

Trunk Group Performance - Aggregate

Kentucky		Average blocking percentage by hour																								
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
Jun-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0094	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0017	0.0116	0.0464	0.0008	0.1554	0.0250	0.1375	0.2283	0.1365	0.0033	0.0118	0.0506	0.0626	0.0239	0.0179	0.0572	0.1123	0.0924	0.0258	0.0076	0.0069	0.0274	0.0617	0.0445	
	Difference	-0.0017	-0.0116	-0.0464	-0.0008	-0.1554	-0.0250	-0.1375	-0.2283	-0.1365	-0.0033	-0.0118	-0.0506	-0.0626	-0.0239	-0.0179	-0.0478	-0.1123	-0.0924	-0.0258	-0.0076	-0.0069	-0.0274	-0.0617	-0.0445	
Jul-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0017	0.0040	0.0000	0.0047	0.0215	0.0019	0.0279	0.1056	0.0494	0.0058	0.0331	0.0325	0.0219	0.0389	0.0781	0.0647	0.1029	0.0609	0.0311	0.0056	0.0030	0.0105	0.0374	0.1039	
	Difference	-0.0017	-0.0040	-0.0000	-0.0047	-0.0215	-0.0019	-0.0279	-0.1056	-0.0494	-0.0058	-0.0331	-0.0325	-0.0219	-0.0389	-0.0781	-0.0647	-0.1029	-0.0609	-0.0311	-0.0056	-0.0030	-0.0105	-0.0374	-0.1039	
Aug-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0001	0.0000	0.0000	0.0000	0.0134	0.0392	0.0783	0.1071	0.0285	0.0335	0.0222	0.0947	0.0530	0.0443	0.0387	0.0514	0.0581	0.0655	0.0271	0.0207	0.0767	0.0497	0.0146	
	Difference	0.0000	0.0001	0.0000	0.0000	0.0000	0.0134	0.0392	0.0783	0.1071	0.0285	0.0335	0.0222	0.0947	0.0530	0.0443	0.0387	0.0514	0.0581	0.0655	0.0271	0.0207	0.0767	0.0497	0.0146	
Sep-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0001	0.0030	0.0002	0.0000	0.0001	0.0055	0.0233	0.1290	0.0490	0.0192	0.0322	0.0194	0.0474	0.0412	0.0024	0.0289	0.1510	0.0400	0.0413	0.0009	0.0088	0.0254	0.0057	0.1424	
	Difference	-0.0001	-0.0030	-0.0002	0.0000	-0.0001	-0.0055	-0.0233	-0.1290	-0.0490	-0.0192	-0.0322	-0.0194	-0.0474	-0.0412	-0.0024	-0.0289	-0.1510	-0.0400	-0.0413	-0.0009	-0.0088	-0.0254	-0.0057	-0.1424	
Oct-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0012	0.0004	0.0000	0.0004	0.0036	0.1690	0.4413	0.1832	0.1364	0.1823	0.1142	0.0684	0.0721	0.1159	0.0832	0.1101	0.2792	0.0221	0.0331	0.0442	0.0353	0.0642	0.0002	
	Difference	0.0000	-0.0012	-0.0004	0.0000	-0.0004	-0.0036	-0.1690	-0.4413	-0.1832	-0.1364	-0.1823	-0.1142	-0.0684	-0.0721	-0.1159	-0.0832	-0.1101	-0.2792	-0.0221	-0.0331	-0.0442	-0.0353	-0.0642	-0.0002	
Nov-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0001	0.0001	0.0001	0.0000	0.0082	0.2178	0.5070	0.2729	0.0468	0.7344	0.1532	0.0700	0.0783	0.0226	0.1748	0.1550	0.1913	1.2902	0.0799	0.2000	0.1758	0.0056	1.7702	
	Difference	0.0000	-0.0001	-0.0001	-0.0001	0.0000	-0.0082	-0.2178	-0.5070	-0.2729	-0.0468	-0.7344	-0.1532	-0.0700	-0.0783	-0.0226	-0.1748	-0.1550	-0.1913	-1.2902	-0.0799	-0.1992	-0.1758	-0.0056	-1.7702	
