

# **BellSouth Service Quality Measurement Plan (SQM)**

**Kentucky Proposed Performance Metrics**

**Measurement Descriptions  
Version 2.01**

**Issue Date: August 30, 2004**

## Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)<sup>1</sup>. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from many divergent forces evolving from the 96 Act. This specific SQM is based on the Order dated May 11, 2004 issued by the Kentucky Public Service Commission in Case No. 2001-00105.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3<sup>rd</sup> Party audits, Orders of the KPSC, FCC and the appropriate Courts of Law.

Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law relieves BellSouth of the obligations to provide any UNE or UNE combination pursuant to Section 251 of the Act, then upon providing the Commission with 30 days written notice, BellSouth may cease reporting data or paying remedies in accordance with the change of law. Performance measurements and remedy plans that have been ordered by the Commission can currently be accessed via the Internet on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder. Should there be any difference between the performance measurement and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by BellSouth Performance Measurements and the reports that flow from them.

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<sup>1</sup>*Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

## Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's PMAP website (<http://pmap.bellsouth.com>) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month.

For details on SEEM, please refer to the SEEM Administrative Plan.

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. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

## Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The State/Federal Commissions have been given access to the website.

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## Section 1: Operations Support Systems (OSS)

### IA: Interface Availability (Pre-Ordering/Ordering)

#### Definition

This measure captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. “Functional Availability” is defined as the number of hours in the reporting period the applications/interfaces are available to users. “Scheduled Availability” is defined as the number of hours in the reporting period the applications/interfaces are scheduled to be available. Scheduled availability is posted on the Interconnection website ([http://www.interconnection.bellsouth.com/oss/oss\\_hour.html](http://www.interconnection.bellsouth.com/oss/oss_hour.html))

#### Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.

#### Business Rules

The Interface Availability (Full Outages) calculations are based upon availability of applications and interfacing applications utilized by CLECs for pre-ordering and ordering.

Types of outages are defined as follows:

- Full outages are defined as occurrences of either of the following:
  - Application/Interface application is down or totally inoperative
  - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- Partial Loss of Functionality outages are incurred when any function the customer normally performs or a function normally provided by an application or system is unavailable to any customer.
- Degraded Service is defined as occurrences of either of the following:
  - When the application or system is known by any IT organization to be processing 20% or more below normal capacity
  - When 20% or more of the clients experience slow response from the system or application

Total Outages include Full Outages, Degraded Services and Loss of Functionality minutes, and will be calculated for diagnostic purposes.

#### Calculation

##### Interface Availability (Pre-Ordering/Ordering)

**Interface Availability (Full Outages)** =  $(a - b) / a \times 100$

- a = Scheduled Availability Minutes
- b = Full Outage Minutes

**Interface Availability (Total Outages)** =  $[a - (b + c + d)] / a \times 100$

- c = Loss of Functionality Minutes
- d = Degraded Service Minutes

#### Report Structure

- Legacy System/Interface Specific
- Geographic Scope
  - Region

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
• Interface Availability (Full Outages) .....	>= 99.5%
• Interface Availability (Total Outages) .....	Diagnostic

(See Appendix C: Interface Tables for SQM Availability)

**SEEM Measure**

SEEM	Tier I	Tier II
Yes .....		X

IA: Interface Availability (Pre-Ordering/Ordering)

## MRIA: Interface Availability (Maintenance & Repair)

### Definition

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. “Functional Availability” is defined as the number of hours in the reporting period the applications/interfaces are available to users. “Scheduled Availability” is defined as the number of hours in the reporting period the applications/interfaces are scheduled to be available.

Scheduled availability is posted on the Interconnection website ([http://www.interconnection.bellsouth.com/oss/oss\\_hour.html](http://www.interconnection.bellsouth.com/oss/oss_hour.html)).

### Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.

### Business Rules

The Interface Availability (Full Outages) calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair.

Types of outages are defined as follows:

- Full outages are defined as occurrences of either of the following:
  - Application/Interface application is down or totally inoperative
  - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- Partial Loss of Functionality outages are incurred when any function the customer normally performs or a function normally provided by an application or system is unavailable to any customer.
- Degraded Service is defined as occurrences of either of the following:
  - When the application or system is known by any IT organization to be processing 20% or more below normal capacity
  - When 20% or more of the clients experience slow response from the system or application

Total Outages include Full Outages, Degraded Services and Loss of Functionality minutes, and will be calculated for diagnostic purposes.

### Calculation

#### Interface Availability (M&R)

**Interface Availability (Full Outages)** =  $(a - b) / a \times 100$

- a = Scheduled Availability Minutes
- b = Full Outages Minutes

**Interface Availability (Total Outages)** =  $[a - (b + c + d)] / a \times 100$

- c = Loss of Functionality Minutes
- d = Degraded Services Minutes

### Report Structure

- Legacy System/Interface Specific
- Geographic Scope
  - Region



**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
• Interface Availability (Full Outages) .....	>= 99.5%
• Interface Availability (Total Outages) .....	Diagnostic

(See Appendix C: Interface Tables for SQM Availability – M&R)

**SEEM Measure**

SEEM	Tier I	Tier II
Yes .....		X

MRIA: Interface Availability (Maintenance & Repair)

## ERT: Loop Makeup - Response Time - Electronic

### Definition

This report measures the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

### Exclusions

- Manually Submitted Inquiries
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records

### Business Rules

The response interval starts when the CLEC’s Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ordering interface gateways. It ends when BellSouth’s Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ordering interface gateways.

**Note:** The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an LSR must be submitted by the CLEC.

### Calculation

**Response Interval** = (a - b)

- a = Date and time LMUSI returned to CLEC
- b = Date and time the LMUSI is received

**Percent within Interval** = (c / d) X 100

- c = Total LMUSIs received within the interval
- d = Total number of LMUSIs processed within the reporting period

### Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
- Interval for electronic LMUSIs:
  - 0 – <= 1 minute

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Loops..... Benchmark: 95% <= 1 Minute

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

## BMRT: UNE Bulk Migration - Response Time

### Definition

This report measures the average interval and percent within the interval from the submission of a UNE Bulk Migration Notification Form to the distribution of Bulk Notification Form, including negotiated due date back to the CLEC.

