BellSouth Service Quality Measurement Plan (SQM)

Kentucky Performance Metrics

Measurement Descriptions

BellSouth Proposed Changes to Version 1.00

Issue Date: December 16, 2002

Section 1: Operations Support Systems (OSS)

OSS-1:	**Average Response Interval ~~Time~~ and Percent Within ~~Response~~ Interval (Pre-Ordering/Ordering)**

Change Proposed:

BellSouth proposes to add the following exclusions to this measure:

Scheduled OSS Maintenance

Retail Usage of LENs

OSS-2:	**~~Interface~~ OSS Availability (Pre Ordering/Ordering)**

Change Proposed:

BellSouth proposes to make the following changes to the Definition:

Percent of time application ~~are~~ is functionally available compared to its scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for pre-ordering and ordering. Availability percentages for systems utilized by CLECs and for applications accessed by them are captured. "Functional Availability" is defined as the cumulative total number of hours per application / interface in the reporting period that the ~~applications/interfaces~~ application / interface components (e.g. mid-range servres, mainframe regions) are available to users. Scheduled Availability is defined as the cumulative total number of hours per application / interface in the reporting period that the ~~applications/interfaces~~ application / interface components are scheduled to be available.

Supporting data for this measurement will be made available upon request.

Change Proposed:

BellSouth proposes to make the following changes and additions to the exclusions to this measure:

CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
Degraded ~~service, e.g., slow response time, loss of non-critical functionality, etc.~~ service outages. These outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.
Scheduled OSS Maintenance

Change Proposed:

BellSouth proposes to make the following changes to the Business Rules:

Change the phrase "Only full outages are included ..." to "Only full and loss of functionality outages are included ..."

Full Outages are defined as occurrences of either of the following:

- ~~Application /interfacing~~ The application or system is down or totally inoperative
- ~~Application is totally inoperative for~~ The application or system is inaccessible by customers attempting to access ~~or use~~ the application or system. This includes transport outages when they may be directly associated with a specific application.

Add the following sentences:

Loss of Functionality outages are defined as:

A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Change Proposed:

BellSouth proposes to make the following changes to the SQM Disaggregation:

Change the SQM Disaggregation and the SEEM Disaggregation from "Regional Level" to "Regional Level, Per OSS Interface."

OSS-3:	~~Interface~~ OSS Availability (Maintenance & Repair)

Change Proposed:

BellSouth proposes to make the following changes to the definition:

Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. Availability percentages for systems utilized by CLECs and for applications accessed by them are captured. "Functional Availability" is defined as the cumulative total number of hours per application/interface in the reporting period that ~~the applications/interfaces~~ application/interface components (e.g., mid-range servers, mainframe regions) are available to users. "Scheduled Availability" is defined as as the cumulative total number of hours per application/interface in the reporting period that the ~~applications/interfaces~~ application/interface components are scheduled to be available.

Supporting data for this measurement will be made available upon request.

Change Proposed:

BellSouth proposes to make the following changes to the exclusions to this measure:

CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
Degraded ~~service e.g., slow response time, loss of non-critical functionality,etc.~~ service outages These outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.

Change Proposed:

BellSouth proposes to make the following changes to the Business Rules:

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and loss of functionality outages are included in the calculation~~s for~~ of this measure. Full outages are defined as occurences of either of the following:
~~Application/interfacing~~ The application or system is down or totally inoperative.
~~Application~~ The application or system is ~~totally inoperative~~ inaccessible ~~by~~ for customers attempting to access ~~or use~~ the application or system. This includes transport outages when they may be directly associated with a specific application.

Loss of Functionality outages are defined as:

A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Change Proposed:

BellSouth proposes to make the following changes to the SQM Disaggregation:

Change the SQM Disaggregation and the SEEM Disaggregation from "Regional Level" to "Regional Level, Per OSS Interface."