Dec-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0006	0.0006	0.0075	0.0000	0.0031	0.0023	0.0674	0.3888	0.1034	0.1377	0.1567	0.0396	0.0279	0.0811	0.1008	0.3343	0.5502	0.4269	0.1485	0.2523	0.6203	0.4865	0.0809	0.0658	
	Difference	-0.0006	-0.0006	-0.0075	0.0000	-0.0031	-0.0023	-0.0674	-0.3888	-0.1034	-0.1377	-0.1567	-0.0396	-0.0279	-0.0811	-0.1008	-0.3343	-0.5502	-0.4269	-0.1485	-0.2519	-0.6187	-0.4734	-0.0765	-0.0658	
Jan-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0010	0.0027	0.0196	0.0023	0.0015	0.0057	0.0878	0.1734	0.0401	0.0048	0.0451	0.0068	0.0144	0.0038	0.0130	0.1244	0.3709	0.2064	0.4717	1.6892	2.8482	2.6773	0.3686	0.1506	
	Difference	-0.0010	-0.0027	-0.0196	-0.0023	-0.0015	-0.0057	-0.0878	-0.1734	-0.0401	-0.0048	-0.0451	-0.0068	-0.0144	-0.0038	-0.0130	-0.1244	-0.3709	-0.2064	-0.4717	-1.6892	-2.8482	-2.6773	-0.3686	-0.1506	
Feb-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0004	0.0046	0.0000	0.0000	0.0000	0.0084	0.0207	1.3564	0.1114	0.0018	0.1136	0.0174	0.0304	0.0496	0.0142	0.0794	0.2521	0.1237	0.0583	0.0679	0.3536	0.3650	0.0230	10.6620	
	Difference	-0.0004	-0.0046	0.0000	0.0000	0.0000	-0.0084	-0.0207	-1.3564	-0.1114	-0.0018	-0.1136	-0.0174	-0.0304	-0.0496	-0.0142	-0.0794	-0.2521	-0.1237	-0.0583	-0.0679	-0.3536	-0.3650	-0.0230	-10.6620	
Mar-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0017	0.0000	0.0003	0.0002	0.0040	0.0399	0.8832	0.0604	0.0080	0.0584	0.0242	0.0294	0.0363	0.0166	0.0641	0.1617	0.2069	0.1213	0.1455	0.2240	0.1583	0.0178	4.8080	
	Difference	0.0000	-0.0017	0.0000	-0.0003	-0.0002	-0.0040	-0.0399	-0.8832	-0.0604	-0.0080	-0.0584	-0.0242	-0.0294	-0.0363	-0.0166	-0.0641	-0.1617	-0.2069	-0.1213	-0.1455	-0.2240	-0.1583	-0.0178	-4.8080	
Apr-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0664	0.0000	0.0006	0.0000	0.0000	0.0060	0.0499	1.3986	0.2280	0.1002	0.3077	0.1987	0.1839	0.2534	0.1944	0.3628	0.5239	0.3725	0.1379	0.0945	0.1674	0.3822	0.0126	5.7091	
	Difference	-0.0664	0.0000	-0.0006	0.0000	0.0000	-0.0060	-0.0499	-1.3986	-0.2280	-0.1002	-0.3077	-0.1987	-0.1839	-0.2534	-0.1944	-0.3628	-0.5239	-0.3725	-0.1379	-0.0945	-0.1674	-0.3822	-0.0126	-5.7091	
May-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0042	0.0016	0.0000	0.0000	0.0008	0.0196	0.0902	0.8472	0.6466	0.0823	0.2140	0.1569	0.1875	0.2517	0.1233	0.2476	0.2770	0.3735	0.1302	0.0647	0.2521	0.2480	0.0932	3.6630	
	Difference	-0.0042	-0.0016	0.0000	-0.0000	-0.0008	-0.0196	-0.0902	-0.8472	-0.6466	-0.0823	-0.2140	-0.1569	-0.1875	-0.2517	-0.1233	-0.2476	-0.2770	-0.3735	-0.1302	-0.0647	-0.2521	-0.2480	-0.0932	-3.6630	

