BELLSOUTH®

EXHIBIT 2

# BellSouth Service Quality Measurement Plan (SQM)

## Kentucky Performance Metrics

## Measurement Descriptions

## BellSouth Proposed New Measures (as additions to Version 1.00)

## Issue Date: December 16, 2002

# P-2A: Jeopardy Notice Interval

## Definition

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide notice to the CLEC.

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the due date of the service order.

## Exclusions

- Disconnect Orders
- Orders with Jeopardy Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineering or Cable Repair for facility jeopardy.
- Orders issued with a due date of < = 48 hours.

## Business Rules

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. The Jeopardy Interval is measured from the first statused "PF" date to the first committed due date only.

## Calculation

**Jeopardy Interval** = a - b

- a = Date and Time of Scheduled Due Date on Service Order
- b = Date and Time of Jeopardy Notice

**Average Jeopardy Interval** = c / d

- c = Sum of all jeopardy intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
  - State, Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|

### Average Jeopardy Notice Interval

- Resale Residence ..... 95% > = 48 hours
- Resale Business ..... 95% > = 48 hours
- Resale Design ..... 95% > = 48 hours
- Resale PBX ..... 95% > = 48 hours
- Resale Centrex ..... 95% > = 48 hours
- Resale ISDN ..... 95% > = 48 hours
- LNP (Standalone) ..... 95% > = 48 hours
- INP (Standalone) ..... 95% > = 48 hours
- 2W Analog Loop Design ..... 95% > = 48 hours
- 2W Analog Loop Non-Design ..... 95% > = 48 hours
- 2W Analog Loop With LNP - Design ..... 95% > = 48 hours
- 2W Analog Loop With LNP- Non-Design ..... 95% > = 48 hours
- 2W Analog Loop With INP-Design ..... 95% > = 48 hours
- 2W Analog Loop With INP-Non-Design ..... 95% > = 48 hours
- UNE Digital Loop <DS1 ..... 95% > = 48 hours
- UNE Digital Loop >=DS1 ..... 95% > = 48 hours
- UNE Loop + Port Combinations ..... 95% > = 48 hours
  - Dispatch In ..... Dispatch In
  - Switch Based ..... Switch Based
- UNE Switch Ports ..... 95% > = 48 hours
- UNE Combo Other ..... 95% > = 48 hours
- UNE xDSL (HDSL, ADSL and UCL) ..... 95% > = 48 hours
- UNE ISDN (Includes UDC) ..... 95% > = 48 hours
- UNE Line Sharing ..... 95% > = 48 hours
- UNE Other Design ..... 95% > = 48 hours
- UNE Other Non-Design ..... 95% > = 48 hours
- Local Transport (Unbundled Interoffice Transport) ..... 95% > = 48 hours
- Local Interconnection Trunks ..... 95% > = 48 hours
- UNE Line Splitting ..... 95% > = 48 hours
- EELs ..... 95% > = 48 hours

**BellSouth Proposed New Measures**

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | | | |

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# P-2B: Percentage of Orders Given Jeopardy Notices

## Definition

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide notice to the CLEC.

The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

## Exclusions

- Disconnect Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, which may be coded C, N, R or T, etc.)

## Business Rules

When BellSouth can determine that a committed due date is in jeopardy for facility delay, it will provide notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period

## Calculation

**Percent of Orders Given Jeopardy Notice =** (a / b) X 100

- a = Number of Orders Given Jeopardy Notices in Reporting Period
- b = Number of Orders Confirmed (due) in Reporting Period

**Percent of Orders Given Jeopardy Notice > = 48 hours =** (c / d) X 100

- c = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)
- d = Number of Orders Given Jeopardy Notice > = 48 hours in Reporting Period (electronic only)

## Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
  - State, Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

## SQM Disaggregation - Analog/Benchmark

| SQM LEVEL of Disaggregation | SQM Analog/Benchmark |
|---|---|
| **% Orders Given Jeopardy Notice** | |
| • 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 |
| • UNE ISDN (Includes UDC) | 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
- EELs..... Retail DS1/DS3

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No..... | ..... | ..... | ..... |

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable ..... | Not Applicable |

# P-11: Service Order Accuracy (Mechanized Process)

## Definition

The Service Order Accuracy measurement measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling by a BellSouth service representative in the LCSC are measured.