### Exclusions

- Projects not identified as UNE Bulk Migration
- Weekends and Holidays
- Canceled Requests

### Business Rules

The CLEC Bulk Migration process includes the submission of a Bulk Migration Notification Form to BellSouth via email. The project manager negotiates due date, assigns Bulk Order Package Identification (BOPI) number, and validates related PONs in the Bulk package. BellSouth then returns the Bulk Notification Form, including negotiated due date to the CLEC.

The “Receive Date” is defined as the date the Bulk Migration Notification Form is received by the BellSouth Project Manager via email. It is counted as day zero. Bulk Migration “Return Date” is defined as the date BellSouth returns a response. The interval calculation is reset to zero when a CLEC initiated change occurs on the Bulk Migration Notification Form.

This measurement combines three sub-metrics:

1. From receipt of a valid Bulk Migration Notification Form (up to 99 individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.
2. From receipt of a valid Bulk Migration Notification Form (100 up to 200 individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.
3. From receipt of a valid Bulk Migration Notification Form (201 or more individual telephone numbers) to the return of the Bulk Notification Form, including negotiated due date, back to the CLEC.

### Calculation

**Response Interval** = (a - b)

- a = Date BellSouth returns a response
- b = Date the Bulk Migration Notification Form is received

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

- c = Sum of all response intervals
- d = Total number of Bulk Migration Notification Forms received within the reporting period

**Percent within Interval** = (e / f) X 100

- e = Total Bulk Migration Notification Forms received within the interval
- f = Total number of Bulk Migration Notification Forms processed within the reporting period

### Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
- Intervals for manual Bulk Migration Notification Forms:
  - 0 - <= 99 individual telephone numbers
    - 0 - <= 4 Business days
    - > 4 Business days
  - 100 - <= 200 individual telephone numbers
    - 0 - <= 6 Business days

- > 6 Business days
- >= 201 individual telephone numbers
- Average Interval in days

**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- 0 - <= 99 individual telephone numbers ..... Benchmark: 95% <= 4 Business Days
- 100 - <= 200 individual telephone numbers..... Benchmark: 95% <= 6 Business Days
- >= 201 individual telephone numbers..... Benchmark: Diagnostic

**SEEM Measure**

SEEM	Tier I	Tier II
No .....		

BMRT: UNE Bulk Migration – Response Time

## Section 2: Ordering

### AKC: Acknowledgement Message Completeness

#### Definition

This measure provides the percent of transmissions/LSRs received via ordering interface gateways, which are acknowledged electronically.

#### Exclusions

- Manually Submitted LSRs
- Test Transactions/Records

#### Business Rules

Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of EDI may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the “Aggregator”, however, BellSouth will not be able to determine which specific CLEC this message represented.

#### Calculation

**Acknowledgement Completeness** = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by ordering interface gateways respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by ordering interface gateways respectively

#### Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- Acknowledgements.....Benchmark: 99.5%

##### SQM Analog/Benchmark

#### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

## PFT: Percent Flow-Through Service Requests

### Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability LSRs submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

### Exclusions

- Fatal Rejects
- Auto Clarification
- Planned Manual Fallout
- CLEC System Fallout
- Test Transactions/Records
- LSRs that receive a Z Status

### Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) submitted through one of the mechanized ordering interface gateways, 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 two types of service: Resale 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: Planned Manual Fallout).

**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed initially. When an LSR is submitted by a CLEC, source systems will perform basic edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, source systems will reject the LSR and the CLEC will receive a Fatal Reject.

**Auto-Clarification:** Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

**Planned Manual Fallout\*:** Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, the source systems will determine if the LSR should be forwarded to LCSC for manual handling.

\*See LSR Flow-Through Matrix on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

**Total System Fallout:** Errors that require manual review by the LCSC to determine if the error is caused by the CLEC or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is due to BellSouth system functionality, the LCSC representative will correct the error and the LSR will continue to be processed.

**Z Status:** LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

### Calculation

**Percent Flow Through** =  $a / [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC data entry error
- f = The number of LSRs that receive a Z status

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

**SQM Disaggregation - Analog/Benchmark**

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• UNE .....	Benchmark: 85%
• Resale.....	Benchmark: 90%
• LNP.....	Benchmark: 85%

**SEEM Measure**

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....		X

Notes:

- The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.
- The CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the “Resources” section on left side of PMAP website). Enter the name of the report in the Comments section.

## RI: Reject Interval

### Definition

The interval for the return of a reject is the response time from the receipt of a service request [Local Service Request (LSR) or Access Service Request (ASR)] to the distribution of a reject.

### Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- LSRs identified as “Projects” with the exception of valid “Project IDs” for UNE-P to UNE Loop Bulk Migration
- Scheduled OSS Maintenance
- Test Transaction/Records

### Business Rules

Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is rejected (date and time stamp of reject in ordering interface gateways). 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 ordering interface gateways) which falls out for manual handling until the LCSC Service Representative clarifies the LSR back to the CLEC via ordering interface gateways.

**Non-Mechanized:** The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of FAX or date and time paper LSRs are received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via FAX Server.

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the “start time-stamp” from the receipt of the original Global Request.

### Calculation

**Reject Interval** = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

**Percent within Interval** = (c / d) X 100

- c = Service requests rejected in reported interval
- d = Total service requests rejected in report period



**Report Structure**

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:  
0 - <= 1 hour
- Partially Mechanized:  
0 - <= 10 hours
- Non-Mechanized:  
0 - <= 18 hours
- Local Interconnection Trunks:  
0 - <= 4 days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
- State

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
• Fully Mechanized .....	97% <= 1 Hour
• Partially Mechanized .....	90% <= 10 Hours
• Non-Mechanized.....	85% <= 18 Hours
• Local Interconnection Trunks .....	85% <= 4 Days

**SEEM Measure**

SEEM	Tier I	Tier II
Yes.....	X .....	X .....

RI: Reject Interval

## FOCT: Firm Order Confirmation Timeliness

### Definition

The interval for return of a Firm Order Confirmation (FOC) is the response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) to distribution of a FOC.

### Exclusions

- Service Requests canceled by CLEC prior to a FOC being returned
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs identified as “Projects” with the exception of valid “Projects IDs” for UNE-P to UNE Loop Bulk Migrations
- Test Transactions/Records
- Scheduled OSS Maintenance

### Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

**Non-Mechanized:** The elapsed time from receipt of a valid paper LSR not submitted via electronic systems (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via FAX Server.

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the “start time-stamp” from the receipt of the original Global Request.

