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May 1, 2003

**DELIVERED BY HAND**

Mr. Reece McAlister  
Executive Secretary  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,  
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the June 2003 data month and a Preliminary Notification Report for the data month of July 2003. These proposed changes will be discussed at the May 7, 2003 industry conference call.

There are four additional matters that BellSouth would like to bring to the attention of the Commission and the parties. First, in its May 2003 Data Notification filed on April 1, 2003, BellSouth provided notice of a problem by which orders that did not have a Station Worked On ("SWO") code on the completed order were being excluded from the Average Order Completion Interval calculation. BellSouth proposed a coding change to address this problem, which was Item No. 17 on the May 2003 Data Notification, although the notice erroneously indicated that the change would only impact Florida. This same problem exists in Tennessee, and the coding change described in the May 2003 Data Notification will be implemented for both Florida and Tennessee data.

Second, in its March 2003 Data Notification filed February 3, 2003, BellSouth provided notice of a coding change to the calculation of Local Number Portability – Total Service Order Cycle Time by which the earliest start date of each valid local service request that results in the service order would be used as the service request receipt date. This change, which was Item No. 4 and Item No. 7 on the March 2003 Data Notification, was made, in part, to address concerns expressed by BearingPoint during the third-party test. BellSouth has since discovered that this change was not implemented correctly, and BellSouth will be making additional coding changes with April 2003 data to address this problem.

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Third, in its February 2003 Data Notification filed on January 2, 2003, BellSouth provided notice of a coding change to correct OSS down time in the calculation of results under certain ordering measures. This change, which was Item No. 2 on the February 2003 Data Notification, was not implemented correctly, and BellSouth will be making additional coding changes with April 2003 data to address this problem.

Finally, with the implementation of the Georgia SQM issued March 1, 2003, BellSouth developed coding to measure the ACNI results for Service Order records. BellSouth discovered a coding error that inappropriately excluded 0.2% of the Service Orders from this measure. BellSouth will correct this coding to include these records with the production of April data.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your attention to this matter.

Yours very truly,

  
Bennett L. Ross

BLR:nvd  
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)  
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)  
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## **PROPOSED JUNE 2003 DATA NOTIFICATION**

BellSouth proposes making the changes described in this document to generate results for the June 2003 data month. Results for the June 2003 data month will be posted as follows:

Preliminary results    July 21, 2003  
Final results            July 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### **Ordering Measurements**

- (1) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

*Description of Change:* In anticipation of Encore Release 13.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data is being correctly captured and reported. This proposed change was Item (1) on the Preliminary June 2003 Data Notification filed on April 1, 2003.

*Impact of Change:* None.

- (2) *Affected Measures:* O-1, O-8, O-9, O-14, and O-15

*Description of Change:* Currently, all OSS downtime hours are hard coded in PMAP. BellSouth proposes placing these hours in a table that will be accessed by the code to make it easier to reflect changes in the downtime hours. This proposed change was Item (1) on the Preliminary April 2003 Data Notification filed on February 2, 2003. (RQ1018)

*Impact of Change:* None.

- (3) *Affected Measures:* OSS-1

*Description of Change:* Currently, pre-order transactions are submitted via LENS or TAG. Effective with Encore Release 13.0, CLECs may submit pre-order transactions via EDI. The OSS-1 report will be modified to reflect these EDI transactions. (RQ3075)

*Impact of Change:* EDI Pre-Order transactions will be reported on the OSS-1 report.

- (4) *Affected Measures:* O-3 & O-4

*Description of Change:* Some LNP LSRs that should be counted as planned manual fallout are being counted as fallout because the error codes are not identified as planned manual errors. The LNP Flow-Through code will be modified to include these planned manual error codes. This proposed change was Item (2) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ3081)

*Impact of Change:* Applying this change to February 2003 data, overall LNP Flow-Through would have increased by 5.28%.

#### **Provisioning Measurements**

- (6) *Affected Measures:* P-5 (Louisiana only)

*Description of Change:* Currently, the "Dispatch" field for ACNI Non-Mechanized is being displayed as a row for both Dispatch and Non-Dispatch on the SQM Web Report. BellSouth proposes changing this report by displaying this information as a column for consistency. This proposed change was Item (3) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ1953)

*Impact of Change:* The SQM Web Presentation will be changed to reflect columns as opposed to rows for ACNI Non-Mechanized, Dispatch and Non-Dispatch.

- (7) *Affected Measures:* P-6

*Description of Change:* Currently, records missing the beginning time stamp are counted as an unsuccessful attempt for BellSouth in the calculation of % Completions/Attempts without Notice or < 24 hours Notice. The required beginning time stamps are available in another table in the PMAP raw data. BellSouth proposes using this other table to create a complete record, thus

categorizing the data correctly as a successful or unsuccessful attempt. This proposed change was Item (5) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ3053)

*Impact of Change:* Based on a review of regional data for November 2002, CLEC performance would have improved 0.75%.