Section 2: Ordering

O-1:	Acknowledgement Message Timeliness

Change Proposed:

BellSouth proposes the following changes to the Calculation for this measure:

Average Response Interval = (c / d)

- c = Sum of all Response Intervals for returned acknowledgements
- d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period.

O-2:	Acknowledgement Message Completeness

Change Proposed:

BellSouth proposes to change the benchmark to be 99.5 % for both the SQMP and SEEM Disaggregations for this measure

O-3:	Percent Flow-Through Service Requests (Summary)

Change Proposed:

BellSouth proposes to add the following SQMP and SEEM level of Disaggregation and Benchmark for this measure:

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Residence	Benchmark: 95%
Business	Benchmark: 90%
UNE-P	Benchmark: 85%
UNE-Other	Benchmark: 85%
LNP	Benchmark: 85%

O-4:	Percent Flow-Through Service Requests (Detail)

Change Proposed:

BellSouth proposes to add the following SQMP and SEEM level of Disaggregation and Benchmark for this measure:

SQM Level of Disaggregation	SQM Analog/Benchmark
Residence	Benchmark: 95%
Business	Benchmark: 90%
UNE-P	Benchmark: 85%
UNE-Other	Benchmark: 85%
LNP	Benchmark: 85%

LSR Flow Through Matrix

Change Proposed:

BellSouth requests that the matrix be removed from the SQM and include only directions for locating the latest version of the Flow-Through matrix on the PMAP website.

O-7:	Percent Rejected Service Requests

Change Proposed:

BellSouth proposes to add the following item to the Exclusions for this measure:

LSRs which are identified and classified as "projects"

O-8:	Reject Interval

Change Proposed:

BellSouth proposes the following SQM Benchmarks for O-8

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale – Residence	Mechanized:
Resale Business	- 97% < = 1 Hour
Resale Design (Special)	Partially Mechanized:
Resale PBX	- ~~85~~ 90% < = 10 Hours
Resale Centrex	Non-Mechanized:
Resale ISDN	- 85 % < = ~~24~~ 18 Business hours
LNP (Standalone)	
INP (Standalone)	
2W Analog Loop Design	
2W Analog Loop Non-Design	
2W Analog Loop with INP Design	
2W Analog Loop with INP Non-Design	
2W Analog Loop with LNP Design	
2W Analog Loop with LNP Non-Design	
UNE Loop + Port Combinations	
Switch Ports	
UNE Combination Other	
UNE xDSL (ADSL, HDSL, UCL)	
Line Sharing	
UNE ISDN Loops	
UNE Other Design	
UNE Other Non-Design	
Local Interoffice Transport	
Local Interconnection Trunks	Trunks: 85% < = 4 Days

O-9:	**Firm Order Confirmation Timeliness**

Change Proposed:

BellSouth proposes the following SQM Benchmarks for O-9

SQM Level of Disaggregation	**SQM Analog/Benchmark**
Resale – Residence...Mechanized:
Resale Business..- 95% < = 3 Hours
Resale Design (Special) ....Partially Mechanized:
Resale PBX ....- ~~85~~ 90% < = 10 Hours
Resale Centrex ....Non-Mechanized:
Resale ISDN...- ~~85~~ 90% < = ~~36~~ 24 Business hours
LNP (Standalone)...
INP (Standalone)...
2W Analog Loop Design
2W Analog Loop Non-Design
2W Analog Loop with INP Design
2W Analog Loop with INP Non-Design
2W Analog Loop with LNP Design
2W Analog Loop with LNP Non-Design
UNE Loop + Port Combinations
Switch Ports
UNE Combination Other
UNE xDSL (ADSL, HDSL, UCL)
Line Sharing
UNE ISDN Loops
UNE Other Design
UNE Other Non-Design
Local Interoffice Transport
Local Interconnection Trunks ....Trunks: 95% < = 10 Days

O-11:	**Firm Order Confirmation and Reject Response Completeness**

Change Proposed:

BellSouth proposes to add the following item to the Exclusions for this measure:

LSRs which are identified and classified as "projects"

O-13	**LNP – Percent Rejected Service Requests**

Change Proposed:

BellSouth proposes to delete this measure.