### Calculation

**Firm Order Confirmation Interval** = (a - b)

- a = Date and time of Firm Order Confirmation
- b = Date and time of service request receipt

**Percent within Interval** = (c / d) X 100

- c = Service requests confirmed in reported interval
- d = Total service requests confirmed in the report period

**Report Structure**

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:  
0 - <= 3 hours
- Partially Mechanized:  
0 - <= 10 hours
- Non-mechanized:  
0 - <= 24 hours
- Local Interconnection Trunks:  
0 - <= 10 days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
- State

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
• Fully Mechanized .....	95% <= 3 Hours
• Partially Mechanized .....	90% <= 10 Hours
• Non-Mechanized.....	90% <= 24 Hours
• Local Interconnection Trunks .....	95% <= 10 Days

**SEEM Measure**

SEEM	Tier I	Tier II
No .....		

FOCT: Firm Order Confirmation Timeliness

## FOCRC: Firm Order Confirmation and Reject Response Completeness

### Definition

This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation.

### Exclusions

- Service requests canceled by the CLEC prior to FOC or Reject being sent
- Fatal Rejects
- LSRs identified as “Projects” with the exception of valid “Projects IDs” for UNE-P to UNE Loop Bulk Migrations
- Test Transactions/Records

### Business Rules

**Fully Mechanized:** The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

**Partially Mechanized:** The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fall out for manual handling by the LCSC personnel.

**Non-Mechanized:** The number of FOCs or Rejects sent to the CLECs via FAX Server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

### Calculation

**Firm Order Confirmation/Reject Response Completeness** = (a / b) X 100

- a = Total number of service requests for which a Firm Order Confirmation or Reject is sent
- b = Total number of service requests received in the report period

### Report Structure

- One report with the following four Disaggregation Levels:
  - Fully Mechanized
  - Partially Mechanized
  - Non-Mechanized
  - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Fully Mechanized .....	95% Returned
• Partially Mechanized .....	95% Returned
• Non-Mechanized.....	95% Returned
• Local Interconnection Trunks .....	95% Returned

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

**Note: This measure has been moved from Provisioning to Ordering**

## SOAC: Service Order Accuracy

### Definition

This report 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 (Partially Mechanized) 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, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through)
- LSRs identified as “Projects”
- Listings Orders

### Business Rules

The CLEC requested services on the LSR are mechanically 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.

A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. If any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order and are service affecting, the order will be scored as a miss.

BellSouth will maintain a list of LCSC/System workarounds which will not be service affecting. This list will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Delivery 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 Suffix
  - 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
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

\* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

**Calculation**

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

- a = Orders completed without error
- b = Orders completed in reporting period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

**SQM Disaggregation – Analog/Benchmark**

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• Resale.....	95% Accurate
• UNE.....	95% Accurate
• UNE-P .....	95% Accurate

**SEEM Measure**

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....	X .....	X .....

## Section 3: Provisioning

### PIAM: Percent Installation Appointments Met

#### Definition

This report measures the percentage of total orders for which BellSouth meets the committed due date.

#### Exclusions

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

#### Business Rules

All service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons.

#### Calculation

**Percent Installation Appointments Met** = (a / b) X 100

- a = Number of orders where the installation appointment is met
- b = Total number of orders completed during the reporting period

#### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

##### SQM Analog/Benchmark

- |                                       |  |
|---------------------------------------|--|
| • Resale Residence (Non-Design) ..... | Retail Residence (Non-Design)  |
| • Resale Business (Non-Design).....   | Retail Business (Non-Design)   |
| • Resale Design .....                 | Retail Design  |
| • LNP/INP (Standalone).....           | Retail Residence and Business (POTS)                                 |
| • UNE Analog Loop (Design) .....      | Retail Residence, Business and Design (Dispatch)                     |
| • UNE Analog Loop (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  |
| • UNE EELs .....                      | Retail DS1/DS3   |
| • UNE xDSL (HDSL, ADSL and UCL).....  | ADSL Provided to Retail  |
| • UNE ISDN .....                      | Retail ISDN - BRI  |
| • UNE Line Splitting .....            | ADSL Provided to Retail  |
| • UNE Other Design.....               | Diagnostic   |
| • UNE Other Non-Design.....           | Diagnostic   |
| • Local Interconnection Trunks .....  | Retail Trunks  |

#### SEEM Measure

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>
Yes .....	X .....	X .....

## FOCI: Firm Order Confirmation Average Completion Interval

### Definition

The “Firm Order Confirmation Average Completion Interval” measures the interval of time it takes BellSouth to provide service for the CLEC or its own customers. This report measures how well BellSouth meets the interval offered to customers on service orders from receipt of a Local Service Request (LSR) to the order completion. It is a combined report of FOC and OCI.

### Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- “L” Appointment coded orders (where the customer has requested a later than offered interval)
- End-User Caused Missed Appointments
- Rejected LSRs
- LSRs identified as “Projects” with the exception of valid “Projects IDs” for UNE-P to UNE Loop Bulk Migrations
- Scheduled OSS Maintenance
- Listing Orders

### Business Rules

For CLEC orders, the actual FOC interval and completion interval is determined for each order processed during the reporting period. The duration starts when BellSouth receives a valid LSR or ASR and stops when the technician or system completes the order in SOCS. For BellSouth retail orders, an interval representing FOC time is added to the actual completion interval to create an analogous retail analog since BellSouth retail orders do not have a comparable ordering process. The start time for the completion interval for BellSouth retail orders is the timestamp of the first entry into SOCS and the stop time is when the technician or system completes the order in SOCS. Orders worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work/non-dispatched) or field orders (dispatched). Only valid business hours/days will be included in the calculation of this interval for FOC interval and valid business days for OCI interval. Valid business days and hours can be found on the Interconnection website ([http://www.interconnection.bellsouth.com/#local\\_orderinghandbook/intervalguide](http://www.interconnection.bellsouth.com/#local_orderinghandbook/intervalguide)).

#### LSR/ASR Business Hours:

Only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

#### Mechanized Rules For LSR Receipt:

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways), that does not fall out for manual handling, until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways), which falls out for manual handling, until appropriate service orders are issued by a BellSouth service representative, via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS), to SOCS and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

**Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time LSRs received in the center) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC.

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the center. Trunk data is reported separately.

When multiple FOCs occur on a single request, the first FOC is used to measure the interval.