- (8) *Affected Measures:* P-3A (Florida and Tennessee only)

*Description of Change:* Currently, the CLEC SQM reports combine the data for CLEC caused Missed Appointments and BellSouth caused Missed Appointments. BellSouth proposes changing the report to show BellSouth caused Missed Appointments only, consistent with the SQM. This proposed change was Item (6) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ3083)

*Impact of Change:* This change will reduce the total missed appointments for an individual CLEC by the count of their end user missed appointments for each individual month. For example, in January 2003 for one CLEC, the missed appointment rate was .24%. With this correction, the BellSouth missed appointment rate was .16%, which is a difference of .08%.

#### **M&R Measurements**

- (9) *Affected Measures:* M&R-3

*Description of Change:* PMAP is rounding all wholesale and retail LMOS trouble ticket durations to the nearest hour. BellSouth proposes to utilize the LMOS trouble ticket durations rounded to 3 decimal places to calculate the measure. This proposed change was Item (7) on the Preliminary June 2003 Data Notification filed on April 1, 2003. (RQ2944)

*Impact of Change:* Based on December 2002 data, the durations changed by 0.51% or less.

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## PRELIMINARY JULY 2003 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the July 2003 data month. Results for the July 2003 data month will be posted as follows:

Preliminary results    August 21, 2003  
Final results            August 31, 2003

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

### Ordering Measurements

- (1) *Affected Measures:* PO-2 & O-8, O-9, O-14 & O-15

*Description of Change:* Currently, PMAP is excluding holiday hours from the calculation of Fully Mechanized LSR durations. BellSouth proposes to correct the code to include these hours in the Fully Mechanized LSR duration calculation. (RQ3072)

*Impact of Change:* Minimal. As an example, on Christmas Day 2002, 1208 FOCs and 550 Rejects would have been affected by this change. With this proposed change, none of the FOCs and 27 of the Rejects missed the benchmark, and O-8 performance would have been reduced by 0.04%.

- (2) *Affected Measures:* O-3 & O-4

*Description of Change:* Currently, Flow-Through references a look-up table outside of PMAP to determine valid and test company codes. BellSouth proposes to change the code to reference the look-up table in the PMAP Warehouse. (RQ3435)

*Impact of Change:* None.

### Provisioning Measurements

- (3) *Affected Measures:* P-9, P-10A, P-10B, P-10C, & P-11 (Louisiana only)

*Description of Change:* The table used to determine the correct MSA for these measures is obsolete. BellSouth proposes using the same table to determine MSA for these measures that is used for other Provisioning measures. (RQ2866)

*Impact of Change:* For the month of January 2003, 310 of the 2734 LNP trigger transactions had unknown MSAs. This change would have reduced the number of transactions with unknown MSAs in January to 6.

- (4) *Affected Measures:* P-4 (Tennessee and Florida only)

*Description of Change:* In addition to reporting overall measurement results, orders are categorized according to various intervals, such as 0-5 days, 5-10 days, etc. The 0-5 day and 5-10 day intervals are defined to contain orders with durations of 0-4.99 days and 5-9.99 days respectively. Additional intervals are defined in a similar manner. However, orders with durations equal to the highest number in the interval range are being classified in the lower of the two buckets, when they should be classified in the higher of the two buckets. For example, orders completed with an interval of ten days are being classified in the five to less than ten-day interval bucket. This proposed change will include ten-day records in the ten to less than fifteen-day interval bucket for both wholesale and retail. (RQ3042)

*Impact of Change:* None.

- (5) *Affected Measures:* P-13 & P-13C

*Description of Change:* Currently, the table used to determine the State code for these measures is obsolete. BellSouth proposes using the same table to determine State for these measures that is used for other Provisioning measures. (RQ3067)

*Impact of Change:* There will be a 5.01% increase in the region base volume for P-13, and a 6.35% increase in the region base volume for P-13C.

- (6) *Affected Measures:* P-4

*Description of Change:* When an order entry system (e.g., RNS, ROS, DOE, SONGS) or SOCS failure occurs, orders are entered into SOCS after the failure is

resolved. However, the physical work may be completed before the service order is issued.. If the date that the service order was issued is later than the completion date, BellSouth is currently reporting an OCI interval of 0 days for these orders instead of .33 days as required by the SQM. BellSouth proposes to implement a coding change to correct this problem. (RQ3185)

*Impact of Change:* 1195 of 2,929,179 (.004%) Retail and Wholesale records for February 2003 had a '0' duration.

- (7) *Affected Measures:* P-1, P-2, P-3, P-3A, P-4, P-4A, P-5, P-6, P-9, & P-10

*Description of Change:* Station Worked On (SWO) codes are the section of the completed service order that describes the number of lines worked on, which is used to determine in which circuit category to report the order (<10, >=10). Currently, PMAP is using the wrong table to determine the SWO code. BellSouth proposes using the correct table. (RQ3215)

*Impact of Change:* For January 2003 in Georgia, only 1 of 709,109 wholesale and retail orders was incorrectly identified, resulting in a .00014% difference in reported records.