendum.

Signed:

BST Customer Support Manager

Date _____

Cheryl Richardson
BST Account Team Rep

Date _____

Jill Williamson
Jill Williamson
AT&T Manager

Date 10/25/00

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Addendum 1 A - AT&T/BST Contacts**Appendix A - Contacts**

Appendix A lists BellSouth GA Trial contacts as well as AT&T GA Trial contacts:

Contact Type	Name	Phone Number	Fax
BellSouth			
AT&T's BellSouth Account Manager	Cheryl Richardson	770 492-7537	770 492-9412
BST Customer Support Manager	Kathy Ragsdale	404 927-3554	
BST EDI Contact	Mark Etheridge	205 403-1948	205 403-2672
BST Project Manager	Ranae Stewart	404 927-1908	404 927-1908

Contact Type	Name	Phone Number	Fax
AT&T			
AT&T Manager	Jill Williamson	404 810-8562	404 810-8605
AT&T EDI Mgr.	Phil Sorg	732 382-5400	732 368-1670
AT&T Testing Manager	Betty Barrett	212 387-4187	
AT&T Test Operations Manager	Ray Alvarez	212 387-6371	
AT&T Help Desk Manager	Joyce Atwell	212 387-6403	

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Adendum 1B - BST Escalation Procedures

Appendix B - BST Escalation Procedures

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Addendum 1C - Phase 3 Metrics**Appendix C - Metrics Phase 3****GA 1000 Trist Metrics for Phase 3
Reflecting ATT and BST Methods of Computation**

Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
PO	Pre-Ordering OSS			
	No Pre-Ordering OSS Metrics			
OR	Ordering			
ATT-GA-OR-1	Average Acknowledgement Response Time	<= 15 min	Average response time from receipt of a valid order to the distribution of an acknowledgement Calculation: Sum[(Date and time of acknowledgement) - (Date and time of service request receipt)]/Total number of acknowledgements received	Average response time from receipt of a valid order to the distribution of an acknowledgement EDI to capture this data and provide on a daily and weekly basis. Calculation: Sum[(Date and time request enters BSTEDI translator) - (Date and time acknowledgement of service request is transmitted from the BST EDI translator)]/Total number of acknowledgements received
ATT-GA-OR-2-1	% of Orders Acknowledged On Time (15 minutes)	>= 95%	Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: (# of acknowledgements received within 15 minutes of order submission/Total number of orders submitted)* 100	Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: (# of acknowledgements sent within 15 minutes of request entering the translator/Total number of orders received through the translator)* 100

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
ATT-GA-OR-2-2	% of Orders Acknowledged On Time (90 minutes) *	> = 75%	Percentage of acknowledgements received within 90 minutes of the order submitted. Calculation: (# of acknowledgements received within 90 minutes of order submission/Total number of orders submitted)*100	Percentage of acknowledgements received within 90 minutes of the order submitted. Calculation: (# of acknowledgements sent within 90 minutes of request entering the translator/ Total number of orders received through the translator)*100
ATT-GA-OR-3	Order Acknowledgement Completeness	100%	Percentage of orders that received an acknowledgement. Calculation: (# of acknowledgements received/Total number of service requests submitted)*100	For Phase 3 BST will not report on this measurement.
BST-GA-OR-1	Firm Order Confirmation Average Response Time	No Standard	Average response time measured in hours from receipt of a valid LSR to the distribution of a firm order confirmation (FOC) Calculation: Sum[(Date and time of FOC)-(Date and time of service request receipt)]/Total number of service requests confirmed in the reporting period	BST will report on this measurement via the PMAP Reports.
ATT-GA-OR-6	Order Confirmation Timeliness - Flow Through (4 hours)	> = 95%	Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission. Calculation: (# of orders eligible to flow through that receive a confirmation within 4 hours of order submission)/(Total # of confirmations received)	For Phase 3 BST will not report on this measurement.
ATT-GA-OR-7	Order Confirmation Timeliness - Non Flow Through (48 hours)	> = 95%	Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission.	For Phase 3 BST will not report on this measurement.

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AT&T

Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
			Calculation: (# of orders not eligible to flow through that receive a confirmation within 48 hours of order submission)/(Total # of confirmations received)	
BST-GA-OR-2	Rejection Average Response Time	No Standard	Average time elapsed measured in hours from the receipt of an LSR to the distribution of a reject. AT&T includes Clarifications in this measurement Calculation: Sum[(Date and time of service request rejection)-(Date and time of service request receipt)]/Total number of service requests rejected in the reporting period	BST will report on this measurement via the PMAP Reports.
ATT-GA-OR-8	Order Rejection Timeliness - Flow Through (4 hours)	> = 95%	Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission. AT&T includes Clarifications in this measurement Calculation: (# of orders eligible to flow through that receive a rejection within 4 hours of order submission)/(Total # of rejections received)	For Phase 3 BST will not report on this measurement.
ATT-GA-OR-9	Order Rejection Timeliness - Non Flow Through (48 hours)	> = 95%	Percentage of orders "not eligible to flow through" that receive a rejection within 48 hours of order submission. AT&T includes Clarifications in this measurement Calculation: (# of orders not eligible to flow through that receive a rejection within 48 hours of order submission)/(Total # of rejections received)	For Phase 3 BST will not report on this measurement.