**Calculation**

**Firm Order Confirmation Completion Interval = (a - b)**

- a = Service order completion date
- b = Service request receipt date and time

**Firm Order Confirmation Average Completion Interval = (c / d)**

- c = Sum of all completion intervals
- d = Count of orders completed in reporting period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of < 6 lines/circuits, >= 6 lines/circuits (except trunks)
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Fully Mechanized; Partially Mechanized; Non-Mechanized; Local Interconnection Trunks
- Geographic Scope
  - State

**SQM Disaggregation - Analog/Benchmark**

Disaggregation	Analog/Benchmark (OCI)	Performance Standard (FOC+OCI)		
		Business Days (FOC)		
		(Days Added to Interval)		
		FM	PM	NM
Resale Residence (Non-Design)	Retail Residence (Non-Design)	.5	1.0	2.5
Resale Business (Non-Design)	Retail Business (Non-Design)	.5	1.0	2.5
Resale Design	Retail Design	.5	1.0	2.5
LNP\INP (Standalone)	Retail Residence and Business (POTS)	.5	1.0	2.5
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch)	.5	1.0	2.5
UNE Analog Loop (Non-Design)	Retail Residence and Business (Dispatch)	.5	1.0	2.5
UNE Digital Loop < DS1	Retail Digital Loop < DS1	.5	1.0	2.5
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1	.5	1.0	2.5
UNE Loop + Port Combinations	Retail Residence and Business	.5	1.0	2.5
UNE EELs	Retail DS1/DS3	.5	1.0	2.5
UNE xDSL (HDSL, ADSL and UCL) without conditioning	6 Days	.5	1.0	2.5
UNE xDSL (HDSL, ADSL and UCL) with conditioning	12 Days	.5	1.0	2.5
UNE Line Splitting without conditioning	ADSL Provided to Retail	.5	1.0	2.5
UNE Line Splitting with conditioning	12 Days	.5	1.0	2.5
UNE ISDN	Retail ISDN – BRI	.5	1.0	2.5
UNE Other Design	Diagnostic	.5	1.0	2.5
UNE Other Non-Design	Diagnostic	.5	1.0	2.5
Local Interconnection Trunks	Retail Trunks			10

**SEEM Measure**

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

FOCI: Firm Order Confirmation Average Completion Interval

## CCCI: Coordinated Customer Conversions Interval – Hot Cut Duration

### Definition

This report measures the average time it takes BellSouth to disconnect loops from the BellSouth switch, connect the loops to the CLEC, and notify the CLEC after the conversion is complete. This measurement applies to service orders where the CLEC has requested BellSouth to provide a coordinated conversion.

### Exclusions

- Canceled Service Orders
- Delays caused by the CLEC
- Non-Coordinated Conversions
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

### Business Rules

Coordinated conversions are scheduled between the CLEC and BellSouth. The start time for this measure will be the mutually agreed upon start of the conversion and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

### Calculation

**Coordinated Customer Conversions Interval** = (a - b) / c

- a = Completion date and time of CLEC notification
- b = Start date and time of conversion
- c = Number of loops per order

**Percent Coordinated Customer Conversions** = (d / e) X 100

- d = Total number of Coordinated Customer Conversions (loops) within <= 20 minutes
- e = Total number of Coordinated Customer Conversions (loops) for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Coordinated Customer Conversions (Loops).....95% <= 20 Minutes

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

## HCT: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

### Definition

This report measures the percentage of orders where BellSouth begins the conversion of a loop on a coordinated and/or a time specific order within a timely manner of the CLEC requested start time.

### Exclusions

- Any order canceled by the CLEC
- Delays caused by the CLEC
- Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent loops on multiple loop orders after the first loop
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

### Business Rules

The cut is considered “on time” if it starts <= 15 minutes before or after the requested start time. If a cut involves multiple lines, the cut will be considered “on time” if the first line is cut within the “on time” interval. If Integrated Digital Loop Carrier (IDLC) is involved, BellSouth must notify the CLEC by 10:30 AM on the day before the due date and then the “on time” interval is <= 2 hours before or after the requested start time.

### Calculation

**Percent within Interval** = (a / b) X 100

- a = Total number of coordinated unbundled loop orders converted “on time”
- b = Total number of coordinated unbundled loop orders for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Product Reporting Level
  - Non-IDLC ..... 95% within + or – 15 minutes of scheduled start time
  - IDLC ..... 95% within + or – 2 hours of scheduled start time

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

HCT: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

## RT: Coordinated Customer Conversions – Average Recovery Time

### Definition

This report measures outages associated with Coordinated Customer Conversions prior to service order completion, which can be isolated to BellSouth's side of the network.

### Exclusions

- Conversions where service outages are due to CLEC caused reasons
- Conversions where service outages are due to end-user caused reasons
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

### Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.

### Calculation

**Recovery Time** = (a - b)

- a = Date and time the initial trouble is cleared and the CLEC is notified
- b = Date and time the initial trouble is opened with BellSouth

**Average Recovery Time** = (c / d)

- c = Sum of all the Recovery Times
- d = Number of troubles referred to BellSouth

**Percentage of Items with No Troubles** = (e / f) X 100

- e = Total items in the reporting period that did not have a trouble during a coordinated conversion
- f = Total items for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Coordinated Customer Conversions (Loops).....Diagnostic

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

RT: Coordinated Customer Conversions – Average Recovery Time

## PT: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order

### Definition

This report measures the percentage of provisioning troubles received within 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion and ensures the quality and accuracy of Hot Cut Conversion activities.

### Exclusions

- CLEC Canceled Orders
- Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Troubles outside of BellSouth's control
- Disconnect Orders

### Business Rules

The first trouble report received on a circuit ID within 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate.

### Calculation

**Percentage of Provisioning Troubles within 5 Days of Service Order Completion** = (a / b) X 100

- a = The sum of all Hot Cut Circuits with a trouble within 5 days following service order(s) completion
- b = The total number of Hot Cut Circuits completed in the previous reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- UNE Loops ..... <= 5%

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

PT: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order

## CNDD: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

### Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

### Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)

### Business Rules

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

### Calculation

**Percent Completed and Notified on Due Date** = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
 - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

CNDD: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

## PPT: Percent Provisioning Troubles within 5 Days of Service Order Completion

### Definition

This report measures the quality and accuracy of the provisioning process by calculating the percentage of troubles received within 5 days of service order completion.

### Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc. which may be order types C, N, R or T)
- Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth's control

### Business Rules

The first trouble report received after the completion of a service order is counted in this measure. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Candidates are identified by searching the prior report period for all completed service orders and then searching for all trouble reports received within 30 days of the service order completion date.

### Calculation

**Percent Provisioning Troubles within 5 Days of Service Order Completion** = (a / b) X 100

- a = Total completed orders receiving a trouble report within 5 days of the service order(s) completion
- b = All service orders completed in the previous reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design) .....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design .....	Retail Design
• UNE Analog Loop (Design) .....	Retail Residence, Business and Design (Dispatch)
• UNE Analog Loop (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
• UNE EELs .....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail
• UNE ISDN.....	Retail ISDN – BRI
• UNE Line Splitting .....	ADSL Provided to Retail
• UNE Other Design.....	Diagnostic
• UNE Other Non - Design.....	Diagnostic
• Local Interconnection Trunks .....	Retail Trunks

**SEEM Measure**

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

PPT: Percent Provisioning Troubles within 5 Days of Service Order Completion



## LOOS: LNP-Percent Out of Service < 60 Minutes

### Definition

This report measures the percentage of time that BellSouth performs electronic system updates within 60 minutes of receiving LNP activations.

### Exclusions

- CLEC Caused Errors
- NPAC errors unless caused by BellSouth
- Standalone LNP orders with more than 500 number activations
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders
- Scheduled OSS Maintenance

### Business Rules

The interval starts when the ESI Number Manager broadcast message is sent to BellSouth's gateway. The end time is the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole.

### Calculation

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

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

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- LNP.....> = 95%

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

LOOS: LNP-Percent Out of Service < 60 Minutes

## LAT: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

### Definition

This report measures the percentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers prior to the due date.

### Exclusions

- Remote Call Forwarding, DIDs, and ISDN Data TNs
- CLEC or customer caused misses or delays
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Zero due dated expedited orders requested by the CLEC
- Listing Orders

### Business Rules

The number of LNP orders where the 10-digit trigger was applied prior to the due date, divided by the total number of LNP orders where the 10-digit trigger was applicable.

### Calculation

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

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

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation – Analog/Benchmark

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• LNP.....	>= 95%

### SEEM Measure

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....	.....	X

LAT: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

## DTNT: LNP-Disconnect Timeliness (Non-Trigger)

### Definition

This report measures the percentage of time translations are removed from BellSouth's switch within 12 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval.

### Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Listing Orders
- CLEC Caused Errors
- NPAC Errors, unless caused by BellSouth
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via Activate Messages
- LSRs where the CLEC did not contact BellSouth within 30 minutes after Activate Message

### Business Rules

Disconnect Timeliness 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 is disconnected in the BellSouth switch. Non-business hours will be excluded from the duration calculation for unscheduled LNP ports.

### Calculation

**Disconnect Timeliness** = (a / b) X 100

- a = Number of non-triggerable orders with translations removed in less than 12 hours
- b = Total number of non-triggerable orders during report period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- LNP.....95% <= 12 Hours

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

DTNT: LNP-Disconnect Timeliness (Non-Trigger)

## Section 4: Maintenance & Repair

### PRAM: Percent Repair Appointments Met

#### Definition

This report measures the percentage of customer trouble reports cleared by the committed date and time.

#### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

#### Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time BellSouth personnel clear the trouble and close the customer trouble report in their workstation. If this is after the commitment time, the report is flagged as a 'missed commitment' or a 'missed repair appointment'. "No Access" troubles are not considered as a missed appointment.

#### Calculation

**Percentage of Repair Appointments Met** = (a / b) X 100

- a = Count of customer troubles cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

#### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

##### SQM Analog/Benchmark

- |                                       |  |
|---------------------------------------|--|
| • Resale Residence (Non-Design) ..... | Retail Residence (Non-Design)  |
| • Resale Business (Non-Design).....   | Retail Business (Non-Design)   |
| • Resale Design .....                 | Retail Design  |
| • UNE Analog Loop (Design) .....      | Retail Residence, Business and Design (Dispatch)                               |
| • UNE Analog Loop (Non-Design) .....  | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 .....        | Retail Digital Loop < DS1  |
| • UNE Digital Loop >= DS1 .....       | Retail Digital Loop >= DS1   |
| • UNE Loop + Port Combinations.....   | Retail Residence and Business  |
| • UNE EELs .....                      | Retail DS1/DS3   |
| • UNE xDSL (HDSL, ADSL and UCL).....  | ADSL Provided to Retail  |
| • UNE ISDN.....                       | Retail ISDN – BRI  |
| • UNE Line Splitting.....             | ADSL Provided to Retail  |
| • UNE Other Design.....               | Diagnostic   |
| • UNE Other Non - Design.....         | Diagnostic   |
| • Local Interconnection Trunks .....  | Retail Trunks  |

**SEEM Measure**

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

PRAM: Percent Repair Appointments Met

## CTRR: Customer Trouble Report Rate

### Definition

This report measures the percentage of customer troubles closed within a calendar month.

### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth’s control

### Business Rules

Customer Trouble Report Rate contains all closed customer direct reports, including repeat reports divided by the total “number of service” lines.

### Calculation

**Customer Trouble Report Rate** = (a / b) X 100

- a = Count of initial and repeated customer trouble reports closed in the current reporting period
- b = Number of lines in service at end of the reporting period

### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design) .....	Retail Residence (Non-Design)
• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design .....	Retail Design
• UNE Analog Loop (Design) .....	Retail Residence, Business and Design (Dispatch)
• UNE Analog Loop (Non-Design) .....	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
• UNE Digital Loop < DS1 .....	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations.....	Retail Residence and Business
• UNE EELs .....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail
• UNE ISDN.....	Retail ISDN – BRI
• UNE Line Splitting.....	ADSL Provided to Retail
• UNE Other Design.....	Diagnostic
• UNE Other Non-Design.....	Diagnostic
• Local Interconnection Trunks .....	Retail Trunks

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

## MAD: Maintenance Average Duration

### Definition

This report measures the average duration of customer troubles.

### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

### Business Rules

The duration starts on the date and time of receipt of a repair request and stops on the date and time the service is restored.

For tickets administered through WFA, (CLECs and BellSouth), durations do not include No Access, Delayed Maintenance and Referred Time.

