

BellSouth Service Quality Measurement Plan (SQM)

Kentucky Performance Metrics

Measurement Descriptions

**Proposed Administrative Changes to
Version 1.00**

Issue Date: December 16, 2002

Introduction

Change Proposed:

In the second paragraph of the Introduction section of the SQMP, BellSouth proposes to make the following change “...and proceedings in Alabama, [Florida](#), [Georgia](#), [Kentucky](#), Mississippi, North Carolina, [South Carolina and Tennessee](#) have and continue to influence the SQM. This version of the SQM reflects the Order of the [Georgia Kentucky](#) Public Service Commission in Docket [7892-U](#) [Case No. 2001-105](#) dated [\(date of Kentucky Order to be issued at the close of the 6-month review\)](#).”

Rationale:

Clarification.

Change Proposed:

In the fourth paragraph of the Introduction section of the SQMP, BellSouth proposes to make the following change “This document is intended for use by someone with knowledge of [the](#) telecommunications industry,

Rationale:

Correction.

Change Proposed:

In the fifth paragraph of the Introduction section of the SQMP, BellSouth proposes to make the following change: “Once it is approved, the most current copy of this document can be found on the web at URL: (<https://pmap.bellsouth.com>) in the [Help Documentation/Exhibits](#) folder.”

Rationale:

Correction.

Report Publication Dates

Change Proposed:

BellSouth proposes to make the following changes in this section.

“Each month, preliminary SQM reports will be posted to BellSouth’s SQM web site (<https://www.pmap.bellsouth.com>) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. [Final The](#) validated SQM reports will be posted by 8:00 A.M. on the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. [Preliminary SEEM reports will be posted on the same day as the SQM validated reports.](#) Validated SEEM reports will be posted on the 15th of the following month. [SEEM P](#)payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated SQM reports [and preliminary SEEM reports](#) will be posted on the last day of [June](#) the month. Final validated SEEM reports will be posted and payments mailed on [July the 15th of the following month.](#) [BellSouth shall retain the performance measurement Supporting Data Files \(SDF\) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.](#)”

Rationale:

This is an administrative change to clarify BellSouth’s policy on posting reports and making SEEM payments.

Section 1: Operations Support Systems (OSS)

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

In the Business Rules, BellSouth proposes to add the sentence below to the end of the Business Rules.

BellSouth will not schedule maintenance during the hours from 8:00 A.M. until 9:00 P.M. Monday through Friday.

Rationale:

This is an administrative clarification.

Change Proposed:

In the SQM/SEEM Level of Disaggregation, BellSouth proposes to delete the definition for HAL/CRIS and replace it with the definition of CRIS.

Rationale:

HAL/CRIS contract is no longer valid.

Change Proposed:

In the SEEM Analog/Benchmark section, BellSouth proposes to delete the following phrase “Percent Response Received within 6.3 seconds: > 95%”.

Rationale:

Correction. This phrase was included in the SQM in error.

Change Proposed:

BellSouth proposes to move the Legacy System Access Time tables to Appendix C.

Rationale:

Administrative: BellSouth is transforming the SQMP to a tableless format. This information is being moved to an appendix.

OSS-2:	Interface OSS Availability (Pre Ordering/Ordering)
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Change Proposed:

BellSouth proposes to change the title and calculation of this measure from “Interface Availability...” to “OSS Availability (PreOrdering/Ordering)”.

Rationale:

Clarification: The term “Interface” is not well defined and may lead to confusion or interpretation issues. “OSS Availability” is a better term because “OSS” is widely used and defined throughout the SQM. In addition, the change is supported by GA Audit KPMG Exception 133.

Change Proposed:

BellSouth proposes to add the following sentence at the end of the Business Rules.

Scheduled maintenance will not be performed between the hours of 8 AM through 9 PM Monday through Friday.

Rationale:

This is an administrative clarification.

Change Proposed:

BellSouth proposes to move the OSS Interface Availability and the SEEM OSS Interface Availability tables to Appendix C.

Rationale:

Administrative: BellSouth is transforming the SQMP to a tableless format. This information is being moved to an appendix.

OSS-3:	<u>Interface OSS</u> Availability (Maintenance & Repair)
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Change Proposed:

BellSouth proposes to change the title and calculation of this measure from “Interface Availability...” to “OSS Availability (Maintenance & Repair)”.

Rationale:

Clarification: The term “Interface” is not well defined and may lead to confusion or interpretation issues. “OSS Availability” is a better term because “OSS” is widely used and defined throughout the SQM. In addition, the change is supported by GA Audit KPMG Exception 133.

Change Proposed:

BellSouth proposes to make the following changes to the Calculation:

OSS Availability = (a / b) X 100

- a = Functional Availability of front end systems
- b = Scheduled Availability of front end systems

Rationale:

Clarification: Changes made as a result of the GA CLEC/BST/GPSC SQM Workshops. This clarifies that the region report is based on the Functional Availability and Scheduled Availability of the front end systems.

Change Proposed:

BellSouth proposes to make the following change in the Data Retained/Relating to BellSouth Performance section.

- Legacy Contract Type (~~per reporting dimension~~)

Rationale:

This is an administrative clarification. The phrase is not meaningful.

Change Proposed:

BellSouth proposes to move the OSS Interface Availability and the SEEM OSS Interface Availability to Appendix C and change the OSS Interface “LNP” to “LNP Gateway”.

Rationale:

Administrative: BellSouth is transforming the SQMP to a tableless format. This information is being moved to an appendix.

Clarification: The name LNP Gateway specifically identifies the interface.

OSS-4:	Response Interval (Maintenance & Repair)
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Change Proposed:

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

Change the SQM Disaggregation from “Regional Level” to “Regional Level, Per OSS Interface.”

Rationale:

Clarification: Changes made as a result of the GA CLEC/BST/GPSC SQM Workshops. The region report disaggregates Per OSS Interface.

Change Proposed:

BellSouth proposes to move the Legacy System Access Times table for M&R to Appendix C.

Rationale:

Administrative: BellSouth is transforming the SQMP to a tableless format. This information is being moved to an appendix.

PO-1:	Loop Make Up - Response Time – Manual
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Change Proposed:

BellSouth proposes the following in the first sentence of the Business Rules.

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes [inquiries](#) [Service Inquiry forms](#) submitted via [mail](#) or FAX to BellSouth’s Complex Resale Support Group (CRSG).

Rationale:

This is a clarification to more accurately reflect the current method of doing business.

PO-2: Loop Make Up - Response Time – Electronic
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Change Proposed:

BellSouth proposes to delete references to “RoboTAG” in the Business Rules.

