

Regional Hot Cut Analysis for January - August 2001

Notes and Assumptions

- For the Hot Cut completion duration the assumed starting point is the scheduled start date and time confirmed by BellSouth on the FOC. The assumed ending point is the date and time that BellSouth called to offer acceptance of the loop. The Percent Hot Cuts Completed on Time measurement has been calculated using two different methods:
 - Option One: One (1) to ten (10) loops should take 1 hour to complete and 11 to 30 loops should take 2 hours to complete.
 - Option Two: Each loop should take 15 minutes to complete.
- An order is completed "On Time" if it completes within the expected duration (using either Option One or Option Two as described above) beginning at the "SCHEDULED START DATE/TIME".
- The volumes below represent orders, not loops. There may be multiple loops per order.
- The data below is for Time Specific Hot Cuts only.
- Regional data only consists of Georgia, Florida, and Alabama orders only.

January Regional Analysis

Total # Time Specific LSRs:	741			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	113	15.2%		
Total Troubles After Completion:	14	1.9%		
		Option One	Option Two	
Total On Time:	602	81.2%	573	77.3%
Total <= 30 Min. Late:	18	2.4%	39	5.3%
Total > 30 Min. Late:	65	8.8%	73	9.9%
Total > 15 Min. Early:	8	1.1%	8	1.1%
Total > 30 Min. Early:	48	6.5%	48	6.5%

- The January Regional Performance Measurements and Analysis Platform (PMAP) report (BellSouth self-reported data) shows that 92.22% of the Hot Cuts were started on time. **81.2%** of the regional Hot Cuts completed On Time during January using Option One and **77.3%** completed On Time using Option Two. Please note that there is no Hot Cut Outage or Trouble data in PMAP for January.

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February Regional Analysis

Total # Time Specific LSRs:	613			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	69	11.3%		
Total Troubles After Completion:	20	3.3%		
	Option One		Option Two	
Total On Time:	546	89.1%	531	86.6%
Total <= 30 Min. Late:	9	1.5%	19	3.1%
Total > 30 Min. Late:	25	4.1%	30	4.9%
Total > 15 Min. Early:	11	1.8%	11	1.8%
Total > 30 Min. Early:	22	3.6%	22	3.6%

- The February Regional PMAP report shows that 97.59% of the Hot Cuts were started on time. 89.1% of the regional Hot Cuts completed On Time during February using Option One, and **only 86.6%** completed On Time using Option Two. Please note that there is no Hot Cut Outage or Trouble data in PMAP for February.

March Regional Analysis

Total # Time Specific LSRs:	579			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	53	9.2%		
Total Troubles After Completion:	8	1.4%		
	Option One		Option Two	
Total On Time:	508	87.7%	499	86.2%
Total <= 30 Min. Late:	7	1.2%	13	2.2%
Total > 30 Min. Late:	33	5.7%	36	6.2%
Total > 15 Min. Early:	6	1.0%	6	1.0%
Total > 30 Min. Early:	25	4.3%	25	4.3%

- The March Regional PMAP report shows that 98.68% of the Hot Cuts were started on time. 87.7% of the regional Hot Cuts completed On Time during March using Option One, and **only 86.2%** completed On Time using Option Two. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 32 provisioning troubles in the region. However, the AT&T-generated data is showing 53 outages during provisioning and 8 troubles within 72 hours of completion.

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April Regional Analysis

Total # Time Specific LSRs:	372			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	40	10.8%		
Total Troubles After Completion:	19	5.1%		
	Option One		Option Two	
Total On Time:	280	75.3%	269	72.3%
Total <= 30 Min. Late:	5	1.3%	12	3.2%
Total > 30 Min. Late:	57	15.3%	61	16.4%
Total > 15 Min. Early:	4	1.1%	4	1.1%
Total > 30 Min. Early:	26	7.0%	26	7.0%

- The April Regional PMAP report shows that 98.59% of the Hot Cuts were started on time. 75.3% of the regional Hot Cuts completed On Time during April using Option One, and **only 72.3%** completed On Time using Option Two. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 83 provisioning troubles in the region.

May Regional Analysis

Total # Time Specific LSRs:	376			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	5	1.3%		
Total Troubles After Completion:	5	1.3%		
	Option One		Option Two	
Total On Time:	315	83.8%	302	80.3%
Total <= 30 Min. Late:	5	1.3%	11	2.9%
Total > 30 Min. Late:	28	7.4%	35	9.3%
Total > 15 Min. Early:	20	5.3%	20	5.3%
Total > 30 Min. Early:	8	2.1%	8	2.1%

- The May Regional PMAP report shows that 98.94% of the Hot Cuts were started on time. 83.8% of the regional Hot Cuts completed On Time during May using Option One, and **only 80.3%** completed On Time using Option Two. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 73 provisioning troubles in the region.

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June Regional Analysis

Total # Time Specific LSRs:	144			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	3	2.08%		
Total Troubles After Completion:	4	2.78%		
	Option One		Option Two	
Total On Time:	114	79.17%	111	77.08%
Total <= 30 Min. Late:	0	0%	3	2.08%
Total > 30 Min. Late:	17	11.81%	17	11.81%
Total > 15 Min. Early:	5	3.47%	5	3.47%
Total > 30 Min. Early:	8	5.56%	8	5.56%

- The June Regional PMAP report shows that 99.4% of the Hot Cuts were started on time. 79.17% of the regional Hot Cuts completed On Time during June using Option One, and only 77.08% completed On Time using Option Two. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 49 provisioning troubles in the region.

July Regional Analysis

Total # Time Specific LSRs:	163			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	4	2.45%		
Total Troubles After Completion:	6	3.68%		
	Option One		Option Two	
Total On Time:	111	68.10%	108	66.26%
Total <= 30 Min. Late:	12	7.36%	8	4.91%
Total > 30 Min. Late:	30	18.40%	37	22.70%
Total > 15 Min. Early:	6	3.68%	6	3.68%
Total > 30 Min. Early:	4	2.45%	4	2.45%

- The July Regional PMAP report shows that 97.01% of the Hot Cuts were started on time. 68.10% of the regional Hot Cuts completed On Time during July using Option One, and only 66.26% completed On Time using Option Two. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 18 provisioning troubles in the region.

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August Regional Analysis

Total # Time Specific LSRs:	198		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	1	1%	
Total Troubles After Completion:	2	1%	
	Option 1		Option 2
Total On Time:	150	76%	147
			74%
Total <= 30 Min. Late:	2	1%	3
			2%
Total > 30 Min. Late:	24	12%	26
			13%
Total > 15 Min. Early:	10	5%	10
			5%
Total > 30 Min. Early:	12	6%	12
			6%

The August Regional PMAP report shows that 97.72% of the Hot Cuts were started on time. **76%** of the regional Hot Cuts completed On Time during August using Option 1, and only **74%** completed On Time using Option 2. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 9 provisioning troubles in the region.