### Calculation

**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

### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- |                                       |  |
|---------------------------------------|--|
| • Resale Residence (Non-Design) ..... | Retail Residence (Non-Design)  |
| • Resale Business (Non-Design).....   | Retail Business (Non-Design)   |
| • Resale Design .....                 | Retail Design  |
| • UNE Analog Loop (Design) .....      | Retail Residence, Business and Design (Dispatch)                               |
| • UNE Analog Loop (Non-Design) .....  | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 .....        | Retail Digital Loop < DS1  |
| • UNE Digital Loop >= DS1 .....       | Retail Digital Loop >= DS1   |
| • UNE Loop + Port Combinations.....   | Retail Residence and Business  |
| • UNE EELs .....                      | Retail DS1/DS3   |
| • UNE xDSL (HDSL, ADSL and UCL).....  | ADSL Provided to Retail  |
| • UNE ISDN.....                       | Retail ISDN – BRI  |
| • UNE Line Splitting .....            | ADSL Provided to Retail  |
| • UNE Other Design.....               | Diagnostic   |
| • UNE Other Non - Design.....         | Diagnostic   |
| • Local Interconnection Trunks .....  | Retail Trunks  |

**SEEM Measure**

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

MAD : Maintenance Average Duration



## PRT: Percent Repeat Customer Troubles within 30 Days

### Definition

This report measures the percentage of customer trouble reports received within 30 days of a previous report.

### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control

### Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 days of an original customer trouble report. Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

### Calculation

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

- a = Count of repeat customer trouble reports, within a continuous 30 day period
- b = Total customer trouble reports closed in the reporting period

### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- |                                       |  |
|---------------------------------------|--|
| • Resale Residence (Non-Design) ..... | Retail Residence (Non-Design)  |
| • Resale Business (Non-Design).....   | Retail Business (Non-Design)   |
| • Resale Design .....                 | Retail Design  |
| • UNE Analog Loop (Design) .....      | Retail Residence, Business and Design (Dispatch)                               |
| • UNE Analog Loop (Non-Design) .....  | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 .....        | Retail Digital Loop < DS1  |
| • UNE Digital Loop >= DS1 .....       | Retail Digital Loop >= DS1   |
| • UNE Loop + Port Combinations.....   | Retail Residence and Business  |
| • UNE EELs .....                      | Retail DS1/DS3   |
| • UNE xDSL (HDSL, ADSL and UCL).....  | ADSL Provided to Retail  |
| • UNE ISDN.....                       | Retail ISDN – BRI  |
| • UNE Line Splitting .....            | ADSL Provided to Retail  |
| • UNE Other Design.....               | Diagnostic   |
| • UNE Other Non - Design.....         | Diagnostic   |
| • Local Interconnection Trunks .....  | Retail Trunks  |

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X .....	X .....

PRT: Percent Repeat Customer Troubles within 30 Days

## AAT: Average Answer Time – Repair Centers

### Definition

This report measures the average time a customer is in queue when calling a BellSouth repair center.

### Exclusions

Volume of abandoned calls

### Business Rules

The duration starts when a CLEC representative or BellSouth customer makes a choice on the repair center menu and is put in queue for the next repair attendant and stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds.

### Calculation

**Answer Time for BellSouth Repair Centers** = (a - b)

- a = Time BellSouth repair attendant answers call
- b = Time of entry into queue

**Average Answer Time for BellSouth Repair Centers** = (c / d)

- c = Sum of all answer times
- d = Total number of calls in the reporting period

### Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- CLEC Average Answer Time ..... BellSouth Average Answer Time

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

AAT: Average Answer Time – Repair Centers

## Section 5: Billing

### BIA: Invoice Accuracy

#### Definition

This measure reports the accuracy of billing invoices rendered by BellSouth to wholesale and retail customers.

#### Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer, adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes)
- Test Accounts

#### Business Rules

Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.

#### Calculation

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

- a = Absolute value of total billed revenues during report month
- b = Absolute value of total billing error related adjustments during report month

#### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

##### SQM Analog/Benchmark

CLEC Invoice Accuracy

- Resale.....Retail Invoice Accuracy
- UNE.....Retail Invoice Accuracy
- Interconnection .....Retail Invoice Accuracy

#### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

## BIT: Mean Time to Deliver Invoices

### Definition

This report measures the mean interval for timeliness of billing invoices delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

### Exclusions

None

### Business Rules

Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice. To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity.

### Calculation

**Invoice Timeliness** = (a - b)

- a = Invoice Transmission Date
- b = Bill Cycle Period Date

**Mean Time to Deliver Invoices** = (c / d)

- c = Sum of all invoice timeliness intervals
- d = Count of invoices transmitted in reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

The average delivery intervals are compared as follows:

- Resale CRIS ..... Retail CRIS
- UNE CRIS ..... Retail CRIS
- Interconnection CABS ..... Retail CABS

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X .....	X .....

## UDDT: Usage Data Delivery Timeliness

### Definition

This report measures recorded usage data that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording.

### Exclusions

None

### Business Rules

The timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

### Calculation

**Usage Data Delivery Timeliness Current Month** = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

### Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Usage Data Delivery Timeliness.....>= 95% in Six Calendar Days

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

## Section 6: Trunk Group Performance

### TGPA: Trunk Group Performance

#### Definition

This report displays Trunk Group blocking performance for both BellSouth and CLECs.

#### Exclusions

- Trunk groups blocked due to unanticipated significant increases in CLEC traffic (An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous month's traffic when the increase was not forecasted by the CLEC.)
- Orders delayed or refused by the CLEC
- Trunk groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Final groups actually overflowing, not blocked

#### Business Rules

The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

#### Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24-time-consistent hours across a reporting cycle.

#### Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

#### Trunk Categorization:

This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:

#### CLEC Affecting Categories:

	Point A	Point B
Category 1: .....	BellSouth End Office .....	BellSouth Access Tandem
Category 3: .....	BellSouth End Office .....	CLEC Switch
Category 4: .....	BellSouth Local Tandem .....	CLEC Switch
Category 5: .....	BellSouth Access Tandem .....	CLEC Switch
Category 10: .....	BellSouth End Office .....	BellSouth Local Tandem
Category 16: .....	BellSouth Tandem .....	BellSouth Tandem

**BellSouth Affecting Categories:**

	<b>Point A</b>	<b>Point B</b>
Category 1: .....	BellSouth End Office .....	BellSouth Access Tandem
Category 9: .....	BellSouth End Office .....	BellSouth End Office
Category 10: .....	BellSouth End Office .....	BellSouth Local Tandem
Category 16: .....	BellSouth Tandem .....	BellSouth Tandem

**Calculation**

**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurement days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

- CLEC Aggregate and CLEC Specific .....