Rationale:

Clarification: Current wording for Business Rules section contains references to RoboTAG that are incorrect. RoboTag is not part of this interval.

Change Proposed:

BellSouth proposes to make the following changes to the Data Retained for this measure:

Relating to CLEC Experience

- Report Month
- ~~Legacy Contract~~
- ~~Response Interval~~
- ~~Regional Scope~~
- [Total Number of Inquiries](#)
- [SI Interval](#)
- [State and Region](#)

Rationale:

Clarification: BellSouth requests that the Data Retained section be changed to reflect the data actually retained for this measure. The current version is incorrect.

Section 2: Ordering

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

BellSouth proposes to make the following changes to the Business Rules for this measure:

1. Complex*

*See LSR Flow-Through Matrix [following O-6](#) for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. [The current expanded version of this table is on the PMAP web site \(http://pmap.bellsouth.com\) in the Documentation/Exhibits menu.](http://pmap.bellsouth.com)

Rationale:

Clarification

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

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

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and ~~three~~ two types of service: Resale ~~Residence, Resale Business,~~ and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Rationale:

This is a typographical correction.

Change Proposed:

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

1. Complex*

*See LSR Flow-Through Matrix [following O-6](#) for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. [The current expanded version of this table is on the PMAP web site \(http://pmap.bellsouth.com\) in the Documentation/Exhibits menu.](http://pmap.bellsouth.com)

Rationale:

Clarification

O-7:	Percent Rejected Service Requests
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Change Proposed:

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

Percent Rejected Service Request is the percent of total [Service Requests](#) Local Service Requests (LSRs) [or Access Service Requests \(ASRs\)](#) received which are rejected due to error or omission. ~~An LSR is considered valid when it is~~ [Service requests are considered valid when they are](#) submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Rationale:

Clarification

Change Proposed:

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

- [Fatal Rejects](#)

Rationale:

Error correction

Change Proposed:

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

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the [Interconnection Purchasing Center \(IPC\)](#); [Local Interconnection Service Center \(LISC\)](#). Trunk data is reported separately.

Rationale:

Clarification

O-8:	Reject Interval
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Change Proposed:

BellSouth proposes the following change to the Definition for this measure:

Reject Interval is the average reject time from receipt of [Service Requests \[\(Local Service Requests ~~an~~ \(LSRs\) or Access Service Requests \(ASRs\)\]](#) to the distribution of a Reject. [Service Requests are An LSR is](#) considered valid when [it is they are](#) submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Rationale:

Error corrections

Change Proposed:

BellSouth proposes to delete the following the Exclusion for this measure:

- [Scheduled OSS Maintenance](#)

Rationale:

Error correction

Change Proposed:

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

[The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR \(date and time stamps in EDI or TAG\) until that LSR is rejected back to the CLEC. Elapsed time for each LSR \(date and time stamps in EDI or TAG\) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the rejected LSRs to produce the reject interval distribution.](#)

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI [translator](#); ~~LENS~~ or TAG) until the LSR is rejected (date and time stamp or reject in EDI [translator](#); TAG or ~~LENS~~). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI ~~translator~~, ~~LENS~~ or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via ~~LENS~~, EDI ~~translator~~, or TAG.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately. ~~All interconnection trunks are counted in the non-mechanized category.~~

Rationale:

Clarification

Change Proposed:

BellSouth proposes changes to the following to the Report Structure for this measure:

- ~~Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized~~
- CLEC Specific
- CLEC Aggregate
- ~~Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized~~
- Geographic Scope
 - State
 - Region
- Fully Mechanized

- Trunks
 - ~~0 - <= 36 Hours~~
 - ~~> 36 Hours~~
 - ~~<= 4 days~~
 - ~~> 4 <= 8 days~~
 - ~~> 8 <= 12 days~~
 - ~~> 12 <= 14 days~~
 - ~~> 14 <= 20 days~~
 - ~~> 20 days~~
- Average Interval is reported in business hours

Rationale:

Error correction and clarification

O-9:	Firm Order Confirmation Timeliness
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Change Proposed:

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

Interval for Return of A Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR ~~or ASR~~ to ~~the~~ distribution of a Firm Order Confirmation.

Rationale:

Error Correction

Change Proposed:

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

All references of EDI [translator](#) [LENS](#) or TAG

Rationale:

Clarification and error correction

Change Proposed:

BellSouth proposes bucket changes to the following to the Report Structure for this measure:

- Fully Mechanized:
 - 0 - <= ~~15 minutes~~ 1 hour
 - ~~>15 <= 30 minutes~~
 - ~~>30 <= 45 minutes~~
 - ~~>45 <= 60 minutes~~
 - ~~>60 <= 90 minutes~~
 - ~~>90 <= 120 minutes~~
 - ~~>120 <= 180 minutes~~
 - >1 - <= 3 hours
 - 0 - <= 3 hours
 - >3 - <= 6 hours
 - ~~>6 <= 12 hours~~
 - ~~>12 <= 24 hours~~
 - ~~>24 <= 48 hours~~
 - >48 6 hours
- Partially Mechanized:
 - ~~0 <= 4 hours~~
 - ~~>4 <= 8 hours~~
 - ~~>8 <= 10 hours~~
 - ~~0 <= 10 hours~~
 - ~~>10 <= 18 hours~~
 - ~~0 <= 18 hours~~
 - ~~>18 <= 24 hours~~
 - ~~0 <= 24 hours~~
 - ~~>24 <= 48 hours~~
 - ~~>48 hours~~
 - 0 - <= 1 hour
 - >1 - <= 5 hours
 - >5 - <= 7 hours
 - >7 - <= 15 hours
 - >15 hours
- Non-Mechanized
 - ~~0 <= 4 hours~~
 - ~~>4 <= 8 hours~~
 - ~~>8 <= 12 hours~~
 - ~~>12 <= 16 hours~~
 - ~~>16 <= 20 hours~~
 - ~~>20 <= 24 hours~~
 - ~~>24 <= 36 hours~~
 - ~~0 <= 36 hours~~
 - ~~>36 <= 48 hours~~
 - ~~>48 hours~~
 - 0 - <= 1 hour
 - >4 - <= 10 hours
 - >10 - <= 24 hours
 - 0 - <24 hours
 - >24 hours

Rationale:

Clarification to include new buckets as required by benchmarks.

O-11:	Firm Order Confirmation and Reject Response Completeness
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Change Proposed:

BellSouth proposes to delete the following sentence from the Definition for this measure:

A response is expected from BellSouth for every Local Service Request transaction (version). ~~More than one response or differing responses per transaction is not expected.~~ Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Rationale:

Error correction to comply with original order.