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
BST-GA-OR-3	% Rejected Service Requests	No Standard	Percentage of LSRs received which are rejected due to error or omission. AT&T includes Clarifications in this measurement. Calculation: (Total # of rejected service requests/Total # of service requests received)*100 (for a monthly period)	BST will report on this measurement via the PMAP Reports.
ATT-GA-OR-10	% Service Requests Rejected in Error	<= 1%	Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections). Calculation: (Total # of orders erroneously rejected by the LEC (spurious rejections)/Total # of service requests received)*100 (for a monthly period)	For Phase 3 BST will not report on this measurement.
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	No Standard	Percentage of LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention, calculated for each CLEC Calculation: (Total # of valid LSRs that flow through to BST OSS/Total # of valid LSRs delivered to the BST OSS)*100	BST will report on this measurement via the PMAP Reports.
ATT-GA-OR-4	Order Confirmation or Rejection Response Completeness	100%	Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100	For Phase 3 BST will not report on this measurement.

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
ATT-GA-OR-5	Order Confirmation or Rejection Response Duplication	0%	Percentage of orders receiving both a confirmation and an error on the same PON/VBR. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100	For Phase 3 BST will not report on this measurement.
PR	Provisioning			
BST-GA-PR-1	Average Completion Interval (OCI)	No Standard	Average time elapsed between the order issue date and the order completion date. Calculation: Sum{(Field Completion Date)-(Order Issue Date)}/Total # of orders completed in the reporting period	BST will report on this measurement via the PMAP Reports.
BST-GA-PR-2	% Missed Installation Appointments	No Standard	Percentage of orders where BST misses the committed installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100	BST will report on this measurement via the PMAP Reports.
BST-GA-PR-3	Average Jeopardy Notice Interval	No Standard	Average advance notice that BST provides a CLEC when it knows that an order will not be provisioned by its committed due date. Calculation: Sum{(Date and time of scheduled due date on service order)-(Date and time of jeopardy notice)}/Total number of orders given a jeopardy notice	BST will report on this measurement via the PMAP Reports.
BST-GA-PR-4	% of Orders Given Jeopardy Notice	No Standard	Percentage of orders given a jeopardy notice. Calculation: Total number of orders given a jeopardy notice/Total number of orders committed (due)	BST will report on this measurement via the PMAP Reports.

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
BST-GA-PR-5	Average Completion Notice Interval	No Standard	Average time (in hours) elapsed between the BST reported completion of the work and the issuance of a valid completion notice to the CLEC. Calculation: $\text{Sum}[(\text{Date and time of notice of completion}) - (\text{Date and time of work completion})] / \text{Total \# of orders completed in the reporting period}$	BST will report on this measurement via the PMAP Reports.
BST-GA-PR-6	Service Order Accuracy	$\geq 95\%$	Percentage of completed orders that were provisioned correctly. Calculation: $(\# \text{ of orders that were completed without errors} / \# \text{ of orders completed}) * 100$	BST will report on this measurement via the PMAP Reports.
ATT-GA-PR-1-1	Provisioning Timeliness - LEC Committed Due Date	$\geq 95\%$	Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. Calculation: $(\text{Total \# of "eligible to complete" orders provisioned by the LEC committed due date} / \text{Total \# of "eligible to complete" orders}) * 100$	For Phase 3 BST will not report on this measurement.
ATT-GA-PR-1-2	Provisioning Timeliness - Customer Desired Due Date	$\geq 95\%$	Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. Calculation: $(\text{Total \# of "eligible to complete" orders provisioned by the customer desired due date} / \text{Total \# of "eligible to complete" orders}) * 100$	For Phase 3 BST will not report on this measurement.
ATT-GA-PR-3	Completion Notification Completeness	100%	Percentage of "eligible to complete" orders that have received a Completion Notice (CN). Calculation: $(\text{Total \# of "eligible$	For Phase 3 BST will not report on this measurement.

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
			to complete" orders receiving a CN/Total # of "eligible to complete" orders)*100	
ATT-GA-PR-4	Unbillable Orders	0%	Percentage of "eligible to complete" orders that have not received Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders not receiving a CN/Total # of "eligible to complete" orders)*100	For Phase 3 BST will not report on this measurement.
ATT-GA-PR-5	Completion Notification Timeliness	>= 95%	Percentage of orders that have received a Provisioning Completion Notice (PCN) by noon the day following the field provisioning date. Calculation: (Total # of orders receiving a PCN by noon the day following the field provisioning date/Total # of provisioned orders)*100	For Phase 3 BST will not report on this measurement.
MR	Maintenance & Repair			
BST-GA-MR-1	Missed Repair Appointments	No Standard	Percentage of trouble reports not cleared by the committed date and time. Calculation: (# of trouble reports not cleared by the committed due date/# of trouble reports closed in the reporting period)*100	BST will report on this measurement via the PMAP Reports.
BST-GA-MR-2	Maintenance Average Duration	No Standard	Average duration of customer trouble reports from the receipt of the customer trouble report until the time the trouble report is cleared. Calculation: Sum((Date and time of service restoration)-(Date and	BST will report on this measurement via the PMAP Reports.