**SQM Analog/Benchmark**

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

**SEEM Measure**

<b>SEEM</b>	<b>Tier I</b>	<b>Tier II</b>
Yes .....	X .....	X .....

## Section 7: Collocation

### ART: Collocation Average Response Time

#### Definition

This report measures the time it takes BellSouth to respond to the receipt of a complete and accurate collocation application. BellSouth must respond as to whether or not space is available within the required number of calendar days after having received a bona fide application for collocation.

#### Exclusions

- Any application canceled by the CLEC

#### Business Rules

The interval begins on the date BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The interval stops on the date BellSouth returns a response. The interval will restart upon receipt of changes to the original application request.

#### Calculation

**Response Time** = (a - b)

- a = Request Response Date
- b = Request Submission Date

**Average Response Time** = (c / d)

- c = Sum of all response times
- d = Count of responses returned within the reporting period

#### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

#### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Virtual.....	10 Calendar Days
• Physical Caged.....	20 Calendar Days
• Physical-Cageless.....	20 Calendar Days

#### SEEM Measure

SEEM	Tier I	Tier II
No.....		



## AT: Collocation Average Arrangement Time

### Definition

This report measures BellSouth's performance in provisioning a collocation arrangement.

### Exclusions

- Any bona fide firm order canceled by the CLEC
- Any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval

### Business Rules

The interval for collocation arrangements begins on the date that BellSouth receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

### Calculation

**Arrangement Time** = (a - b)

- a = Date collocation arrangement is complete
- b = Date order for collocation arrangement submitted

**Average Arrangement Time** = (c / d)

- c = Sum of all arrangement times
- d = Total number of collocation arrangements completed during reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Virtual-Ordinary .....	50 Calendar Days
• Virtual-Extraordinary .....	75 Calendar Days
• Physical Caged.....	90 Calendar Days
• Physical Cageless-Ordinary .....	60 Calendar Days
• Physical Cageless-Extraordinary .....	90 Calendar Days
• Virtual-Simple Augment.....	20 Calendar Days
• Virtual-Minor Augment.....	45 Calendar Days
• Virtual-Intermediate Augment.....	60 Calendar Days
• Virtual-Major Augment .....	75 Calendar Days
• Physical-Simple Augment .....	20 Calendar Days
• Physical-Minor Augment.....	45 Calendar Days
• Physical-Intermediate Augment.....	60 Calendar Days
• Physical-Major Augment .....	90 Calendar Days

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

## PMDD: Collocation Percent of Due Dates Missed

### Definition

This report measures the percentage of missed due dates for collocation arrangements.

### Exclusions

Any bona fide firm order canceled by the CLEC

### Business Rules

Percent Due Dates Missed is the percentage of total collocation arrangements which BellSouth is unable to complete by the BellSouth committed due date.

### Calculation

**Percent Due Dates Missed** = (a / b) X 100

- a = Number of completed collocation arrangements that were not completed by the committed due date in the reporting period
- b = Total number of collocation arrangements completed in the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Virtual .....	>= 95% on time
• Physical .....	>= 95% on time
• Virtual Augment .....	>= 95% on time
• Physical Augment .....	>= 95% on time

### SEEM Measure

SEEM	Tier I	Tier II
Yes .....	X .....	X .....

## Section 8: Change Management

### CMN: Timeliness of Change Management Notices

#### Definition

This report measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

#### Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes (for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

#### Business Rules

The interval begins on the notification date and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the interval would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

#### Calculation

**Timeliness of Change Management Notices** = (a / b) X 100

- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

#### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

##### SQM Analog/Benchmark

- Notices.....95% on time

#### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

## CMD: Timeliness of Documentation Associated with Change

### Definition

This report measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

### Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth’s control, such as changes due to Regulatory mandate or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

### Business Rules

The interval begins on the date the business rule documentation is released and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the interval would restart.

Documentation standards and timeframes can be found in the Change Control Process, on the Interconnection website ([http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)).

### Calculation

**Timeliness of Documentation Associated with Change** = (a / b) X 100

- a = Change Management documentation sent within required timeframes after notices
- b = Total number of Change Management documentation sent

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Documentation.....	95% on time

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	.....	X

## ION: Notification of CLEC Interface Outages

### Definition

This report measures the time it takes BellSouth to notify the CLECs of an interface outage as defined by the Change Control Process (CCP) documentation.

### Exclusions

None

### Business Rules

BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported system error.
2. BellSouth finds an error message within the error log that identically matches a CLEC reported system outage.
3. When three or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

The 15-minute interval begins once a CLEC reported outage or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the interval begins at the point of verification.

### Calculation

**Notification of CLEC Interface Outages** = (a / b) X 100

- a = Number of interface outages where CLECs are notified within 15 minutes
- b = Total number of interface outages

### Report Structure

- CLEC Aggregate
- Geographic Scope
  - Region

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- By interface type for all interfaces accessed by CLECs.....97% <= 15 Minutes

Interface	Applicable to
EDI .....	CLEC
CSOTS.....	CLEC
LENS .....	CLEC
TAG.....	CLEC
ECTA.....	CLEC
TAFI .....	CLEC/BellSouth

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

## PSEC: Percentage of Software Errors Corrected in “X” Business Days

### Definition

This report measures the percentage of all outstanding software errors, due and overdue, to be corrected by BellSouth in “X” business days within the report period.

### Exclusions

- Software corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

### Business Rules

The interval begins when a Software Error is validated per the Change Control Process (CCP) and ends when the error is corrected and the notice is posted to the change control website. Currently “X” business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP. A copy of the most current CCP can be found on the Interconnection website ([http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)). The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

### Calculation

**Percentage of Software Errors Corrected in “X” Business Days = (a / b) X 100**

- a = Total number of software errors corrected in “X” business days, as defined for each severity level (Severity 2, Severity 3, and Severity 4)
- b = Total number of Severity 2, Severity 3, and Severity 4 software errors corrected

### Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- Geographic Scope
  - Region

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Errors .....95% within Interval

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

PSEC: Percentage of Software Errors Corrected in “X” Business Days

## PCRAR: Percentage of Change Requests Accepted or Rejected within 10 Days

### Definition

This report measures the percentage of change requests, other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.