Change Proposed:

BellSouth proposes the deletion of the following to the Business Rules for this measure:

For CLEC Results:

~~Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:~~

~~Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.~~

~~Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.~~

Rationale:

Error correction to comply with original order

Change Proposed:

BellSouth proposes the deletion of the following to the Calculation for this measure:

~~Multiple or Differing FOC/ Reject Responses Not Expected~~

~~Response Completeness = [(a + b) / c] X 100~~

- ~~• a = Total Number of Firm Order Confirmations Per LSR Version~~
- ~~• b = Total Number of Reject Responses Per LSR Version~~
- ~~• c = Total Number of Service Requests (All Versions) Received in the Reporting Period~~

Rationale:

Error correction to comply with original order.

Change Proposed:

BellSouth proposes the deletion of the following to the Report Structure for this measure:

- ~~• BellSouth Specific~~

Rationale:

Correction: Because there is no BellSouth data for this measure

Change Proposed:

BellSouth proposes the following changes to the Data Retained/Relating to CLEC Experience for this measure:

Remove -- [BellSouth Specific](#)

Add – [Total Number of FOCs](#)

Rationale:

Error Correction

O-12: Speed of Answer in Ordering Center

Change Proposed:

BellSouth proposes the changes of the following to the Report Structure for this measure:

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
 - ~~[Business Service Center](#)~~
 - ~~[Residence Service Center](#)~~
 - ~~[Retail Service Center \(Business Retail Service Center and Residence Retail Service Center\)](#)~~
- [Geographic Scope](#)
 - [Region](#)

Rationale:

This a administrative clarification

Section 3: Provisioning

P-1:	Mean Held Order Interval & Distribution Intervals
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Change Proposed:

BellSouth proposes the following changes to the last sentence of the Definition for this measure:

The distribution interval is based on the number of orders held and pending but not completed \geq 15 days and \geq 90 days. (Orders reported in the \geq 90 day interval are also included in the \geq 15 day interval.)

Rationale:

Clarification (error correction)

Change Proposed:

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

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect ~~(D) & From (F) orders~~ Orders
- ~~Orders with appointment code of 'A' for Rural orders.~~
- Orders with an Appointment Code of "A", i.e. orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.

Rationale:

- To make the exclusion for disconnect orders uniform for all Provisioning measures.
- Clarification

Change Proposed:

BellSouth proposes the following changes to the last section of the Business Rules for this measure:

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of \geq 15 days and \geq 90 days. (Orders counted in \geq 90 days are also included in \geq 15 days).

Rationale:

Clarification (error correction)

P-3:	Percent Missed Installation Appointments
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Change Proposed:

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

- 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.)
- Disconnect ~~(D) & From (F) Orders~~ Orders
- End User Misses on Local Interconnection Trunks

Rationale:

- To make the exclusion for disconnected orders uniform for all Provisioning measures.
- This is an error correction. BellSouth should not be held responsible for End User Missed Installation Appointments. Ordered by the Georgia PSC and Florida PSC.

Change Proposed:

BellSouth proposes to add the following changes to the last bullet in Report Structure for this measure:

- Dispatch/Non-Dispatch ([except Trunks](#))

Rationale:

Clarification: This change to the SQM accurately reflects the code and the process. The PMI report has never been disaggregated by Dispatch and Non-Dispatch for Trunks. It is one report and this request is to make the SQMP match the reports.

P-4: Average Completion Interval (OCI) & Order Completion Interval Distribution

Change Proposed:

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

- 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.).
- Disconnect (~~D&F~~ orders ~~Orders~~ (~~Except "D" orders associated with LNP Standalone~~))
- [End user-caused misses](#)
- [Saturdays/Sundays/Holidays from product xDSL](#)
- [Sundays/Holidays for all other products](#)

Rationale:

- To make the exclusion for disconnect orders uniform for all Provisioning measures.
- This is an error correction. BellSouth should not be held responsible for End User Missed Installation Appointments. Ordered by the Georgia PSC and Florida PSC.
- xDSL orders are not worked on Saturday/Sunday/Holidays. If they are completed on those days, that day will count in the interval. For all other products, CLECs can issue orders Saturday night after the BST centers are closed and Sunday/Holidays are counted in the intervals.

Change Proposed:

BellSouth proposes the following changes to the last paragraph in the Business Rules for this measure:

~~The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, >= 30 = 30 and greater.~~

The interval breakout for UNE is 0, 1, 2, 3, 4, 5+ and Design is 0-5 = 0 - < 5, 5-10 = 5 - < 10, 10-15 = 10 - < 15, 15-20 = 15 - < 20, 20-25 = 20 - < 25, 25 - 30 = 25 - < 30, > = 30 = 30 and greater.

Rationale:

The interval breakout for UNE is being added for clarification. Zero is added to the interval breakout to include orders completed in the same day.

Change Proposed:

BellSouth proposes the following changes to the Report Structure for this measure:

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Residence & Business UNE reported in day intervals = 0,1,2,3,4,5,5+
- UNE and Design reported in day intervals of = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30
- All Levels are reported < 10 line/circuits; > = 10 line/circuits (except trunks)

~~← ISDN Orders included in Non-Design~~

Rationale:

- Error Correction – UNE is reported in single day intervals
- Error Correction – ISDN orders are disaggregated into individual products.

Change Proposed:

BellSouth proposes the following change to the Data Retained/Relating to BellSouth Performance section for this measure:

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- ~~Application Date & Time~~ Order Submission Date & Time
- Order Completion Date & Time
- Service Type
- Geographic Scope

Rationale:

- Error Correction – the actual data retained is the order submission date and time.

P-5:	Average Completion Notice Interval
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Change Proposed:

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

- 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.).
- ~~Disconnect Orders~~ D&F orders (Exception: “D” orders associated with LNP Standalone)

Rationale:

- To make the exclusion for disconnect orders uniform for all Provisioning measures

Change Proposed:

BellSouth proposes to add the following sentence to the Business Rules for this measure:

For the retail analog, the start time is when the technician completes the order and the end time is when the order status is changed to complete in SOCS.

Rationale:

Clarification

Change Proposed:

BellSouth proposes the following changes to the Report Structure for this measure:

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders

- Reporting intervals in Hours; 0, ~~1-2, 2-4, 4-8, 8-12, 12-24, >=24~~ plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1=0-0.99; 1-2=1-1.99; 2-4=2-3.99, etc.) ~~1- <= 2, > 2 - <= 4, > 4 - <= 8, > 8 - <= 12, > 12 - <=24, > 24 plus Overall Average Hour Interval~~

Rationale:

Clarification: These changes correct errors in the SQM and have no impact on the numbers.