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
			time trouble ticket was opened)/Total # of closed trouble tickets in the reporting period	
BI	Billing			
ATT-GA-BI-1-1	Average ODUF Timeliness	≤ 6 bus days	Average time elapsed from when the ODUF is created to when the ODUF records are sent from BST. Calculation: $\text{Sum}[(\text{Date records were sent from BST}) - (\text{Date ODUF was created})] / \# \text{ of ODUFs sent} * 100$	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-1-2	% ODUFs On Time	100%	Percentage of ODUFs that are received within 6 business days of being sent from BST. 5% Missing, but last records from MPD are for 7/3 Calculation: $(\# \text{ of ODUFs received within 6 business days of being sent from BST}) / (\# \text{ of ODUFs sent}) * 100$	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-1-3	% ODUFs Completeness	100%	All standard required fields are provided Very small percentage of records being investigated for problems with missing Called TN	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-1-4	% ODUFs Accuracy	100%	All standard required fields are accurately populated Very small percentage of records being investigated for problems with missing Called TN	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-2-1	Average ADUF Timeliness	≤ 6 bus days	Average time elapsed from when the ADUF is created to when the ADUF records are sent from BST. Calculation: $\text{Sum}[(\text{Date records$	For Phase 3 BST will not report on this measurement.

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Metric ¹	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
			were sent from BST)-(Date ADUF was created)/# of ADUFs sent)*100	
ATT-GA-BI-2-2	% ADUFs On Time	100%	Percentage of ADUFs that are received within 6 business days of being sent from BST. Calculation: (# of ADUFs received within 6 business days of being sent from BST)/(# of ADUFs sent)*100	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-2-3	% ADUFs Completeness	100%	All standard required fields are provided Records prior to July 11 did not have UNE-P indicator populated & ability to identify UNE-P vs. other records compromised @ CBM (One week data snapshot)	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-2-4	% ADUFs Accuracy	100%	All standard required fields are accurately populated AT&T requested Bell South re-send pre-July records with UNE-P indicator populated on the files to do reassessment	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-3	% ADUF and ODUF Accuracy	100%	Percentage of ODUFs and ADUFs completed accurately. Calculation: (# of accurate ODUFs and ADUFs received from BST)/(# of ODUFs and ADUFs received from BST)*100	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-4-1	% Mechanized Wholesale Bill Timeliness	100%	Determination if wholesale mechanized bill was received within 10 calendar days of the monthly bill date (28th).	For Phase 3 BST will not report on this measurement.

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Metric	Description	Standard	Definitions/Calculations (AT&T)	Definitions/Calculations (BST)
ATT-GA-BI-4-2	% Mechanized Wholesale Bill Completeness	100%	Percentage of mechanized UNE-P bills received without errors. Calculation: (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received)	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-4-3	% Mechanized Wholesale Bill Accuracy	100%	Percentage of mechanized wholesale bills received without errors and accurately populated. Data is not CABS compliant	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-5-1	% Non-mechanized Wholesale Bill Timeliness	100%	Determination if wholesale non-mechanized bill was received within 10 calendar days of the monthly bill date (28th). For Paper, Mag tape bills 5 months LATE, for electronic bill - not received yet, although testing of new coding for the NDM feed using OCN 7680 just successfully completed	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-5-2	% Non-mechanized Wholesale Bill Completeness	100%	Percentage of non-mechanized wholesale bills received without errors. Estimate 40%, based on total bills received with missing usage (1st 3 bills of 5 bills did not have usage on them)	For Phase 3 BST will not report on this measurement.
ATT-GA-BI-5-3	% Non-mechanized Wholesale Bill Accuracy	100%	Percentage of non-mechanized wholesale bills received without errors and accurately populated. Bill discrepancies due to invalid TNs on bill being evaluated Missing usage on 3 earlier bills	For Phase 3 BST will not report on this measurement.

Footnotes

1 Categories are based on the following:

ATT-GA-AA-XX indicates the metric was suggested by AT&T, in the state of GA. The alpha characters indicate the activity measured (i.e., OR = Ordering, PR = Provisioning). The numeric indicates the document numbering scheme.
BST-GA-AA-XX indicates the metric was derived from documentation from BST (i.e. ICS CLEC Appendix D2 Service Quality Measurement). The alpha characters indicate the activity measured (i.e., OR = Ordering, PR = Provisioning). The numeric indicates the document numbering scheme.