SQM Reference to 14 Point Checklist

Checklist Item	SQM Item	Attachment 1 Items
#1 -- Interconnection	<p>Collocation</p> <p>Trunking</p> <p style="text-align: center;"><u>Ordering</u></p> <p>Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp)</p> <p style="text-align: center;"><u>Provisioning</u></p> <p>Order Completion Interval Missed Installation Appoints Provision Troubles w/ 30 days Avg Completion Notice Inter. Total Svc Ord Cycle Time Total Svc Ord Cycle Time (offer) % Completions w/o notice or <24hr Service Order Accuracy</p> <p style="text-align: center;"><u>Mtce & Repair</u></p> <p>Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/ 30 days Out of Service > 24 hours</p> <p>Billing</p> <p>Trunk Blockage</p>	<p>E.1.1.1 – E.1.3.3</p> <p>C.1.1 C.1.2 C.1.3 C.1.4 C.1.5</p> <p>C.2.1 C.2.5 C.2.6 C.2.7 C.2.8 C.2.9 C.2.10.1 – C.2.10.2 C.2.11.1.1 – C.2.11.2.2</p> <p>C.3.1.1 – C.3.1.2 C.3.2.1 – C.3.2.2 C.3.3.1 – C.3.3.2 C.3.4.1 – C.3.4.2 C.3.5.1 – C.3.5.2</p> <p>C.4.1 – C.4.2</p> <p>C.5.1</p>
#2 -- Unbundled Network Elements	<p style="text-align: center;"><u>Ordering</u></p> <p>Rejected Service Requests Reject Interval</p> <p>FOC Timeliness</p> <p>FOC & Reject Comp FOC & Reject Comp (Multi-Resp)</p> <p style="text-align: center;"><u>Provisioning</u></p> <p>Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval</p>	<p>B.1.1.1 – B.1.3.20 B.1.4.1 – B.1.4.17 B.1.6.1 – B.1.6.17 B.1.8.1 – B.1.8.20 B.1.9.1 – B.1.9.17 B.1.11.1 – B.1.11.17 B.1.13.1 – B.1.13.17 B.1.14.1 – B.1.16.17 B.1.17.1 – B.1.19.17</p> <p>B.2.1.1.1.1 – B.2.2.2 B.2.3.1.1.1 – B.2.3.19.2. 3 B.2.5.1 – B.2.6.19 B.2.8.1 – B.2.11.19</p>

SQM Reference to 14 Point Checklist

Checklist Item	SQM Item	Attachment 1 Items
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.19.2.2
	% Provision Troubles w/l 30 days	B.2.19.1.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.30.19.2.2
	Disconnect Timeliness	B.2.31.1 – B.2.31.2
	% Completions w/o notice or <24hr	B.2.32.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt xDSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.1.1.1 – B.2.34.2.2.2
	<u>Mtce & Repair</u>	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.12.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.12.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.12.2
	Repeat Tbls w/l 30 days	B.3.4.1.1 – B.3.4.12.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.12.2
	Billing	B.4.1 – B.4.2
	Flow Through	F.1.1.1 – F.1.3.4
	OSS	
	<u>Pre-ordering</u>	
	Interface Avail – CLEC	D.1.1.1 – D.1.1.8
	Interface Avail – BST & CLEC	D.1.2.1 – D.1.2.6
	Avg Response Int – Lens	D.1.3.1.1 – D.1.3.7.2
	Avg Response Int – Tag	D.1.4.1.1 – D.1.4.8.2
	Loop Makeup Inquiry - Manual	F.2.1.1
	Loop Makeup Inquiry – Electronic	F.2.2.1
	Svc Inquiry w Firm Order	F.3.1.1 – F.3.1.2
	<u>Maintenance</u>	
	Interface Avail – BST	D.2.1.1
	Interface Avail – CLEC	D.2.2.1 – D.2.2.2
	Interface Avail – BST & CLEC	D.2.3.1 – D.2.3.7
	Avg Response Interval	D.2.4.1.1 – D.2.4.11.3
	Ordering Center – Speed of Ans	F.4.1
	Mtce. Center – Speed of Ans	F.5.1
	General – Billing	
	Usage Data Delivery Accuracy	F.9.1
	Usage Data Delivery Timeliness	F.9.2
	Usage Data Delivery Complete	F.9.3
	Mean Time to Deliver Usage	F.9.4
	Recurring Charge Complete	F.9.5.1 – F.9.5.3
	Non Recurring Charge Complete	F.9.6.1 – F.9.6.3