P-6: % Completions/Attempts without Notice or < 24 Hours Notice

Change Proposed:

BellSouth proposes the following addition to the Exclusions for this measure:

- “0” dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date, or any LSR received < 24 hours prior to the original commitment date.
- Disconnect Orders

Rationale:

Error Correction

P-7: Coordinated Customer Conversions Interval

Change Proposed:

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

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP/ LNP	Diagnostic
• Unbundled Loops without INP/ with LNP	

Rationale:

Error correction

P-7B: Coordinated Customer Conversions – Average Recovery Time

Change Proposed:

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

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times
- d = Number of Troubles per circuit Referred to BellSouth

Rationale:

Clarification: Troubles are always tracked by individual line or circuit.

Change Proposed:

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

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP/ LNP	Diagnostic
• Unbundled Loops without INP/ with LNP	

Rationale:

Error correction

P-7C:	Hot Cut Conversions – % Provisioning Troubles Received Within 7 Days of a Completed Service Order
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Change Proposed:

BellSouth proposes the following change to the Exclusions for this measure:

- Any order canceled by the CLEC
- Troubles caused by Customer Provided Equipment
- Troubles caused by CLEC Equipment

Rationale:

Clarification to show that troubles caused by CLEC equipment are also excluded.

P-8:	Cooperative Acceptance Testing - % of xDSL Loops <u>Successfully Tested</u> <u>Passing Cooperative Testing</u>
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Change Proposed:

BellSouth proposes to change the title of this measure (as shown above).

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Change Proposed:

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

The loop will be considered successfully cooperatively tested when ~~the BellSouth technician places a call to the CLEC representative to initiate cooperative testing and jointly performs the tests with the CLEC.~~ both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR73600.

Rationale:

Clarification: This adds needed definition to the measure.

Change Proposed:

BellSouth proposes the following change to the Data Retained/Relating to CLEC Experience section for this measure:

- Report Month
- CLEC Company Name (OCN)
- CLEC Order Number (so_nbr) and PON (PON)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Acceptance Testing Completed (ACCEPT_TESTING)
- Acceptance Testing Declined (ACCEPT_TESTING)
- Total xDSL Orders
- Missed Appointment Code

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

Rationale:

Clarification.

P-9:	% Provisioning Troubles within 30 days of Service Order Completion
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Change Proposed:

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

- 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.)
- ~~D & F orders~~ Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment

Rationale:

- To make the exclusion for disconnect orders uniform for all Provisioning measures.
- Clarification to show that troubles caused by CLEC equipment are also excluded.

Change Proposed:

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

Measures the quality and accuracy of completed orders. The first trouble report ~~from a received after~~ service order ~~after~~ completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Rationale:

Clarification

Change Proposed:

BellSouth proposes to delete the following levels of disaggregation in the SQM Level of Disaggregation – SQM Analog/Benchmark for this measure:

- ~~INP (Standalone).....Retail Residence and Business (POTS)~~
- ~~LNP (Standalone).....Retail Residence and Business (POTS)~~

Rationale:

Error correction. No data available in LMOS or WFA.

Section 4: Maintenance & Repair

M&R-1:	Missed Repair Appointments
-------------------	-----------------------------------

Change Proposed:

BellSouth proposes the following change to the Definition for this measure:

The percent of customer trouble reports not cleared by the committed date and time.

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

Change Proposed:

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

Percentage of Missed Repair Appointments = $(a / b) \times 100$

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Customer Trouble reports closed in Reporting Period

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

M&R-2:	Customer Trouble Report Rate
-------------------	-------------------------------------

Change Proposed:

BellSouth proposes the following change to the Definition for this measure.

Initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service.

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

Change Proposed:

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

Customer Trouble Report Rate = $(a / b) \times 100$

- a = Count of Initial and Repeated Customer Trouble Reports closed in the Current Period

- b = Number of Service Access Lines in service at End of the Report Period

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

M&R-3:	Maintenance Average Duration
-------------------	-------------------------------------

Change Proposed:

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

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Customer Trouble Ticket was Opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Customer Troubles in the reporting period

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

M&R-4:	Percent Repeat Troubles within 30 Days
-------------------	---

Change Proposed:

BellSouth proposes the following change to the Definition for this measure:

Closed customer trouble reports on the same line/circuit as a previous customer trouble report received within 30 calendar days as a percent of total customer troubles closed reported

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

Change Proposed:

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

Percent Repeat Customer Troubles within 30 Days = (a / b) X 100

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days
- b = Total Customer Trouble Reports Closed in Reporting Period

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured

“customer trouble reports” and “all trouble reports” (including exclusions). This change will identify “customer trouble reports” as appropriate, in the SQM Plan document.

Change Proposed:

BellSouth proposes the following change to the Data Retained for this measure:

Relating to CLEC Experience

- Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT_REPEAT)

Relating to BellSouth Performance

- Total and Percent Repeat Customer Trouble Reports within 30 Days

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured “customer trouble reports” and “all trouble reports” (including exclusions). This change will identify “customer trouble reports” as appropriate, in the SQM Plan document.

M&R-5:	Out of Service (OOS) > 24 Hours
-------------------	---

Change Proposed:

BellSouth proposes the following change to the Definition for this measure:

For Out of Service Customer Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Customer Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured “customer trouble reports” and “all trouble reports” (including exclusions). This change will identify “customer trouble reports” as appropriate, in the SQM Plan document.

Change Proposed:

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

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the customer trouble report is created in LMOS/WFA and the customer trouble is counted if the elapsed time exceeds 24 hours.

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured “customer trouble reports” and “all trouble reports” (including exclusions). This change will identify “customer trouble reports” as appropriate, in the SQM Plan document.

Change Proposed:

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

Out of Service (OOS) > 24 hours = (a / b) X 100

- a = Total Cleared Customer Troubles OOS > 24 Hours
- b = Total OOS Customer Troubles in Reporting Period

Rationale:

Clarification: The Service Quality Measurement Plan (SQM) document for M&R measures 1-5 doesn't always distinguish between measured "customer trouble reports" and "all trouble reports" (including exclusions). This change will identify "customer trouble reports" as appropriate, in the SQM Plan document.

M&R-6:	Average Answer Time – Repair Centers
-------------------	---

Change Proposed:

BellSouth proposes the following change to the Definition for this measure:

This report measures the average time a customer is in queue when calling a BellSouth Repair Center.

Rationale:

Clarification.