O-14	**LNP – Reject Interval Distribution & Average Reject Interval**

Change Proposed:

BellSouth proposes to delete this measure.

O-15:	LNP - Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval

Change Proposed:

BellSouth proposes to delete this measure.

Section 3: Provisioning

P-3	Percent Missed Installation Appointments

Change Proposed:

BellSouth proposes to modify the product SQMP and SEEM disaggregation and retail anlogs for this measure as outlined below:

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation   **SQM Analog/Benchmark**

- Resale Residence ....Retail Residence
- Resale Business..Retail Business
- Resale Design ....Retail Design
- Resale PBX..Retail PBX
- Resale Centrex ....Retail Centrex
- Resale ISDN ....Retail ISDN
- LNP (Standalone) ....Retail Residence and Business (POTS)
- INP (Standalone) ....Retail Residence and Business (POTS)
- 2W Analog Loop Design ....Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design................Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design....................Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop <DS1 ....Retail Digital Loop <DS1
- UNE Digital Loop >=DS1 ....Retail Digital Loop >=DS1
- UNE Loop + Port Combinations ....Retail Residence and Business
- Dispatch In   Dispatch In
- Switch Based   Switch Based
- UNE Switch Ports...Retail Residence and Business (POTS)
- UNE Combo Other ....Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL)................ADSL Provided to Retail
- Without Conditioning   Without Conditioning
- With Conditioning   With Conditioning (BellSouth does not offer this service to Retail)
- UNE ISDN ....Retail ISDN – BRI
- UNE UDC / IDSL...Retail ISDN – BRI
- UNE Line Sharing Without Conditioning ....ADSL Provided to Retail
      With Conditioning ....ADSL Provided to Retail
- UNE Other Design..Retail Design
- UNE Other Non-Design....................................Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ....Parity with Retail
- UNE Line Splitting Without Conditioning ....ADSL Provided to Retail
      With Conditioning ....ADSL Provided to Retail
- UNE Enhanced Extended Link ....Retail DS1/DS3
/ Non-switched Combination

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Resale POTS..Retail Residence and Business (POTS)
- Resale Design ....Retail Design
- UNE Loop + Port Combinations ....Retail Residence and Business
- UNE Loops ....Retail Residence and Business Dispatch
- UNE xDSL Without Conditioning......................ADSL Provided to Retail
- LNP...~~95% Due Date Met~~ Retail Residence and Business (POTS)
- Local Interconnection Trunks ....Parity with Retail

P-4	Average Completion Interval (OCI) and Order Completion Interval Distribution

Change Proposed:

BellSouth proposes to modify the product SQMP and SEEM disaggregation and retail anlogs for this measure as outlined below:

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation   **SQM Analog/Benchmark**

• Resale Residence ....Retail Residence
• Resale Business...Retail Business
• Resale Design ....Retail Design
• Resale PBX...Retail PBX
• Resale Centrex ....Retail Centrex
• Resale ISDN ....Retail ISDN
• LNP (Standalone) ....Retail Residence and Business (POTS)
• INP (Standalone) ....Retail Residence and Business (POTS)
• 2W Analog Loop Design ....Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
• 2W Analog Loop Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design.................Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
• 2W Analog Loop With LNP- Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design....................Retail Residence and Business ~~Dispatch~~ (POTS) Plus One Day
• 2W Analog Loop With INP-Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1 ....Retail Digital Loop <DS1
• UNE Digital Loop >=DS1 ....Retail Digital Loop >=DS1
• UNE Loop + Port Combinations ....Retail Residence and Business
- Dispatch In   Dispatch In
- Switch Based   Switch Based
• UNE Switch Ports...Retail Residence and Business (POTS)
• UNE Combo Other ....Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)
- Without Conditioning……………………………<=~~7~~6 Days
- With Conditioning……………………………….<=~~14~~ 12 Days
• UNE UCL Non -Designed ....5 Days
• UNE ISDN..Retail ISDN – BRI
• UNE UDC / IDSL..Retail ISDN - BRI
• UNE Line Sharing Without Conditioning ....ADSL Provided to Retail
                   With Conditioning ....< = 12 Days
• Local Transport (Unbundled Interoffice Transport)   Retail DS1/DS3 Interoffice
• Local Interconnection Trunks ....Parity with Retail
• UNE Line Splitting Without Conditioning ....ADSL Provided to Retail
                   With Conditioning ....< = 12 Days
• UNE Other Design..Retail Design
• UNE Other Non-Design....................................Retail Residence and Business
• UNE Enhanced Extended Link ....30% within 5 Days and 70% within 8 Days
/ Non-switched Combination