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, which may be coded C, N, R or T etc.)
- Disconnect Orders
- CLEC LSRs submitted manually (FAX or Courier)
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow Through)

## Business Rules

CLEC LSRs submitted electronically that flow through the ordering OSS without manual intervention by a BellSouth representative are considered "accurate and complete". CLEC LSRs submitted electronically that fall out of the electronic system for manual processing by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services reflected on the LSR are compared to the completed service order using the CLEC-Affecting Service Attributes shown below.

**Selected CLEC-Affecting Service Attributes**

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

**BellSouth LSR Fields**

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Application Date
- Due Date
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Deliver Address
  - Listing Activity
  - Alphanumeric Listing Identifier Code
  - Record Type
  - Listing Type
  - Listed Telephone Number
  - Listed Name, Last Name
  - Listed Name, First Name
  - Address Indicator
  - Listed Address House Number
  - Listed Address House Number Sufix
  - Listed Address Street Directional
  - Listed Address Street Name

  - Listed Address Thoroughfare
  - Listed Address Street Suffix
  - Listed Address Locality
  - Yellow Pages Heading
- Features
  - Feature Activity
  - Feature Codes
  - Feature Detail
- Hunting
  - Hunt Group Activity
  - Hunt Group Identifier
  - Telephone Number Identifier
  - Hunt Type Code
  - Hunt Line Activity
  - Hunting Sequence
  - Number Type
  - Hunting Telephone Number
- E911 Listing
  - Service Address House Number
  - Service Address House Number Suffix
  - Service Address Street Directional
  - Service Address Street Name
  - Service Address Thoroughfare
  - Service Address Street Suffix
  - Service Address Descriptive Location
- Remarks
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

## Calculation

**Percent Service Order Accuracy** = (a / b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

## Report Structure

- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (PON)
- Local Service Request (LSR) Number
- BellSouth Service Order Number
- BellSouth Service Order Completion Date
- Service Type (Resale, UNE, UNE-P)
- Standard Order Activity

**Relating to BellSouth Performance**

- No BellSouth Analog Exists

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Resale | 90% Accurate |
| • UNE | |
| • UNE-P | |

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| Yes | | X | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Resale | 90% Accurate |
| • UNE | |
| • UNE-P | |

# P-13A: LNP - Percent Out of Service < 60 Minutes

## Definition

The Number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.

## Exclusions

- CLEC-caused errors
- NPAC caused errors unless caused by BellSouth
- Stand Alone LNP Orders with more than 500 number activations

## Business Rules

The Start time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes.

## Calculation

**Percent Out of Service < 60 Minutes** = (a / b) X 100

- a = Number of activations provisioned in less than 60 minutes
- b = Total LNP activations

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

## Data Retained

### Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Date/Time of Recent Change Notice

### Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • LNP | > = 96.5% |

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| Yes | X | X | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • LNP | > = 96.5% |

# P-13B: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

## Definition

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

## Exclusions

- Excludes Remote Call Forwarding, DIDs, and ISDN Data TNs
- Excludes CLEC or Customer caused misses or delays.

## Business Rules

Obtain number of LNP TNs where the 10-digit trigger was applied prior to due date, and the total number of LNP TNs where the 10-digit trigger was applicable.