Exhibit EG-C
GA 1000 Test-Singleline (2-16-00)

Order #	Order Date	Order Type	Order Status	Order Description	Order Details	CERTIFIED?	COMMENTS
A001	4 Days	1	1	1-49	MIGRATION AS SPECIFIED: DELETE: Caller ID Deluxe w/ Anonymous Call Rejection (USOC-NXMCR) and 3 Way Calling; RETAIN: PIC/LPIC-AT&T, Listed Listing	Y	
A002	4 Days	1	2	50-249	'MIGRATION AS SPECIFIED.: DELETE: Caller ID Deluxe w/ Anonymous Call Rejection (USOC: NXMCR), Speed Calling 30, & Repeat Dial; RETAIN: 3-Way Calling, Call Waiting, Non-Pub Listing, PIC-AT&T; CHANGE LPIC from AT&T TO BellSouth; Add Caller ID-Basic USOC: NSD) (activity code G)	Y	
A003	4 Days	1	3	250-399	MIGRATION AS SPECIFIED: CHANGE DL from Non-Listed TO Listed; RETAIN PIC/LPIC-AT&T; ADD: Call Return, Repeat Dialing, 3 Way Calling, Call Trace, Caller ID Deluxe,w/ Anonymous Call Rejection (USOC: NXMCR), Call Waiting, Speed Calling 30, CREX Option X: 976, 900, 011+	Y	
A004	2 Days 1 Day	1 1	4 4	400-649 400-649	MIGRATION AS SPECIFIED: ADD CREX Option 1: 1+,0+,0-,011+,411,PULSELINK,976,900,N11 RETAIN: Directory Listing-Designer Bold (USOC: DLNBX), LPIC/PIC-AT&T, Call Forward Variable, Speed Calling 8; Caller ID (NSD) w/ Anon. Call Rej. (HBY); SUPP: CANCEL Flight A Batch 4	Y* Y	
A005	4 Days	1	5	704-753	NEW INSTALL UNE Orders: w/ Call Waiting, Caller ID-Basic no ACR (USOC: NSD), PIC-MCI, LPIC-BS, Non Pub. Listing	N*	
A006	4 Days	1	6	754-853	NEW INSTALL UNE Orders: With CREX Option 6: 600, 976, N11, Call Waiting, Speed Calling 30, PIC/LPIC: ATT, Listed Listing	N*	

Speed Dial	Days	Plan	Secret Number	Speed Dial Number	Comments	Classified ?
GA007	1 Day	2	1	1-49	SUSPEND for non-payment	N
GA008	2 Days	2	2	50-249	CHANGE DL from Non Pub. To Listed	Y
GA009	2 Days	2	3	250-399	CHANGE DL from Listed to Non Pub	Y
GA010	4 Days	2	4	400-649	MIGRATION AS SPECIFIED:DELETE Caller ID (NSD) w/ Anonymous Call Rejection (HBY), Speed Calling 8, and Call Forward Variable; RETAIN PIC/LPIC-AT&T; Retain Directory Listing.	Y
GA011	2 Days	2	5	704-753	CHANGE PIC/LPIC to ATT and FREEZE PIC	Y
GA012	4 Days	2	6	754-853	DELETE: Call Waiting and Speed Calling 30; ADD Caller ID-Deluxe with Anon. Call Ref. (USOC: NXMCR)	Y

Order ID	Order	Order Number	Order Detail	CERTIFIED ?	COMMENTS
GA013	1 Day	3 1	1-49 RESTORE AND EXPEDITE	Y	
GA014	4 Days	3 2	50-249 DELETE Caller ID-Basic (USOC: NSD), ADD Call Forward Variable, Call Trace, & Speed Calling 8.	Y	
GA016	2 Days	3 3	250-399 CHANGE PIC from AT&T TO MCI; RETAIN LPIC-AT&T	Y	
GA017	2 Days	3 4	400-849 ADD Call Trace, Repeat Dialing, & 3 Way Calling	Y	
GA018	4 Days	3 5	704-753 CHANGE TN	Y	
GA019	2 Days	3 6	754-853 DELETE CREX 6: 600, 976, N11, ADD CREX Option 4	Y	

Order ID	Days	Batch Number	Order Detail	CERTIFIED ?	COMMENTS
GA020	2 Days	4 1	CHANGE listings from Listed to Non-published	Y	
GA021	2 Days	4 2	CHANGE Listings from Listed to Non-Listed	Y	
GA022	4 Days	4 3	DELETE Caller ID Deluxe w/ anonymous Call Rejection (USOC: NXMCR)	Y	
GA023	1 Day	4 3	SUPP- Change listings from Non-Pub to Dual Name	Y	
GA024	2 Days	4 4	ADD: Call Fwd. No Answer.	Y	
GA025	4 Days	4 5	DELETE Call Waiting and Caller ID-Basic no ACR (USOC: NSD)	Y	
	1 Day	4 5	SUPP: CANCEL Stage 4/Flight D Batch 5	Y	
GA028	4 Days	4 6	Add Block Collect Calls	Y	

Scenario ID	Interval	Seq	Batch Number	TNR/UA	Order Detail	CERTIFIED ?	COMMENTS
GA027	4 Days	5	1	1-49	ADD Features: Caller ID-Basic (USOC: NSD), Call Waiting &, 3 Way Calling, Block Collect Calls	Y	
GA028	2 Days	5	2	50-249	ADD CREX Option 4: 900, 976	Y	
GA029	2 Days	5	3	250-399	DELETE Call Trace, ADD, prohibit 3rd Party Billing, Prohibit Collect Calls	Y	
GA031	2 Days	5	4	400-649	ADD Blocking-3rd Party Billing; ADD Call Waiting	Y	
GA038	4 Days	5	5	704-753	DELETE Caller ID-Basic(NSD) ADD Caller ID Deluxe with ACR (USOC: NXMCR); Block Collect Calls.		
GA035	2 Days	5	6	754-853	ADD: Speed Calling & Repeat Dialing	Y	