Change Proposed:

BellSouth proposes the following change to the Report Structure for this measure:

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Rationale:

This a administrative clarification

Section 5: Billing

B-1:	Invoice Accuracy
-------------	-------------------------

Change Proposed:

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

Invoice Accuracy = $[(a - b) / a] \times 100$

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Total Billing Related Adjustments during current month

Rationale:

Clarification: This change clarifies exactly what data is retained by BBI in reference to this measure for BellSouth performance and improves the accuracy of the calculation. It has no impact on the numbers.

Change Proposed:

BellSouth proposes the following change to the Report Structure for this measure:

- Number of Adjustments

Rationale:

Clarification

Change Proposed:

BellSouth proposes the following change to the Data Retained for this measure: change the phrase “Billing Related Adjustments” to “Total Billing Related Adjustments” for both CLEC Experience and BellSouth Performance.

Rationale:

Clarification - This change clarifies exactly what data is retained by BBI in reference to this measure for BellSouth performance and improves the accuracy of the calculation. It has no impact on the numbers.

B-2:	Mean Time to Deliver Invoices
-------------	--------------------------------------

Change Proposed:

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

SQM Analog/Benchmark

- ~~CRIS based invoices will be released for delivery within six (6) business days.~~
- ~~CABS based invoices will be released for delivery within eight (8) calendar days.~~
- CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

Rationale:

Clarification - This change corrects an error in the SQM. The deleted statements are invalid and in no way affect the measurement. This is a parity measurement. The CLEC results are compared with BST results.

B-4:	Usage Data Delivery Completeness
-------------	---

Change Proposed:

BellSouth proposes the following change to the Report Structure for this measure: Remove “BellSouth Aggregate”

Rationale:

Clarification – BellSouth has no data in this measure.

Change Proposed:

BellSouth proposes the following change to the Data Retained for this measure: Replace “Report Month” and “Record Type” with “None.”

Rationale:

Clarification – BellSouth has no data in this measure.

B-5:	Usage Data Delivery Timeliness
-------------	---------------------------------------

Change Proposed:

BellSouth proposes the following change to the Report Structure for this measure: Remove “BellSouth Aggregate.”

Rationale:

Clarification – BellSouth has no data in this measure.

Change Proposed:

BellSouth proposes the following change to the Data Retained (Relating to CLEC Experience and Relating to BellSouth Performance) for this measure: Replace “Report Month” and “Record Type” with “None.”

Rationale:

Clarification – BellSouth has no data in this measure.

B-6:	Mean Time to Deliver Usage
-------------	-----------------------------------

Change Proposed:

BellSouth proposes the following change to the Report Structure for this measure: Remove “BellSouth Aggregate”:

Rationale:

Clarification – BellSouth has no data in this measure.

Change Proposed:

BellSouth proposes the following change to the Data Retained (Relating to CLEC Experience and Relating to BellSouth Performance) for this measure: Replace “Report Month” and “Record Type” with “None”:

Rationale:

Clarification – BellSouth has no data in this measure.

B-7:	Recurring Charge Completeness
-------------	--------------------------------------

Change Proposed:

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

The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill.

Rationale:

These changes correct and clarify the measure. They were discussed in the GA workshops held in November 2001.

B-8:	Non-Recurring Charge Completeness
-------------	--

Change Proposed:

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

The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

Rationale:

These changes correct and clarify the measure. They were discussed in the GA workshops held in November 2001.

Section 10: Collocation

C-1:	Collocation Average Response Time
-------------	--

Change Proposed:

BellSouth proposes the following changes to the SQM Level of Disaggregation.

- State
- Virtual ~~Initial~~
- ~~Virtual Augment~~
- Physical Caged ~~Initial~~
- ~~Physical Caged Augment~~
- Physical Cageless ~~Initial~~
- ~~Physical Cageless Augment~~

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Change Proposed:

BellSouth proposes the following changes to the SQM Analog/Benchmark.

- Virtual – ~~20~~ 10 Calendar Days
- Physical Caged - ~~30~~ 20 Calendar Days
- Physical Cageless - ~~30~~ 20 Calendar Days

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

C-2:	Collocation Average Arrangement Time
-------------	---

Change Proposed:

BellSouth proposes the following changes to the Business Rules.

For initial collocation arrangements, the clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

For augmentations to existing collocation arrangements, the clock starts on the received date of the application. The clock stops on the date BellSouth completes the collocation arrangement and notifies the CLEC.

Augments that do not fall into simple, minor, or intermediate categories will be included in the appropriate collocation measurement.

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Change Proposed:

BellSouth proposes the following changes to the SQM Level of Disaggregation.

- State
- Virtual ~~Initial~~
- ~~Virtual Augment~~
- Physical Caged ~~Initial~~
- ~~Physical Caged Augment~~
- Physical Cageless ~~Initial~~
- ~~Physical Cageless Augment~~
- Simple Augments
- Minor Augments
- Intermediate Augments

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Change Proposed:

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

SQM Analog/Benchmark

- Virtual – 50 Calendar Days (Ordinary)
- Virtual – 75 Calendar Days (Extraordinary)
- Physical Caged – 90 Calendar Days
- Physical Cageless – 60 Calendar Days (Ordinary)
- Physical Cageless – 90 Calendar Days (Extraordinary)
- Simple Augments – 20 Calendar Days
- Minor Augments – 45 Calendar Days
- Intermediate Augments – 60 Calendar Days

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

C-3:	Collocation Percent of Due Dates Missed
-------------	--

Change Proposed:

BellSouth proposes to add the sentence below to the Business Rules.

Augments that do not fall into simple, minor, or intermediate categories will be included in the appropriate collocation measurement.

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Change Proposed:

BellSouth proposes the following changes to the SQM Level of Disaggregation.

- State
- Virtual ~~Initial~~
- ~~Virtual Augment~~
- Physical Caged ~~Initial~~
- ~~Physical Caged Augment~~
- Physical Cageless ~~Initial~~
- ~~Physical Cageless Augment~~
- Augments

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Section 11: Change Management

CM-1:	Timeliness of Change Management Notices
--------------	--

Change Proposed:

BellSouth proposes the following change to the Report Structure for this measure.

- BellSouth Aggregate
- Geographic Scope
 - Region

Rationale:

This is a administrative clarification

CM-2:	Change Management Notice Average Delay Days
--------------	--

Change Proposed:

BellSouth proposes the following change to the SQM Analog/Benchmark for this measure.

<= ~~8~~ 5 Days

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

CM-3:	Timeliness of Documents Associated with Change
--------------	---

Change Proposed:

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

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process [a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Change Proposed:

BellSouth proposes the following change to the SQM Analog/Benchmark for this measure.

- 95% ~~>= 30 days if new features coding is required~~ on time
- 95% ~~>= 5 days for documentation defects, corrections or clarifications~~



Rationale:

This change was specified in the GA PSC Order issued in Docket 7892-U on 11/14/02.