SEEM Disaggregation   **SEEM Analog/Benchmark**

• Resale POTS..Retail Residence and Business (POTS)
• Resale Design ....Retail Design
• UNE Loop + Port Combinations ....Retail Residence and Business
• UNE Loops ....Retail Residence and Business Dispatch
• UNE Loops Design ....Retail Residence and Business (POTS) Plus One Day
• UNE xDSL Without Conditioning......................6 Days
• UNE xDSL With Conditioning…………………12 Days
• UNE Line Sharing ....ADSL Provided to Retail
• Local Interconnection Trunks ....Parity with Retail
• UNE Enhanced Extended Link ....30% within 5 Days and 70% within 8 Days
/ Non-switched Combination

P-5	Average Completion Notice Interval (ACNI)

BellSouth proposes to modify the product disaggregation and retail anlogs for this measure as outlined below:

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation **SQM Analog/Benchmark**

- Resale Residence ....Retail Residence
- Resale Business...Retail Business
- Resale Design ....Retail Design
- Resale PBX...Retail PBX
- Resale Centrex ....Retail Centrex
- Resale ISDN ....Retail ISDN
- LNP (Standalone) ....Retail Residence and Business (POTS)
- INP (Standalone) ....Retail Residence and Business (POTS)
- 2W Analog Loop Design ....Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
  - Dispatch …………………………………….Dispatch
  - Non-Dispatch (Dispatch In)..............................Non-Dispatch (Dispatch In)
- 2W Analog Loop With LNP - Design................Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
  - Dispatch …………………………………….Dispatch
  - Non-Dispatch (Dispatch In)..............................Non-Dispatch (Dispatch In)
- 2W Analog Loop With INP-Design....................Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
  - Dispatch …………………………………….Dispatch
  - Non-Dispatch (Dispatch In)..............................Non-Dispatch (Dispatch In)
- UNE Digital Loop <DS1 ....Retail Digital Loop <DS1
- UNE Digital Loop >=DS1 ....Retail Digital Loop >=DS1
- UNE Loop + Port Combinations ....Retail Residence and Business
  - Dispatch …………………………………….Dispatch
  - Non-Dispatch (Dispatch In)..............................Non-Dispatch (Dispatch In)
- UNE Switch Ports..Retail Residence and Business (POTS)
- UNE Combo Other ....Retail Residence, Business and Design Dispatch
  - Dispatch …………………………………….Dispatch
  - Non-Dispatch (Dispatch In)..............................Non-Dispatch (Dispatch In)
- UNE xDSL (HDSL, ADSL and UCL)................ADSL Provided to Retail
- UNE ISDN ....Retail ISDN – BRI
- UNE UDC / IDSL...Retail ISDN – BRI
- UNE Line Sharing ....ADSL Provided to Retail
- UNE Other Design...Retail Design
- UNE Other Non-Design.....................................Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)   Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ....Parity with Retail
- UNE Line Splitting ....ADSL Provided to Retail
- UNE Enhanced Extended Link ....Retail DS1/DS3
  / Non-switched Combination

P-10	Total Service Order Cycle Time

Change Proposed:

BellSouth proposes to delete this measure.

P-11	Service Order Accuracy

Change Proposed:

BellSouth proposes to delete this measure and replace it with a new Service Order Accuracy measure that implements a mechanized process.