## Calculation

**Percentage of 10-Digit Trigger Applications** = (a / b) X 100

- a = Count of LNP TNs for which 10-digit trigger was applied prior to due date
- b = Total LNP TNs for which 10-digit triggers where applicable

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

## Data Retained

### Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Date/Time of Recent Change Notice

### Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • LNP | > = 96.5% |

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| Yes | X | X | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • LNP | > = 96.5% |

# P-13C: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non Trigger)

## Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

## Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable. Order types may be C, N, R, or T.
- CLEC-caused errors
- NPAC-caused errors, unless caused by BellSouth
- Incomplete Ports where only a subset of activate messages have been received compared with the LSR and create messages.
- Orders which are candidates for 10 digit triggers, except those that did not receive 10 digit triggers prior to the port out date.
- LSRs where the CLEC did not contact BST within 30 minutes after Activate Message.

## Business Rules

The Disconnect Timeliness interval is determined for each number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each number on the service order is disconnected in the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period. Non-Business hours will be excluded from the duration calculation for unscheduled after hours LNP ports. This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.

## Calculation

**Disconnect Timeliness Interval** = (a - b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date & time

**Average Disconnect Timeliness Interval** = (c / d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

**Disconnect Timeliness Interval Distribution (for each interval)** = (e / f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnect numbers completed in reporting period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

## Data Retained

### Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Date/Time of Recent Change Notice

### Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

## SQM Disaggregation – Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • LNP (Normal Working Hours and Approved After Hours) | 95% < = 4 Hours |
| • LNP (Unscheduled After Hours Ports) | 95% < = 4 Hours (excluding non-business hours) |

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| Yes | X | X | |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • LNP (Normal Working Hours and Approved After Hours) | 95% < = 4 Hours |
| • LNP (Unscheduled After Hours Ports) | 95% < = 4 Hours (excluding non-business hours) |

# B-9: Percent Daily Usage Feed Errors Corrected in X Business Days

## Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

## Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

## Business Rules

This measure will provide the % of errors corrected in X Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (http://pmap.bellsouth.com/) and click the Documentation/Exhibits link, then select the "CLEC Problem/Issue/File Retransmission form."

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

## Calculation

**Timeliness of Daily Usage EMI Content Errors Corrected** = (a / b) X 100

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

**Timeliness of Daily Usage Pack Format Errors Corrected** = (c / d) X 100

- c= Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

## Report Structure

- CLEC Specific
  - Total number of BST disputed Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of BST disputed Daily Usage Packs with Format Errors received in reporting month
  - Total number of Daily Usage Packs with Format Errors received in reporting month
- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report month
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Level of Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • Region | Diagnostic |

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | | | |

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |

# B-10: Percent Billing Errors Corrected in X Business Days

## Definition

Measures timely carrier bill adjustments.

## Exclusions

Billing adjustments requests that are rejected by BellSouth or disputed by BellSouth.

Adjustments that are initiated by BellSouth.

## Business Rules

This measure applies to CLEC wholesale bill adjustments. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. Clock starts when BellSouth receives the ALECs Billing Adjustment Request (BAR) form (BAR form and instructions found at (http://interconnection.bellsouth.com/forms/html/billing&collections.html) and the clock stops when adjustments is made to bill through ACATS or BOCRIS (generally next CLEC bill unless adjustment request after middle of the month). BellSouth will report separately those adjustment requests that are disputed by BellSouth.

## Calculation

**Percent Billing Errors Corrected in 45 Business Days** = (a / b) X 100

- a = Number of BellSouth Adjustments in 45 Business Days
- b = Total Number of Adjustment Requests in Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope:
- State Specific

## Data Retained

### Relating to CLEC Experience

- Number of BellSouth Adjustments in 45 Business days
- Total number of Billing Adjustment Requests in Reporting Period
- Number of Adjustments disputed by BellSouth (reported separately)

### Relating to BellSouth Performance

- None

## SQM Disaggregation - Retail Analog/Benchmark

| SQM Level of Disaggregation | SQM Analog/Benchmark |
|---|---|
| • State | Diagnostic |

## SEEM Measure

| SEEM | Tier I | Tier II | Tier III |
|---|---|---|---|
| No | | | |

| SEEM Disaggregation | SEEM Analog/Benchmark |
|---|---|
| • Not Applicable | Not Applicable |