Appendix A: Reporting Scope

Change Proposed:

BellSouth proposes to add the delete the Reporting Scope, currently known as Appendix A.

Rationale:

The information reflected in the Reporting Scope document is now contained in the Data Retained or SQM/SEEM Level of Disaggregation sections of measure in the SQM.

Appendix **B** **A**: Glossary of Acronyms and Terms

Change Proposed:

BellSouth proposes to add the following terms and definitions to the Glossary of Acronyms and Terms. With the deletion of the previous Appendix A (known as the Reporting Scope), the Glossary of Acronyms and Terms will be relabeled as Appendix A.

OSDF:

Other Supporting Data Files contain a CLEC's initiated data/records "excluded" from the measures in each segment of the SQMP reports (Ordering, Provisioning and Maintenance, etc.). The OSDFs will also include partial and/or incomplete records if the CLEC can be identified. These files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible. These files contain confidential and proprietary business information. CLECs must submit a OSDF request form to receive OSDFs.

Raw Data File (SDF):

Supporting (a.k.a. "Raw") Data Files contain records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Supporting Data has been transformed from raw data to information (data with meaning). This supporting data represents records generated by the CLECs that are used in the calculation of SQM and SEEM metrics, and, records that are specifically noted as exclusions in the "Exclusions" section of the SQM, if applicable.

Rationale:

Provide information on new terms used in the SQMP.

Appendix ~~C~~ **B**: BellSouth Audit Policy

Change Proposed:

BellSouth proposes the following changes to the Audit Policy. Due to the deletion of the Reporting Scope, the BellSouth Audit Policy will be relabeled as Appendix B.

~~BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) each of the next five (5) years (2001–2005) to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:~~

- ~~1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.~~
- ~~2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).~~
- ~~3. BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.~~

~~BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.~~

BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.

The plan consists of three sections:

1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.
2. Production addresses the quality assurance steps used to create monthly SQM reports.
3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually.

If BellSouth is required to undergo a comprehensive regional audit, conducted by an independent third party auditor during a calendar year, then that external audit will replace the BellSouth internal audit for the same calendar year.

Rationale:

Clarification. This makes the Audit Policy a permanent part of the Quality Control Plan and SQMP.

Change Proposed:

BellSouth proposes to add the OSS Legacy tables from the OSS section of the SQM to the renamed Appendix C, Tables.

Rationale:

Administrative: BellSouth is transforming the SQMP to a tableless format. These tables are better managed in a separate file. This information is being moved an appendix.

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

Table 1: Legacy System Access Times For RNS

<u>System</u>	<u>Contract</u>	<u>Data</u>	<u>< 2.3 sec.</u>	<u>> 6 sec.</u>	<u><= 6.3 sec.</u>	<u>Avg. Sec.</u>	<u># of Calls</u>
RSAG	RSAG-TN	Address	X.....	X.....	X.....	X.....	X.....
RSAG	RSAG-ADDR	Address	X.....	X.....	X.....	X.....	X.....
ATLAS	ATLAS-TN	TN	X.....	X.....	X.....	X.....	X.....
DSAP	DSAPDDI	Schedule	X.....	X.....	X.....	X.....	X.....
CRIS	CRSACCTS	CSR.....	X.....	X.....	X.....	X.....	X.....
OASIS	OASISBIG	Feature/Service	X.....	X.....	X.....	X.....	X.....

Table 2: Legacy System Access Times For R0S

<u>System</u>	<u>Contract</u>	<u>Data</u>	<u>< 2.3 sec.</u>	<u>> 6 sec.</u>	<u><= 6.3 sec.</u>	<u>Avg. sec.</u>	<u># of Calls</u>
RSAG	RSAG-TN	Address	X.....	X.....	X.....	X.....	X.....
RSAG	RSAG-ADDR	Address	X.....	X.....	X.....	X.....	X.....
ATLAS	ATLAS-TN	TN	X.....	X.....	X.....	X.....	X.....
DSAP	DSAPDDI	Schedule	X.....	X.....	X.....	X.....	X.....
CRIS	CRSOCRSR	CSR.....	X.....	X.....	X.....	X.....	X.....
OASIS	OASISBIG	Feature/Service	X.....	X.....	X.....	X.....	X.....

Table 3: Legacy System Access Times For LENS

<u>System</u>	<u>Contract</u>	<u>Data</u>	<u>< 2.3 sec.</u>	<u>> 6 sec.</u>	<u><= 6.3 sec.</u>	<u>Avg. sec.</u>	<u># of Calls</u>
RSAG	RSAG-TN	Address	X.....	X.....	X.....	X.....	X.....
RSAG	RSAG-ADDR	Address	X.....	X.....	X.....	X.....	X.....
ATLAS	ATLAS-TN	TN	X.....	X.....	X.....	X.....	X.....
DSAP	DSAPDDI	Schedule	X.....	X.....	X.....	X.....	X.....
CRIS	CRSECSRL	CSR.....	X.....	X.....	X.....	X.....	X.....
COFFI	COFFI/USOC	Feature/Service	X.....	X.....	X.....	X.....	X.....
P/SIMS	PSIMS/ORB	Feature/Service	X.....	X.....	X.....	X.....	X.....

Table 4: Legacy System Access Times For TAG

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X	X
ATLAS	ATLAS-DID	TN	X	X	X	X	X
DSAP	DSAPDDI	Schedule	X	X	X	X	X
TAG	TAG-CSR	CSR	X	X	X	X	X
PSIMS	PSIMS/ORB	Svc. Feat. Avail.	X	X	X	X	X

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

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
ATLAS-TN	RNS, ROS	TAG, LENS
ATLAS-DID		TAG
Appointment Scheduling		
DSAPDDI	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB		TAG, LENS
COFFI		LENS
PSIMS/ORB		TAG, LENS

OSS-2: OSS Availability (Pre-Ordering/Ordering)

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	> = 99.5%
TAG	CLEC	> = 99.5%
LENS	CLEC	> = 99.5%
LEO	CLEC	> = 99.5%
LESOG	CLEC	> = 99.5%
LNP Gateway	CLEC	> = 99.5%
LAUTO	CLEC	> = 99.5%
COG	CLEC	> = 99.5%

