REQUEST: Please define "projects" and describe what would or would not be
            excluded from the SQM with regard to projects.

RESPONSE:

BellSouth defines a "project" as a customer request for service where one or more of the
following conditions applies…

- the quantity of lines or circuits is greater than the BellSouth standard

- the request is for non-standard equipment

- the request is for non-standard facilities

Anytime a BellSouth Project Manager is involved in the negotiation of a service request,
the request will be identified as a "project". This involvement could include the
negotiation of a due date or acting as the single point of contact for the CLEC should
problems occur during service order processing or provisioning. CLECs may ask that a
service request be project-managed even though the request may not exceed the
established quantity standards.

The BellSouth standards for the quantity of lines that must be project-managed for each
resale and unbundled network element service request is clearly listed in the *Project
Manager Guidelines* document posted to BellSouth's Interconnection Services website
(www.interconnection.bellsouth.com) and attached to this exhibit.

In accordance with the Kentucky SQM, BellSouth excludes LSRs identified as "projects"
from both the O-8: Reject Interval and O-9: FOC Timeliness metrics calculations.
BellSouth's performance reporting platforms (PMAP and BARNEY) identify "projects"
via the PROJECT field on the LSR. Any CLEC entry populated in this field will cause
the performance reporting systems to classify the service request as a "project" and
exclude it from the results.

BellSouth's *Business Rules for Local Ordering* clearly indicate that CLECs must contact
the BellSouth Project Manager prior to submitting the LSR and that the PROJECT field
should not be populated until a valid project identification number is assigned. In
instances where a CLEC fails to follow published business rules for submitting local
service requests and populates the PROJECT field, BellSouth's performance reporting
platforms may classify non project-managed LSRs as "projects".