P-12	LNP – Percent Missed Installation Appointments

Change Proposed:

BellSouth proposes to delete this measure.

P-13	LNP – Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Change Proposed:

BellSouth proposes to delete this measure and replace it with three measures **P-13A**, LNP – Percent Out of Service < 60 Minutes, **P-13B**, LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date, and **P-13C,** LNP – Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution (Non-Trigger).

P-14	LNP - Total Service Order Cycle Time

Change Proposed:

BellSouth proposes to delete this measure.

Section 5: Billing

B-4:	Usage Data Delivery Completeness

Change Proposed:

BellSouth proposes the following change to the SQM Disaggregation - Analog/Benchmark for this measure:

SQM Level of Disaggregation   **SQM Analog/Benchmark**

• Region...~~Parity With Retail~~ >=98% Within 30 Calendar Days

B-5:	Usage Data Delivery Timeliness

Change Proposed:

BellSouth proposes the following change to the SQM Anaog/Benchmark for this measure: ~~"Parity with Retail"~~ with " >=95% Delivered Within 6 Calendar Days."

B-6:	Mean Time to Deliver Usage

Change Proposed:

BellSouth proposes the following change to the SQM Analog/Benchmark for this measure: Replace "~~Parity with Retail~~" with " <= 6 days":

Section 9: Trunk Group Performance

TGP-1:	Trunk Group Performance-Aggregate

Change Proposed:

BellSouth proposes the following change to the Business Rules for this measure:

CLEC Affecting Categories:

Point APoint B

Category 1 ....BellSouth End Office ....BelSouth Access Tandem

Category 3: ....BellSouth End Office ....CLEC Switch

Category 4: ....BellSouth Local Tandem ....CLEC Switch

Category 5: .... BellSouth Access Tandem..................................CLEC Switch

Category 10: ....BellSouth End Office ....BellSouth Local Tandem

Category 16: ....BellSouth Tandem ....BellSouth Tandem

BellSouth Affecting Categories:

Point A Point B

Category 1 ....BellSouth End Office ....BelSouth Access Tandem

Category 9: ....BellSouth End Office .... BellSouth End Office

Category 10: ....BellSouth End Office ....BellSouth Local Tandem

Category 16: ....BellSouth Tandem ....BellSouth Tandem

Change Proposed:

BellSouth proposes the following change to the SQM and SEEM Analog/Benchmark for this measure:

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• CLEC Aggregate	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth
• BellSouth Aggregate	Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth.

TGP-2:	Trunk Group Performance – CLEC Specific

Change Proposed:

BellSouth proposes the following change in the "Trunk Categorization" to the Business Rules for this measure:

CLEC Affecting Categories:

Point A   Point B

Category 1: ....BellSouth End Office ....BellSouth Access Tandem

Category 3: ....BellSouth End Office ....CLEC Switch

Category 4: ....BellSouth Local Tandem ....CLEC Switch

Category 5: .... BellSouth Access Tandem.................................CLEC Switch

Category 10: ....BellSouth End Office ....BellSouth Local Tandem

Category 16: ....BellSouth Tandem ....BellSouth Tandem

BellSouth Affecting Categories:

Point A   Point B

Category 1 ....BellSouth End Office.............................BellSouth Access Tandem

Category 9: ....BellSouth End Office ....BellSouth End Office

Category 10: ....BellSouth End Office ....BellSouth Local Tandem

Category 16: ....BellSouth Tandem ....BellSouth Tandem

Change Proposed:

BellSouth proposes the following change to the SQM and SEEM Analog/Benchmark for this measure:

SQM Level of Disaggregation   **SQM/SEEM Analog/Benchmark**

• CLEC Trunk Group ....Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth.

BFR-1:	Percentage of BFR/NBR Requests Processed Within 30 Business Days

Change Proposed:

BellSouth proposes to delete this measure

BFR-2:	Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days

Change Proposed:

BellSouth proposes to delete this measure