SQM Reference to 14 Point Checklist

Checklist Item	SQM Item	Attachment 1 Items
	General – Change Management Percent Notices Sent On Time Avg. Delay Days of Notices Percent Documents Sent on Time Avg. Delay Days of Documents Notify of CLEC Interface Outages General – New Business Requests General – Ordering Acknowledgement Message Time Acknowledgement Message Com Mean Time to Notify of Net. Out.	F.10.1 F.10.2 F.10.3 – F.10.4 F.10.5 F.10.6 F.11.1 – F.11.2.3 F.12.1.1 – F.12.1.2 F.12.2.1 – F.12.2.2 F.14.1
#3 -- Poles, Ducts, Conduits and Rights-of-Way	No Performance Measurements Relevant for this Checklist Item	
#4 -- Unbundled Local Loops	<u>Ordering</u> Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp) <u>Provisioning</u> Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval	B.1.1.5 – B.1.1.13 B.1.2.5 – B.1.2.13 B.1.3.5 – B.1.3.13 B.1.3.18 – B.1.3.20 B.1.4.5 – B.1.4.13 B.1.6.5 – B.1.6.13 B.1.8.5 – B.1.8.13 B.1.8.18 – B.1.8.20 B.1.9.5 – B.1.9.13 B.1.11.5 – B.1.11.13 B.1.13.5 – B.1.13.13 B.1.14.5 – B.1.14.13 B.1.15.5 – B.1.15.13 B.1.16.5 – B.1.16.13 B.1.17.5 – B.1.17.13 B.1.18.5 – B.1.18.13 B.1.19.5 – B.1.19.13 B.2.1.5.3.1 – B.2.1.13.2.2 B.2.1.18.1.1 – B.2.1.19.2.2 B.2.2.1 – B.2.2.2 B.2.3.5.1.1 – B.2.3.13.2.3 B.2.3.18.1.1 – B.2.3.19.2.3 B.2.5.5 – B.2.5.13 B.2.5.18 – B.2.5.19 B.2.6.5 – B.2.6.13 B.2.6.18 – B.2.6.19 B.2.8.5 – B.2.5.13 B.2.8.18 – B.2.8.19 B.2.9.5 – B.2.9.13 B.2.9.18 – B.2.9.19 B.2.10.5 – B.2.10.13 B.2.10.18 – B.2.10.19 B.2.11.5 – B.2.11.13 B.2.11.18 – B.2.11.19

SQM Reference to 14 Point Checklist

Checklist Item	SQM Item	Attachment 1 Items
	<p style="text-align: center;"><u>Provisioning</u></p> <p>Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval % Missed Installation Appoints % Provision Troubles w/l 30 days Avg Completion Notice Inter. Total Svc Ord Cycle Time Total Svc Ord Cycle Time (offer) % Completions w/o notice or <24hr</p> <p style="text-align: center;"><u>Mtce & Repair</u></p> <p>Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/l 30 days Out of Service > 24 hours</p>	<p>B.2.1.2.1.1 – B.2.1.2.2.2 B.2.3.2.1.1 – B.2.3.2.2.3 B.2.5.2 B.2.6.2 B.2.8.2 B.2.9.2 B.2.10.2 B.2.11.2 B.2.18.2.1.1 – B.2.18.2.2.2 B.2.19.2.1.1 – B.2.19.2.2.2 B.2.21.2.1.1 – B.2.21.2.2.2 B.2.22.2.1.1 – B.2.22.2.2.2 B.2.24.2.1.1 – B.2.24.2.2.2 B.2.25.2.1.1 – B.2.25.2.2.2 B.2.26.2.1.1 – B.2.26.2.2.2 B.2.28.2.1.1 – B.2.28.2.2.2 B.2.29.2.1.1 – B.2.29.2.2.2 B.2.30.2.1.1 – B.2.30.2.2.2 B.2.32.2.1.1 – B.2.32.2.2.2</p> <p>B.3.1.2.1 – B.3.1.2.2 B.3.2.2.1 – B.3.2.2.2 B.3.3.2.1 – B.3.3.2.2 B.3.4.2.1 – B.3.4.2.2 B.3.5.2.1 – B.3.5.2.2</p>
#6 -- Unbundled Local Switching	<p style="text-align: center;"><u>Ordering</u></p> <p>Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp)</p> <p style="text-align: center;"><u>Provisioning</u></p> <p>Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval</p>	<p style="text-align: center;"><u>Ordering</u></p> <p>B.1.1.1 B.1.2.1 B.1.3.1 B.1.4.1 B.1.6.1. B.1.8.1 B.1.9.1 B.1.11.1 B.1.13.1 B.1.14.1 B.1.15.1 B.1.16.1 B.1.17.1 B.1.18.1 B.1.19.1</p> <p>B.2.1.1.1.1 – B.2.1.1.2.2 B.2.3.1.1.1 – B.2.3.1.2.3 B.2.5.1 B.2.6.1 B.2.8.1 B.2.9.1 B.2.10.1 B.2.11.1</p>