LPIC	Days	6	1	1-49	Order Detail	CERTIFIED ?	COMMENTS
GA039	4 Days	6	1	1-49	DISCONNECT	Y	
	1	6	1	1-49	SUPP: CANCEL orders from Stage 6/Flight F Batch 1, EXPEDITE	Y	
GA040	2 Days	6	2	50-249	CHANGE PIC from AT&T TO No PIC, CHANGE LPIC from BellSouth TO No LPIC	Y	
GA041	2 Days	6	3	250-399	ADD Call Forward Busy	Y	
GA042	2 Days	6	4	400-649	DELETE: Call Trace, Repeat Dialing	Y	
GA043	2 Days	6	5	704-753	CHANGE listings from Non-Pub Listing to Dual Name Listing	Y	
GA038	2 Days	6	6	754-853	CHANGE listings TO: NON-Published.	Y	

Order Number	Order Date	Order Type	Order Status	Order Description	Order Detail	CERTIFIED?	COMMENTS
GA044	2 Days	7	1	1-49	ADD CREX Option 2 Blocking 1+, 0-, 0+, 00+, 01+, 011+ 976	Y	
GA045	2 Days	7	2	50-249	CHANGE listings from Non Listed to Dual Name Listing	Y	Pathfinder
GA046	2 Days	7	3	250-399	CHANGE PIC to AT&T: RETAIN LPIC-AT&T	Y	
GA047	2 Days	7	3	250-399	SUPP:DELETE CREX Option X: 976,900, 011+	Y	
GA048	2 Days	7	4	400-649	DELETE Call Fwd. No Answer	Y	
GA049	2 Days	7	5	704-753	ADD Blocking::CREX Option 1: 1+, 0+, 0-, 00-, 01+, 011+, 411, PULSELINK, 976, 900,	Y*	
GA051	4 Days	7	6	754-853	ADD Ring Master I (USOC:DRS) (Multi-Distinctive Ring)	Y	Reserve new TN, not certified

SEARCH ID	INDRY	SECT	LOCAL NUMBER	NUMBER	Order Detail	CERTIFIED?
GA054	2 Days	8	1	1-49	DELETE Call Waiting	Y
GA055	2 Days	8	2	50-249	DELETE Call Fwd Var., ADD Call Return, Call Fwd No Answer	Y
	2 Days	8	2	50-249	SUPP: Change Due Date	Y
GA057	2 Days	8	3	250-399	FREEZE PIC-AT&T, LPIC AT&T	Y*
GA058	2 Days	8	4	400-649	DELETE Block 3rd Party Billing	N
GA061	2 Days	8	5	704-753	DELETE Call Waiting	Y
GA062	2 Days	8	6	754-853	CHANGE listings from Non-Pub to Listed	Y

SCENARIO	TIME	ORDER NUMBER	ORDER ID	ORDER DETAIL	CERTIFIED?	COMMENTS
GA084	4 Days	9 1	1-49	DISCONNECT ACCOUNT	Y	
GA085	2 Days	9 2	50-249	DISCONNECT, EXPEDITE	Y*	Expedite of a Disconnect not certified
GA084	4 Days	9 3	250-399	DISCONNECT ACCOUNT	Y	
GA084	2 Days	9 4	400-848	DISCONNECT ACCOUNT		

**Exhibit EG-D
GA Multi Scenario**

Order ID	Order Date	Stage	Batch Number	Order Number	Order Line	Order Detail	CERTIFIED	COMMENTS
GA066	2 Days	1	7	650-674	2	PARTIAL MIGRATION AS SPECIFIED: Partial Migration excluding the BTN, ADD Call Selector (USOC: NSK), RETAIN: Repeat Dialing, Speed Calling 30, and Block 3rd Party Billing, PIC/LPIC-AT&T; CHANGE WTN Listing from No Listing TO (New) Listed Listing.	Y**	**Pathfinder Required/Call Selector Not Certified; Migrate Line 2
GA067	2 Days	1	8	675-686	3	FULL MIGRATION AS SPECIFIED: RETAIN Listed DL on BTN, ADD Add'l Listing-Listed on both Lines 2 and 3; RETAIN: Speed Calling 30 and Repeat Dialing; CHANGE PIC from AT&T TO MCI and LPIC from AT&T TO Bell South. DELETE Block 3rd Party Billing. ADD Series Completion Hunting [ALL Activity, ADD, RETAIN, DELETE should be applied to all 3 lines; upon completion of the migration all TNs should have the same information]	Y	
GA068	2 Days	1	9	687-689	3	PARTIAL MIGRATION AS SPECIFIED: Partial Migration of 2 Lines including the BTN; CHANGE Listing on BTN from Listed TO Non-Pub; RETAIN: Repeat Dialing, Speed Calling 30, Block 3rd Prty Billing, No Listing on WTN, PIC/LPIC-AT&T.	Y	
GA069	2 Days	1	10	690-696	4	PARTIAL MIGRATION AS SPECIFIED: Part. Migrat. of 3 lines including the BTN; RETAIN Listed Listing on the BTN (WTN-1), No Listing on (WTN2 & WTN3), RETAIN: Repeat Dialing and PIC/LPIC: AT&T; DELETE: Speed Calling 30 and Block 3rd Party Billing on all 3 migrated lines	Y	Retaining, Adding, & Deleting of features apply to all 3 lines
	1 Day	1	10	690-696	4	SUPP.: CANCEL Migration As Specified Stage 1/Flight A, Batch 10	Y	
GA070	2 Days	1	11	697-702	4	PARTIAL MIGRATION AS SPECIFIED: Partial Migration of 3 lines EXCLUDING the BTN; CHANGE Listing from No Listing to Non Pub. on all 3 migrated TNs; RETAIN Repeat Dialing, Speed Calling 30, Block 3rd Party Billing and PIC/LPIC-AT&T on all 3 migrated TNs; Add Call Fwd. Busy on all 3 migrated TNs	Y	
GA071	7 Days	1	12	854-871	3	NEW INSTALL of UNE-P Orders: w/ Series Completion Hunting, BTN=Main Listing-Listed, WTNs 2-3=Listed; PIC/LPIC-AT&T.	N	