Proposed Changes to the Kentucky SQM

SOG.....CLEC.....	> = 99.5%
DOM.....CLEC.....	> = 99.5%
<u>PSIMS.....CLEC.....</u>	<u>> = 99.5%</u>
DOE.....CLEC/BellSouth.....	> = 99.5%
SONGS.....CLEC/BellSouth.....	> = 99.5%
ATLAS/COFFI.....CLEC/BellSouth.....	> = 99.5%
BOCRIS.....CLEC/BellSouth.....	> = 99.5%
DSAP.....CLEC/BellSouth.....	> = 99.5%
RSAG.....CLEC/BellSouth.....	> = 99.5%
SOCS.....CLEC/BellSouth.....	> = 99.5%
CRIS.....CLEC/BellSouth.....	> = 99.5%
LFACS.....CLEC/BellSouth.....	> = 99.5%
<u>RNS.....BellSouth.....</u>	<u>> = 99.5%</u>
<u>ROS.....BellSouth.....</u>	<u>> = 99.5%</u>

OSS-2: OSS Availability (Pre-Ordering/Ordering)

SEEM OSS Interface Availability

<u>OSS Interface</u>	<u>Applicable to</u>	<u>% Availability</u>
EDI.....CLEC.....		> = 99.5%
TAG.....CLEC.....		> = 99.5%
LENS.....CLEC.....		> = 99.5%
LEO.....CLEC.....		> = 99.5%
LESOG.....CLEC.....		> = 99.5%
LNP Gateway.....CLEC.....		> = 99.5%
LAUTO.....CLEC.....		> = 99.5%
COG.....CLEC.....		> = 99.5%
SOG.....CLEC.....		> = 99.5%
DOM.....CLEC.....		> = 99.5%
<u>PSIMS.....CLEC.....</u>		<u>> = 99.5%</u>

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

OSS Interface Availability (M&R)

<u>OSS Interface</u>	<u>% Availability</u>
BellSouth TAFI.....	> = 99.5%
CLEC TAFI.....	> = 99.5%
CLEC ECTA.....	> = 99.5%
BellSouth & CLEC.....	> = 99.5%
CRIS.....	> = 99.5%
LMOS HOST.....	> = 99.5%
LNP.....	> = 99.5%
MARCH.....	> = 99.5%

Proposed Changes to the Kentucky SQM

OSPCM > = 99.5%

PREDICTOR > = 99.5%

SOCS > = 99.5%

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

SEEM OSS Interface Availability (M&R)

OSS Interface **% Availability**

CLEC TAFI < = 99.5%

CLEC ECTA < = 99.5%

OSS-4: Response Interval (Maintenance & Repair)

Legacy System Access Times for M&R

System	BellSouth					Count
	& CLEC	<=4	>4 <=10	<=10	>10	
CRIS	x	x	x	x	x	x
DLETH	x	x	x	x	x	x
DLR	x	x	x	x	x	x
LMOS	x	x	x	x	x	x
LMOSupd	x	x	x	x	x	x
LNP	x	x	x	x	x	x
MARCH	x	x	x	x	x	x
OSPCM	x	x	x	x	x	x
Predictor	x	x	x	x	x	x
SOCS	x	x	x	x	x	x
NIW	x	x	x	x	x	x

Appendix D: BellSouth's PMAP Notification Process

Change Proposed:

BellSouth proposes to add its new PMAP Notification Process policy as Appendix D of the SQM.

To address the issues raised by the Southeastern Competitive Carriers Association ("SECCA") in its "Emergency Motion" filed with the Georgia Public Service Commission ("Commission") on June 12, 2002, the Commission adopted the following notification process:

On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes"). This written notice shall be served electronically on all parties in Docket 7892-U and will be posted on the PMAP website.

No later than four (4) business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time affected parties as well as the Commission can ask questions about either the Proposed Data Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).

No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes. These comments shall be served electronically on all parties in Docket 7892-U, and BellSouth shall have the opportunity to file a response, if necessary.

The Proposed Data Changes set forth in the written notice referenced above are presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice, unless the Commission staff directs BellSouth not to go forward with such changes.

Using August data as an example (which is the first data month in which this process was used), on July 1, 2002, BellSouth provided written notice of the Proposed Data Changes that BellSouth intended to make to the method of calculating August performance data. The notice also included written notice of any known Preliminary Data Changes that BellSouth was considering making in the calculation of September performance data. An industry call to discuss those changes was held on July 8, 2002, and any comments by affected parties concerning the Proposed Data Changes were to be filed with the Commission no later than July 22, 2002. Unless the Commission staff directs BellSouth not to go forward with the changes, the Proposed Data Changes outlined in the July 1 notice would be deemed approved on July 31, 2002 and would be used in calculating August performance data, which BellSouth would post on September 30, 2002.

On August 1, 2002, BellSouth will provide written notice of any Proposed Data Changes that BellSouth intends to make to the method of calculating September performance data. The notice also will include written notice of any known Preliminary Data Changes that BellSouth is considering making in the calculation of October performance data. An industry call to discuss these changes would be held on August 7, 2002 and any comments by affected parties concerning the Proposed Data Changes would have to be filed no later than August 21, 2002. Unless the Commission staff directs BellSouth not to go forward with the changes, the Proposed Data Changes outlined in the August 1 notice would be deemed approved on August 31, 2002 and would be used in calculating September performance data, which BellSouth would post on October 31, 2002.

Under the Georgia Commission's decision establishing a formal notification process, changes made by BellSouth in response to the third-party audit being conducted by KPMG are approved automatically. Because there are existing means by which the Commission and the parties monitor BellSouth's actions in addressing KPMG's observations and exceptions, BellSouth will simply provide a notice identifying any changes made by BellSouth in the calculation of its performance measurement data in order to address concerns raised by KPMG, without having to wait thirty (30) days to make these changes. Such notice may be provided to the Commission and the parties contemporaneously with the changes being made, rather than in advance.

Rationale:

This is an administrative clarification to add the policy to the SQM.

Appendix E: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

Change Proposed:

BellSouth proposes to add its new Policy on Reposting of Performance Data and Recalculation of SEEM Payments as Appendix E of the SQM.

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement ("SQM") reports and the Monthly State Summary ("MSS") report and recalculate Self-Effectuating Enforcement ("SEEM") payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

- (1) Only those measures included in a state's specific SEEM plan with corresponding sub-metrics are subject to reposting. The measures subject to reposting will be adjusted to reflect any changes in the measures included in the SEEM plans.
- (2) Performance sub-metric calculations for SEEM Measures as reflected in the MSS that result in a shift in the performance in the aggregate from an "in parity" condition to an "out of parity" condition will be available for reposting.
- (3) Performance sub-metric calculations for SEEM Measures with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a $\geq 2\%$ deviation in performance at the sub-metric level, provided that there are at least 100 CLEC transactions in the sub-metric.¹
- (4) Performance sub-metric calculations for SEEM Measures with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a .5 change in the z-score at the sub-metric level, provided that there are at least 100 CLEC transactions in the sub-metric.²
- (5) Performance data will be available with the updated data for a maximum of three months in arrears. Performance data charts (MSS Charts) that incorporate updated data will only be generated as part of the normal monthly production cycle. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
- (6) When updated performance data has been made available for reposting or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments. Where technically feasible, SEEMS payments will be subject to recalculation for a maximum of three months in arrears from the date updated performance data was made available or the date when the payment error was discovered.
- (7) Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
- (8) Any adjustments for underpayments will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

Rationale:

This is an administrative clarification to add the policy to the SQM

¹ This 100 CLEC transaction threshold does not apply to those sub-metrics associated with Local Interconnection Trunks and those performance measures involving BellSouth's collocation and change management performance.