SQM Reference to 14 Point Checklist

Checklist Item	SQM Item	Attachment 1 Items
	% Missed Installation Appoints % Provision Troubles w/l 30 days Avg Completion Notice Inter. Total Svc Ord Cycle Time Total Svc Ord Cycle Time (offer) % Completions w/o notice or <24hr <u>Mtce & Repair</u> Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/l 30 days Out of Service > 24 hours	B.2.18.1.1.1 – B.2.18.1.2.2 B.2.19.1.1.1 – B.2.19.1.2.2 B.2.21.1.1.1 – B.2.21.1.2.2 B.2.22.1.1.1 – B.2.22.1.2.2 B.2.24.1.1.1 – B.2.24.1.2.2 B.2.25.1.1.1 – B.2.25.1.2.2 B.2.26.1.1.1 – B.2.26.1.2.2 B.2.28.1.1.1 – B.2.28.1.2.2 B.2.29.1.1.1 – B.2.29.1.2.2 B.2.30.1.1.1 – B.2.30.1.2.2 B.2.32.1.1.1 – B.2.32.1.2.2 B.3.1.1.1 – B.3.1.1.2 B.3.2.1.1 – B.3.2.1.2 B.3.3.1.1 – B.3.3.1.2 B.3.4.1.1 – B.3.4.1.2 B.3.5.1.1 – B.3.5.1.2
#7 – Access to 911, E911, Operator Service & Directory Assistance	Operator Services (Toll) Directory Assistance E911	F.6.1 – F.6.2 F.7.1 – F.7.2 F.8.1 – F.8.3
#8 – White Pages Directory Listings	No Performance Measurements Relevant for this Checklist Item	
#9 – Access to Telephone Numbers	No Performance Measurements Relevant for this Checklist Item	
#10 – Access to Databases and associated signaling	Database Updates 1. Average Database Update Interval 2. Percent Database Update Accuracy 3. NXX / LRNs loaded by LERG effective date	F.13.1.1 – F.13.1.3 F.13.2.1 – F.13.2.3 F.13.3
#11 – Number Portability	% Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp) <u>Provisioning</u> OCI Held Orders % Jeopardy Avg Jeopardy Notice Interval % Missed Installation Appoint LNP % Provision Troubles w/l 30 days	B.1.1.16, B.1.1.17, B.1.2.16, B.1.2.17, B.1.3.16, B.1.3.17 B.1.4.16, B.1.4.17, B.1.6.16, B.1.6.17, B.1.8.16, B.1.8.17 B.1.9.16, B.1.9.17, B.1.11.16, B.1.11.17, B.1.13.16, B.1.13.17 B.1.14.16, B.1.14.17, B.1.15.16, B.1.15.17, B.1.16.16, B.1.16.17 B.1.17.16, B.1.17.17, B.1.18.16, B.1.18.17, B.1.19.16, B.1.19.17 B.2.1.16.1.1 - B.2.1.17.2.2 B.2.3.16.1.1 – B.2.3.17.2.3 B.2.5.16, B.2.5.17 B.2.6.16, B.2.6.17 B.2.8.16, B.2.8.17, B.2.9.16 B.2.9.17, B.2.10.16, B.2.10.17 B.2.11.16, B.2.11.17 B.2.18.16.1.1 – B.2.18.17.2 B.2.19.16.1.1 – B.2.19.17.2.2