Scenario	Interval	Step	Start Number	Asset Entry	Asset Line	Order Detail	Y/N	Certification Comments
GA072	2 Days	2	7	650-674	2	MIGRATION AS SPECIFIED: Migrate the BTN from BS; ADD Call Selector (USOC:NSK); RETAIN Repeat Dialing, Speed Calling 30, Block 3rd Party Billing, PIC/LPIC-AT&T, Listed Listing(Activity of Z). Re-establish the multi-line account with other already migrated TN-no changes. (Both lines should have the same features, PIC/ LPIC, and Directory Listings upon completion of the Migration)	Y	
GA073	1 Day	2	8	675-686	3	Suspend All Lines for Non-Payment	Y	
GA074	2 Days	2	9	687-689	3	PARTIAL MIGRATION AS SPECIFIED: MIGRATE 3rd TN- DELETE-Repeat Dialing Speed Calling 30, & Block 3rd Party Billing, RETAIN Directory Listing of No-Listing & PIC/LPIC:AT&T on the 3rd TN.	Y	
GA075	2 Days	2	10	690-696	4	PARTIAL MIGRATION AS SPECIFIED: Part. Migrat. of 3 lines including the BTN; RETAIN Listed Listing on the BTN (WTN-1), ADD Add'l Listings on the 2nd and 3rd lines-Listed (WTN2 & WTN3), RETAIN: Repeat Dialing and PIC/LPIC:AT&T; ADD Serles Completion Hunting, DELETE: Speed Calling 30 and Block 3rd Party Billing on all 3 lines	Y	Retaining, Adding, & Deleting of features apply to all 3 lines
GA076	2 Days	2	11	697-700	4	MIGRATION AS SPECIFIED: Migrate the 4th TN from BS; with Call Fwd. Busy. RETAIN Repeat Dialing, Speed Calling 30, Block 3rd Party Billing, PIC/LPIC: AT&T on ALL TNs	Y*	*Note: BellSouth's Interpretation of FCC UNE Remand Re: Consumer UNE Migration
GA077	2 Days	2	12	854-871	3	DELETE Call Forward Var.on all TNs	Y	
GA078	1 Day	2	12	854-871	3	SUPP: ADD Call Selector(USOC:NSK) on all TNs	Y	

Scenario ID	Interval	Batch Number	Account Number	Account Name	Order Detail	Certification Comments
GA078	2 Days	3 7	650-874	2	DELETE Call Selector (USOC:NSK) on Both Lines	Y
GA080	1 Day	3 8	675-886	3	Restore & Expedite;	Y
GA081	2 Days	3	687-689	3	ADD Repeat Dialing, Speed Calling 30, Block 3rd Party Billing on the 3rd TN	Y
GA082	2 Days	3	690-698	4	Change Listings from Listed to Non-Pub. On all 3 lines	Y
GA083	2 Days	3	697-700	4	Delete Call Fwd. Busy, ADD Call Fwd-Var. to ALL TNs	Y
GA084	2 Days	3 12	854-871	3	CHANGE from Series Completion Hunting to No Hunting; ADD CREX Option 3:1+,0-,0+,00+,01+; 011+, 900 on ALL TNs	Y

Scenario ID	Duration	Step	Step Number	Account	Acct. Size (# of Lines)	Order Detail	Certified	Certification Comments
GA064	2 Days	4	7	650-674	2	DISCONNECT ACCOUNT	Y	
GA065	1 Day	4	8	675-686	3	DISCONNECT AND EXPEDITE	Y*	
GA064	2 Days	4	9	687-689	3	DISCONNECT ACCOUNT	Y	

**Exhibit EG-E
Consumer Metrics**

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

Meeting performance standard as defined based on results to date (1)
Not meeting performance standard as defined based on results to date
Information not available for calculation
Unbanded Standards represent official state Carrier to Carrier metrics
N/A Shows Response Time for LSRs
Orange Includes Metric