² This 100 CLEC transaction threshold does not apply to those sub-metrics associated with Local Interconnection Trunks and those performance measures involving BellSouth's collocation and change management performance.

Appendix F: BellSouth's Description of Raw Data and Other Supporting Data Files

Change Proposed:

BellSouth proposes to add the new Policy on Raw Data as Appendix F of the SQM.

Rationale:

This is an administrative clarification to add the description to the SQM.

Appendix F: Description of Raw Data and Other Supporting Data Files

BellSouth Service Quality Measurement Plan (SQMP)

Raw (Supporting) Data Files (SDF)

Other Supporting Data Files (OSDF)

I. Definitions and Overview

A. What is Raw Data?

Raw (Supporting) Data is **supporting data** or records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from raw data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more “user friendly” to facilitate use by SMEs, auditors and CLECs.

This supporting data represents records generated by the CLECs that are used in the calculation of SQM and SEEM metrics.

B. What Raw (Supporting) Data is not?

Raw (Supporting) Data is not raw in the sense that is unprocessed legacy (source) system data. It is not the total record(s) or information for any one transaction and it is not data that is restricted to a single system or process. It is not unprocessed data. Unprocessed data would be very difficult to understand and manipulate by SMEs, auditors and CLECs although the audit teams have access to legacy system data as a part of the audit process.

C. Inclusion versus Exclusion

Sometimes a subtle difference exists between what is included or not included and what is excluded. For instance, a report statement might say “Select all N, T and C orders with a completion date during the report period”. That would mean canceled orders would not be selected from the database for inclusion in the file used to calculate the report because only “completed” orders are allowed through the filter. Processing rules, such as these, limit the volume of data to be processed and are required for processing efficiency which shortens the run time. In some cases, BellSouth has put information in the Exclusion Section to make something clear. For instance, in the Acknowledgement Message Completeness measurement, “Manually Submitted LSRs” are listed as excluded, however, only electronically submitted LSRs are eligible to receive an “Ack” message in the first place. Manually submitted LSRs are not present in the data to be “excluded”.

When CLEC records are selected for a metric, BellSouth excludes all IXC and BellSouth retail records, and, when Provisioning records are selected, Ordering and M&R records are excluded. However, if all BellSouth’s data were placed in raw data for all metrics, the volume would be overwhelming. Clearly supporting data requires limits in order for the files to be manageable and downloadable.

II. RAW (SUPPORTING) DATA – GENERAL

Raw (Supporting) Data Files (SDF)-

Raw (Supporting) Data Files for CLEC data will be published on the PMAP Website each month. These files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by PMAP. Some reports generated manually or from other systems (i.e. Billing) will have different Supporting Data Files dependent on the data furnished by that process owner.

Other Supporting Data Files (OSDF) -

Other Supporting Data Files will also be provided upon CLEC request each month that contains that CLEC's initiated data/records "excluded" from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDF. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the PMAP Web Site. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible.

A. Raw Data (SDF) Records - Ordering

For Ordering Metrics:

Supporting data is provided for the following metrics:

- Acknowledgement Timeliness (Electronically)
- Acknowledgement Completeness
- % Rejected Service Requests
- Reject Interval
- FOC Timeliness
- FOC and Reject Response Completeness
- Service Inquiry + Firm Order Confirmation (average response time)

As a general rule, all versions of transactions are provided in supporting data. Records for Service Requests that are related to a project, cancelled prior to being FOC or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.

B. Raw Data (SDF) Records – Provisioning

For Provisioning Metrics:

Supporting data is provided for the following metrics:

- Missed Installation Appointments
- % Missed Installation Appointments (Trunks)
- Missed Installation Appointments + Subsequent Appointments - FL
- Troubles Within X Days of Provisioning (Non Trunks)
- Troubles Within X Days of Provisioning (Trunks)
- Held Order Interval (Trunks)
- Order Completion Interval (OCI)
- FOC + OCI – GA
- OCI + ACNI - FL
- Order Completion Interval (OCI) (Trunks)
- Average Completion Notice Interval (ACNI)
- Jeopardy Interval & Percent Jeopardy
- Total Service Order Cycle Time (TSOCT)
- Coordinated Customer Conversions (CCC)
- CCC- Hot Cuts Timeliness
- Hot-Cuts Troubles within 7 Days of the Service Order Completion
- CCC – Average Recovery Time
- % Cooperative Testing Attempts for xDSL
- % Completions / Attempts w/o Notice or < 24 hrs Notice
- % Premature Disconnects (Discontinued with implementation of single C)

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

C. Raw Data (SDF) Records – M&R**For Maintenance and Repair (M&R) Metrics:**

Supporting data is provided for the following metrics:

- [Customer Trouble Report Rate](#)
- [Maintenance Average Duration](#)
- [Missed Repair Appointments](#)
- [Out of Service > 24 Hours](#)
- [% Repeat Troubles Within 30 Days](#)

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are BellSouth generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.

D. Raw Data (SDF) Records – Other**For Other Metrics:****Billing:**

Supporting data is provided for the following metrics:

- [Invoice Accuracy](#)
- [Mean Time to Deliver Accuracy](#)
- [Usage Data Delivery Accuracy, Completeness and Timeliness](#)
- [Mean Time to Deliver Usage](#)
- [Recurring and Non-Recurring Charge Completeness](#)

The billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP web site. This SDF along with the reports resulting from billing supporting data and can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's Invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual Invoices, which identify the nature of the charges or adjustments, whether credits or debits.

OS/DA - None

Database Update Information - None

E911 - None

Trunk Group Performance - None

Collocation - None

Change Management - None

Bona Fide/New Business Request Process - None

E. Raw Data User Guide (RDUG) and Schema for Other Supporting Data Files (OSDF) *

The RDUG and Schema can be found at URL: <http://pmap.bellsouth.com> in the Documentation/Exhibits folder when developed.