SQM Reference to 14 Point Checklist

Checklist Item	SQM Item	Attachment 1 Items
	Avg Completion Notice Inter. Total Svc Ord Cycle Time LNP Total S O Cycle Time(offer) LNP Disconnect Timeliness LNP <u>Mtce & Repair</u> Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/ 30 days Out of Service > 24 hours	B.2.21.16.1.1 – B.2.21.17.2.2 B.2.22.16.1.1 – B.2.22.17.2.2 B.2.24.16.1.1 – B.2.24.17.2.2 B.2.25.16.1.1 – B.2.25.17.2.2 B.2.26.16.1.1 – B.2.26.17.2.2 B.2.28.16.1.1 – B.2.28.17.2.2 B.2.29.16.1.1 – B.2.29.17.2.2 B.2.30.16.1.1 – B.2.30.17.2.2 B.2.31.1 – B.2.31.2 B.3.1.12.1, B.3.1.12.2 B.3.2.12.1, B.3.2.12.2 B.3.3.12.1, B.3.3.12.2 B.3.4.12.1, B.3.4.12.2 B.3.5.12.1, B.3.5.12.2
#12 – Local Dialing Parity	No Performance Measurements Relevant for this Checklist Item	
#13 – Reciprocal Compensation	No Performance Measurements Relevant for this Checklist Item	
#14 – Resale	<u>Ordering</u> Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp) <u>Provisioning</u> Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval % Missed Installation Appoints % Provision Troubles w/ 30 days Avg Completion Notice Inter. Total Svc Ord Cycle Time Total Svc Ord Cycle Time (offer) % Completions w/o notice or <24hr Service Order Accuracy <u>Mtce & Repair</u> Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/ 30 days Out of Service > 24 hours Billing	A.1.1.1 – A.1.3.6 A.1.4.1 – A.1.4.6 A.1.6.1 – A.1.6.6 A.1.8.1 – A.1.8.6 A.1.9.1 – A.1.9.6 A.1.11.1 – A.1.11.6 A.1.13.1 – A.1.13.6 A.1.14.1 – A.1.16.6 A.1.17.1 – A.1.19.6 A.2.1.1.1.1 – A.2.1.6.2.2 A.2.2.1.1.1 – A.2.2.6.2.3 A.2.4.1 – A.2.5.6 A.2.7.1 – A.2.8.6 A.2.9.1 – A.2.10.6 A.2.11.1.1.1 – A.2.11.6.2.2 A.2.12.1.1.1 – A.2.12.6.2.2 A.2.14.1.1.1 – A.2.15.6.2.2 A.2.17.1.1.1 – A.2.19.6.2.2 A.2.21.1.1.1 – A.2.23.6.2.2 A.2.24.1.1 – A.2.24.6.2.2 A.2.25.1.1.1 - A.2.25.3.2.2 A.3.1.1.1 – A.3.1.6.2 A.3.2.1.1 – A.3.2.6.2 A.3.3.1.1 – A.3.3.6.2 A.3.4.1.1 – A.3.4.6.2 A.3.5.1.1 – A.3.5.6.2 A.4.1 – A.4.2

Purpose The purpose of this document is to present an Action Plan to assist in reducing the number of clarifications and increase electronic order flow through. This recommendation comes after a 9-month review of detailed clarification analysis.

Action Plan After reviewing order clarifications, I believe that concentration efforts in the following area would decrease clarifications and increase your electronic flow through. By increasing electronic flow through a significant cost reduction in LSR processing can be achieved. After careful consideration, if the following areas could be addressed, I think it would make a vast difference in provisioning orders and affect other areas where considerable time is spent.

Targeted Areas :

- **BellSouth Business Rules**
 - **CSOTS**
 - **USOC Manual**
 - **Tariffs**
 - **Service Interval Guide**
 - **CCP (Change Control Process)**
 - **Training**
-

BellSouth Business Rules The BellSouth Business Rules play a major factor in provisioning service orders. With the speed in which the FCC issues mandates the business rules are constantly changing. I, as well as your provisioning people have a hard time keeping up with the changes. BellSouth is in the process of reviewing this documentation to try and determine an easier way to get through this document.