Georgia

Metric	Description	Standard	08/22/2000	Definitions/Calculations
PO	Pre-Ordering QSS Metrics			
OR-GA-OR-1	Ordering Average Response Time	No Standard		Average response time from receipt of a valid order to the distribution of an acknowledgement Calculation: $\text{Sum}(\text{Date and time of acknowledgement}) - \text{Date and time of service request receipt} / \text{Total number of acknowledgements received}$
AT-GA-OR-1	Ordering Average Response Time (15 minutes)	>= 75%		Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 15 minutes of order submission} / \text{Total number of orders submitted}) * 100$
AT-GA-OR-2	Ordering Average Response Time (90 minutes)	>= 75%		Percentage of acknowledgements received within 90 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 90 minutes of order submission} / \text{Total number of orders submitted}) * 100$
AT-GA-OR-3	Ordering Average Response Time (100%)	100%		Percentage of orders that received an acknowledgement. Calculation: $(\# \text{ of acknowledgements received} / \text{Total number of service requests submitted}) * 100$
BST-GA-OR-1	Firm Order Confirmation Average Response Time	No Standard	217	Average response time measured in minutes from receipt of a valid LSR to the distribution of a firm order confirmation (FOC) Calculation: $\text{Sum}(\text{Date and time of FOC}) - \text{Date and time of service request receipt} / \text{Total number of service requests confirmed in the reporting period}$
AT-GA-OR-4	Order Confirmation Time (4 hours)	>= 75%		Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a confirmation within 4 hours of order submission}) / \text{Total \# of confirmations received}$
AT-GA-OR-5	Order Confirmation Time (48 hours)	>= 75%		Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission Calculation: $(\# \text{ of orders not eligible to flow through that receive a confirmation within 48 hours of order submission}) / \text{Total \# of confirmations received}$
BST-GA-OR-2	Rejection Average Response Time	No Standard	489	Average time elapsed measured in minutes from the receipt of an LSR to the distribution of a reject. Calculation: $\text{Sum}(\text{Date and time of service request rejection}) - \text{Date and time of service request receipt} / \text{Total number of service requests rejected in the reporting period}$
AT-GA-OR-6	Order Rejection Time (4 hours)	>= 75%		Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a rejection within 4 hours of order submission}) / \text{Total \# of rejections received}$
AT-GA-OR-7	Order Rejection Time (48 hours)	>= 75%		Percentage of orders "not eligible to flow through" that receive a rejection within 48 hours of order submission Calculation: $(\# \text{ of orders not eligible to flow through that receive a rejection within 48 hours of order submission}) / \text{Total \# of rejections received}$
BST-GA-OR-3	% Rejected Service Requests	No Standard	20.72%	Percentage of LSRs received which are rejected due to error or omission Calculation: $(\text{Total \# of rejected service requests} / \text{Total \# of service requests received}) * 100$ (for a monthly period)
AT-GA-OR-8	Order Rejection Time (Error or Omission)	>= 75%		Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections) Calculation: $(\text{Total \# of orders erroneously rejected by the LEC (spurious rejections)} / \text{Total \# of service requests received}) * 100$ (for a monthly period)

* Metric contractually agreed upon by AT&T and BellSouth
Table: ODS_Metrics

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

Meeting performance standard as defined based on results to date (1)
Not meeting performance standard as defined based on results to date
Information not available for calculation
Unshaded Standards represent official state Carrier to Carrier metrics
Blue Shaded Metrics represent AT&T Specific Metrics
Orange Shaded Metrics represent BellSouth Specific Metrics

Georgia

Metric ID	Description	Standard	7/1-08/22/2008	Definition/Calculations
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	No Standard	78.14%	Percentage of LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications (BST) Operations Support Systems (OSS) without manual intervention, calculated for each CLEC Calculation: (Total # of valid LSRs that flow through to BST OSS/Total # of valid LSRs delivered to the BST OSS)*100
				Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100
				Percentage of orders receiving both a confirmation and an error on the same PON/VER. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100
BST-GA-PR-1	Average Completion Interval (OCI)	No Standard	2.31	Average time elapsed between the order issue date and the order completion date. Calculation: Sum(Field Completion Date)-(Order Issue Date)/Total # of orders completed in the reporting period
BST-GA-PR-2	% Missed Installation Appointments	No Standard	2.80%	Percentage of orders where BST misses the committed installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100
BST-GA-PR-3	Average Jeopardy Notice Interval	No Standard	0.00%	Average advance notice that BST provides a CLEC when it knows that an order will not be provisioned by its committed due date. Calculation: Sum(Date and time of scheduled due date on service order)-(Date and time of jeopardy notice)/Total number of orders given a jeopardy notice
BST-GA-PR-4	% of Orders Given Jeopardy Notice	No Standard	No Observations	Percentage of orders given a jeopardy notice. Calculation: Total number of orders given a jeopardy notice/Total number of orders committed (due)
BST-GA-PR-5	Average Completion Notice Interval	No Standard	5.11	Average time (in hours) elapsed between the BST reported completion of the work and the issuance of a valid completion notice to the CLEC. Calculation: Sum(Date and time of notice of completion)-(Date and time of work completion)/Total # of orders completed in the reporting period
BST-GA-PR-6	Service Order Accuracy			Percentage of completed orders that were provisioned correctly. Calculation: (# of orders that were completed without errors/# of orders completed)*100
AT&T-GA-PR-7	Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date.			Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. Calculation: (Total # of "eligible to complete" orders provisioned by the LEC committed due date/Total # of "eligible to complete" orders)*100
AT&T-GA-PR-8	Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date.			Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. Calculation: (Total # of "eligible to complete" orders provisioned by the customer desired due date/Total # of "eligible to complete" orders)*100
AT&T-GA-PR-9	Percentage of "eligible to complete" orders that have received a Completion Notice (CN).			Percentage of "eligible to complete" orders that have received a Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders receiving a CN/Total # of "eligible to complete" orders)*100
AT&T-GA-PR-10	Percentage of "eligible to complete" orders that have not received Completion Notice (CN).			Percentage of "eligible to complete" orders that have not received Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders not receiving a CN/Total # of "eligible to complete" orders)*100

