

BellSouth Telecommunications, Inc. 502 582-8415
Room 410 Fax 502 582-3247
601 West Chestnut Street
Louisville, Kentucky 40203

Fred L. Gerwing
Regulatory Vice President

February 1, 2002

Thomas M. Dorman
Executive Director
Kentucky Public Service Commission
P.O. Box 615
211 Sower Boulevard
Frankfort, Kentucky 40602

Dear Mr. Dorman:

The Georgia performance measurement plan has been amended to include the Payment of Tier II penalties associated with Measure P-11 (Service Order Accuracy). We are filing modifications to the Kentucky SQM/SEEMS tariff to incorporate this amendment. Tier II penalties will be paid based on the March 2002 Monthly State Summary and the enclosed tariff reflects a February 1, 2002, issue date and a March 1, 2002, effective date.

The following example will illustrate the manner by which BellSouth will calculate Tier II payments under the existing Service Order Accuracy measure. For March 2002, assume the service order accuracy rate for Residence < 10 Circuits (Non-Dispatch) is 92%, which is less than the Commission-approved benchmark of 95%. The difference between the monthly rate and the benchmark (3%) would then be multiplied by the number of completed orders for Residence < 10 Circuits (Non-Dispatch) in March 2002, which will be obtained from the Measure P-3 report and which for purposes of this example is assumed to be 25,000. With the \$50 penalty per occurrence, the total Tier II SEEM penalty in this example for Residence < 10 Circuits (Non-Dispatch) in March 2002 would be \$37,500 (3% x 25,000 x \$50).

This same calculation would be made for each of the 20 levels of disaggregation for resale and unbundled network elements under the current Service Order Accuracy measure. The penalty calculation for interconnection trunks will be made on the aggregate basis, since the product disaggregation levels for trunks under the existing Service Order Accuracy measure do not correspond to the disaggregation levels under the Missed Installation Appointments measure.

BellSouth is agreeing voluntarily to include the existing Service Order Accuracy measure in the SEEM plan until the Georgia Public Service Commission ("Commission") adopts a new Service Order Accuracy measure, the details of which are currently being discussed by the industry. Upon adoption by the Georgia Commission, the new Service Order Accuracy measure will be filed in Kentucky to be included in the Kentucky SEEM plan, and BellSouth's agreement to pay Tier II payments under the Service Order Accuracy measure as filed today will terminate.

Thomas M. Dorman
February 1, 2002
Page 2 of 2

While changes to the Service Order Accuracy measure are being discussed, BellSouth will include the existing Service Order Accuracy measure in the SEEM plan and will pay Tier II penalty payments to the State of Kentucky consistent with that plan beginning with the performance results in the March 2002 Monthly State Summary ("MSS") Report. Tier II payments will be paid based upon \$50 per affected occurrence and will be calculated as follows: First, a statistically valid sample of orders will be selected from completed orders, and the monthly service order accuracy rate will be computed as described in the business rules of BellSouth's Service Quality Measurement ("SQM") plan. Second, if the monthly service order accuracy rate is less than the benchmark, BellSouth will compute the difference between the monthly rate and the benchmark. Third, the difference between the monthly rate and the benchmark will be multiplied by the number of completed orders for the disaggregated category, which will then be multiplied by \$50. The number of completed orders will be equal to the CLEC denominator for the applicable disaggregated category as reported in Measure P-3 (Missed Installation Appointments).

Should you or your staff have questions regarding this filing Steve Rausch, of my staff, is familiar with this matter and can be reached on 502-582-8180.

Very truly yours,



Fred L. Gerwing

Attachment

BellSouth Telecommunications, Inc. 502 582-8415
Room 410 Fax 502 582-3247
601 West Chestnut Street
Louisville, Kentucky 40203

Fred L. Gerwing
Regulatory Vice President

February 1, 2002

Thomas M. Dorman
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, Kentucky 40602

Dear Mr. Dorman:

Pursuant to the Rules Governing Tariffs effective August, 2000, I hereby certify that I am the Regulatory Vice President of BellSouth Telecommunications, Inc., a utility furnishing telephone service within the Commonwealth of Kentucky, which on the first day of February, 2002, issued attachment sheets of its Intrastate Tariffs to be effective March 1, 2002:

C1.1.2
BellSouth Service Quality Measurement Plan

Attachment 1 – P-11: Service Order
Accuracy Page 3-35

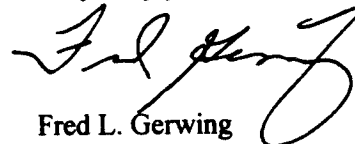
C1.1.3
BellSouth Self-Effectuating Enforcement Mechanism

Attachment 2 – Page 3
Page 9

On the first day of February 2002, notice to the public of the issuing of same is being given in all respects as required by Section 2 of Regulation KAR 5:011.

Given under my hand this first day of February 2002.

Very truly yours,



Fred L. Gerwing

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation:	SEEM Analog/Benchmark:
<ul style="list-style-type: none"> • Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) 	<ul style="list-style-type: none"> • 95% Accruate

P-11: Service Order Accuracy

TABLE-1: LIQUIDATED DAMAGES TABLE FOR TIER-1 MEASURES

PER AFFECTED ITEM						
	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Pre-Ordering	\$20	\$30	\$40	\$50	\$60	\$70
Ordering	\$40	\$50	\$60	\$70	\$80	\$90
Provisioning	\$100	\$125	\$175	\$250	\$325	\$500
Provisioning UNE (Coordinated Customer Conversions)	\$400	\$450	\$500	\$550	\$650	\$800
Maintenance and Repair	\$100	\$125	\$175	\$250	\$325	\$500
Maintenance and Repair UNE	\$400	\$450	\$500	\$550	\$650	\$800
LNP	\$150	\$250	\$500	\$600	\$700	\$800
Billing	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
IC Trunks	\$100	\$125	\$175	\$250	\$325	\$500
Collocation	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000

TABLE-2: REMEDY PAYMENTS FOR TIER-2 MEASURES

	Per Affected Item
OSS Pre-Ordering	\$20
Ordering	\$60
Provisioning	\$300
Provisioning-UNE (Coordinated Customer Conversions)	\$875
Maintenance and Repair	\$300
Maintenance and Repair-UNE	\$875
Billing	\$1.00
LNP	\$500
IC Trunks	\$500
Collocation	\$15,000
Change Management	\$1,000
*Service Order Accuracy	\$50

* Added per this proposal

SEEM TIER-2 SUB-METRICS
CONTINUED

- 71. **Trunk Group Performance – Aggregate**
- 72. **Collocation Percent of Due Dates Missed**
- 73. **Timeliness of Change Management Notices**
- 74. **Timeliness of Documents Associated with Change**
- 75. ***Service Order Accuracy – Resale Residence**
- 76. ***Service Order Accuracy – Resale Business**
- 77. ***Service Order Accuracy - Resale Design**
- 78. ***Service Order Accuracy - UNE Specials (Design)**
- 79. ***Service Order Accuracy - UNE (Non-Design)**

*** Added per this proposal**