My recommendation is to have a hard copy on file and have it indexed and marked for the items that need to be looked up the most. If a person in each area could become your Business Rule expert and share their knowledge with the others as the business rules change.

*** An area for significant improvement is clarifications due to RONS**

****See attached document for WEB Site address**

CSOTS

CSOTS provides detailed order information on your orders. It provides the BellSouth order number, status and due date. This information should be on all orders as long as you have an FOC. By reviewing this report you can save valuable time when determining when action is necessary on an order.

For Example :

Have an order that was due yesterday. CSOTS shows that order in CP status, however your customer states service not working. IF the order is CP do not call the LCSC. Call either repair or the UNE MTNCE center depending on the order type. This will save time and effort. If the order is CP it is out of the LCSC center control.

The same in MA cases as well. IF the order is in MA status send in a SUPP to make a new Due Date.

These are just a couple of examples that can save time and allow your provisioning staff to handle more important issues.

***See attached document for WEB Site address**

**** A user ID and Password is required. This can be obtained from your Account Team.**

USOC Manual

A large volume of clarifications and order being provisioned incorrectly is for the wrong USOC. Certain USOCS are used for different classes of service. FIDS also play a major role.

My recommendation is to pull a hard copy of this document or purchase a hard copy of this document. I would then have someone be the USOC SME. A handbook or cheat sheet needs to be given to each person. The handbook needs to associate what USOC goes with the different class of service. This accounts for a large number of clarifications.

Examples :

List Class of Services USOCS (Residence, Business, Complex and UNE)
Associate Call Waiting, Caller Id Call Forwarding USOCS that go with each Class of Service.

Associate as many USOCS, FIDS and Class Of Service as possible and then you will have the combinations together.

***See attached document for WEB Site address**

Tariff The Tariff plays a major factor in providing information.

It is important that as many people as possible know how to search both the General and FCC tariffs.

BellSouth has added a new search engine to use in locating information in the tariffs found on the WEB site. The General and FCC tariff for all 9 BellSouth states can be found on the WEB.

***See attached document for WEB Site address**

Service Interval Guide The service interval guide provides due date intervals for services offered. These guides can assist in the provisioning of orders. This will provide a guide for the dates to be assigned on the order.

***See attached document for WEB Site address**

Training I would recommend that the CLEC Training Web Site be viewed and review what is available to assist in provisioning of orders. This can be either attended individually or in some cases the training can be suit cased to your location.

***See attached document for WEB Site address**

Change Control Process - CCP The Change Control Process can be a valued asset to Network Telephone. I encourage you to participate in this process. This process allows the CLECS the opportunity to have input in the changes we make in our processes, documentation change and features to our electronic systems. You can send in request, view pending request and attend meetings to have your voice heard.

****WEB SITE ADDRESS**

<http://www.interconnection.bellsouth.com>

Select Local Exchange Carriers

Select Change Control Process

**BellSouth
Initiatives**

BellSouth continues to improve our internal processes to further partner with Network Telephone for success. BellSouth is continuing it's efforts in the following areas:

- New Center in Jacksonville Florida to add more employees
 - Training new employees
 - Continuation training for existing employees
 - Constant monitoring of LCSC Centers and processes to improve performance
 - Development of employees to improve performance
 - Continue enhancements to electronic systems to increase order Flow-Through
-

Summary

This Action Plan is simply a recommendation to further the goal of both BellSouth and Network Telephone being successful. The recommendations made are based upon the analysis done on clarifications and incorrect orders. Based on the analysis done some of the same items have been communicated to the LCSC centers at BellSouth. The overall success of this Action Plan is that it be communicated to the provisioning group. This document is not a contract simply a re-affirmation of Network Telephone and BellSouth efforts to partner together for success. I would like to ask that both parties sign-off on this summary to simply confirm that both parties have reviewed. Together we can improve the process.

Sales Director, BellSouth

Executive Vice President, Operations,

Account Manager, BellSouth

Vice President OM & Provisioning,

Industrial Specialist, BellSouth

Vice President Regulatory & Govt. Affairs