* Metric contractually agreed upon by AT&T and BellSouth
Table: ODS_Metrics

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

Meeting performance standard as defined based on results to date (1)
Not meeting performance standard as defined based on results to date
Information not available for calculation
Unshaded Standards represent official state Carrier to Carrier metrics

Georgia

Metric ID	Description	Standard	08/22/2000	Definition/Calculations
				Percentage of orders that have received a Provisioning Completion Notice (PCN) by noon the day following the field provisioning date. Calculation: (Total # of orders receiving a PCN by noon the day following the field provisioning date/Total # of provisioned orders)*100
MR-GA-MR-1	Maintenance & Repair			
BST-GA-MR-1	Missed Repair Appointments	No Standard	0.00%	Percentage of trouble reports not cleared by the committed date and time. Calculation: (# of trouble reports not cleared by the committed due date/# of trouble reports closed in the reporting period)*100
BST-GA-MR-2	Maintenance Average Duration	No Standard	3.66	Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Calculation: Sum((Date and time of service restoration)-(Date and time trouble ticket was opened)/Total # of closed trouble tickets in the reporting period)
BI-GA-BI-1	Billing		63%	
				Average time elapsed from when the ODUF is created to when the ODUF records are sent from BST. Calculation: Sum((Date records were sent from BST)-(Date ODUF was created)/# of ODUFs sent)*100
				Percentage of ODUFs that are received within 6 business days of being sent from BST. 5% Missing, but test records from MPD are for 7/3 Calculation: (# of ODUFs received within 6 business days of being sent from BST)/# of ODUFs sent)*100
				All standard required fields are provided
				Very small percentage of records being investigated for problems with missing Called TN
				All standard required fields are accurately populated
				Very small percentage of records being investigated for problems with missing Called TN
				Average time elapsed from when the ADUF is created to when the ADUF records are sent from BST. Calculation: Sum((Date records were sent from BST)-(Date ADUF was created)/# of ADUFs sent)*100
				Percentage of ADUFs that are received within 6 business days of being sent from BST. Calculation: (# of ADUF received within 6 business days of being sent from BST)/# of ADUFs sent)*100
				All standard required fields are provided
				Records prior to July 11 did not have UNE-P indicator populated & ability to identify UNE-P vs. other records compromised @ CBM (One week data snapshot)
			No Observations	All standard required fields are accurately populated
			No Observations	AT&T requested Bell South re-send pre-July records with UNE-P indicator populated on the files to do reassessment
			No Observations	Percentage of ODUFs and ADUFs completed accurately. Calculation: (# of accurate ODUFs and ADUFs received from BST)/(# of ODUFs and ADUFs received from BST)*100
				Determination if wholesale mechanized bill was received within 10 calendar days of the monthly bill date (28th)
			No Observations	Percentage of mechanized UNE-P bills received without errors. Calculation: (# of mechanized UNE-P bills received without errors)/# of mechanized UNE-P bills received)

* Metric contractually agreed upon by AT&T and BellSouth
Table: ODS_Metrics

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

Meeting performance standard as defined based on results to date (1)
Not meeting performance standard as defined based on results to date
N/A Information not available for calculation
Unshaded Standards represent official state Carrier to Carrier metrics

Georgia

Form Metric	Standard	Description	Standard Date	Definition/Calculation
	08/22/2000			Percentage of mechanized wholesale bills received without errors and accurately populated. Data is not CABS compliant.
				Determination if wholesale non-mechanized bill was received within 10 calendar days of the monthly bill date (28th). For Paper, Mag tape bills 5 months LATE, for electronic bill - not received yet, although testing of new coding for the NDI lead using OCN 7880 just completed successfully
				Percentage of non-mechanized wholesale bills received without errors. Estimate 40%, based on total bills received with missing usage (1st 3 bills of 5 bills did not have usage on them)
				Percentage of non-mechanized wholesale bills received without errors and accurately populated. Bill discrepancies due to invalid TINs on bill being evaluated Missing usage on 3 earlier bills