### Exclusions

- Change requests canceled or withdrawn before a response from BellSouth is due

### Business Rules

The acceptance/rejection interval begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found on the Interconnection website ([http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)). The interval ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions that have been responded to within the reporting period.

### Calculation

**Percentage of Change Requests Accepted or Rejected within 10 Business Days** = (a / b) X 100

- a = Total number of change requests accepted or rejected within 10 business days
- b = Total number of change requests responded to within the reporting period

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Requests Accepted/Rejected .....95% within Interval

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

PCRAR: Percentage of Change Requests Accepted or Rejected within 10 Days

## PCRR: Percent Change Requests Rejected

### Definition

This report measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected within the report period.

### Exclusions

- Change requests canceled or withdrawn before a response from BellSouth is due

### Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejection per the Change Control Process, a copy of which can be found on the Interconnection website ([http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)). These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within the reporting period.

### Calculation

**Percent Change Requests Rejected** = (a / b) X 100

- a = Total number of change requests rejected
- b = Total number of change requests responded to within the reporting period

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Reason – Cost .....Diagnostic
- Reason – Technical Feasibility .....Diagnostic
- Reason – Industry Direction .....Diagnostic

#### SQM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II
No .....		



## NDPR: Number of Defects in Production Releases (Type 6 CR)

### Definition

This report measures the number of defects in production releases. This measure will be presented as the number of Type 6 Severity 2 Defects, the number of Type 6 Severity 3 Defects without a mechanized work around, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity 2, Severity 3, and Severity 4 Defects can be found in the Change Control Process document.

### Exclusions

None

### Business Rules

This metric measures the number of Type 6 Severity 2 Defects, the number of Type 6 Severity 3 Defects without a mechanized work around, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity 2, 3, and 4 defects can be found in the Change Control Process, which can be found on the Interconnection website ([http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)).

### Calculation

The number of Type 6 Severity 2 Defects, the number of Type 6 Severity 3 Defects without a mechanized work around, and the number of Type 6 Severity 4 Defects.

### Report Structure

- Production Releases
- Number of Type 6 Severity 2 Defects
- Number of Type 6 Severity 3 Defects without a mechanized work around
- Number of Type 6 Severity 4 Defects
- Geographic Scope
  - Region

### SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Number of Type 6 Severity 2 Defects.....	0 Defects
• Number of Type 6 Severity 3 Defects.....	0 Defects
without a mechanized work around	
• Number of Type 6 Severity 4 Defects.....	0 Defects

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

NDPR: Number of Defects in Production Releases (Type 6 CR)

## SV: Software Validation

### Definition

This report measures software validation test results for production releases of BellSouth local interfaces.

### Exclusions

None

### Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software production releases work as designed. Each transaction in the test deck is assigned a weight factor based on the weights assigned to the metrics. Within the software validation metric, weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a production release. Test deck transactions will be executed using production release software in the CAVE environment. Within seven (7) business days following completion of the production release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found on the interconnection website ([http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html)).

### Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using production release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Failed Transactions ..... <= 5%

### SEEM Measure

SEEM	Tier I	Tier II
No .....		

## PCRIP: Percentage of Change Requests Implemented within 60 Weeks of Prioritization

### Definition

This report measures whether BellSouth provides CLECs timely implementation of prioritized change requests.

### Exclusions

- Change requests implemented later than 60 weeks with the consent of the CLECs
- Change requests where BellSouth has regulatory authority to exceed the interval

### Business Rules

The interval for each change request begins when it has been prioritized as described in the Change Control Process and ends when the change request has been implemented by BellSouth and made available to the CLECs.

### Calculation

**Percentage of Type 5 CLEC Initiated Change Requests Implemented on Time** = (a / b) X 100

- a = Total number of prioritized Type 5 Change Requests implemented within the data month having an implementation interval less than or equal to 60 weeks from the most recent release prioritization date
- b = Total number of prioritized Type 5 Change Requests implemented within the data month

**Percentage of Type 4 BellSouth Initiated Change Requests Implemented on Time** = (c / d) X 100

- c = Total number of prioritized Type 4 Change Requests implemented within the data month having an implementation interval less than or equal to 60 weeks from the release prioritization date
- d = Total number of prioritized Type 4 Change Requests implemented within the data month

### Report Structure

- BellSouth Aggregate
- Type 4 Requests Implemented
- Type 5 Requests Implemented
- Percent implemented within 16, 32, 48, and 60 weeks
- Geographic Scope
  - Region

### SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Type 4 Requests Implemented .....	95% within Interval
• Type 5 Requests Implemented .....	95% within Interval

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

PCRIP: Percentage of Change Requests Implemented within 60 Weeks of Prioritization

## Appendix A: Glossary of Acronyms and Terms

### Symbols used in calculations

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

≤

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

≥

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

### A

#### **ACD**

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

#### **Aggregate**

Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLEC data for a given reporting level.

#### **ALEC**

Alternative Local Exchange Company – A customer who competes with the Incumbent Local Exchange Carrier (ILEC) in providing local service.

#### **ADSL**

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

#### **ASR**

Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

#### **ATLAS**

Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

**Auto Clarification**

The number of LSRs electronically rejected from LESOG and electronically returned to the CLEC for correction.

**B**

**BOCRIS**

Business Office Customer Record Information System – System used to maintain customer account information which includes, but is not limited to, bills, payment history, and memo notations made during customer contact.

**BRI**

Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

**BRC**

Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

**C**

**CABS**

Carrier Access Billing System – The database that is used to store access customer service records, including customer bills and service record documents.

**CCC**

Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

**CCP**

Change Control Process – The methods and procedures used consistently to make changes to the requirements of the metrics identified in the Service Quality Measurements Plan (SQM).

**Centrex**

A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

**CISC**

Carrier Interconnection Switching Center - The BellSouth Center dedicated to handling CLEC access service requests.

**CKTID**

Circuit Identifier - A unique identifier for elements combined in a service configuration.

**CLEC**

Competitive Local Exchange Carrier – A customer who competes with the Incumbent Local Exchange Carrier (ILEC) in providing local service.

**CLP**

Competitive Local Provider – A customer who competes with the Incumbent Local Exchange Carrier (ILEC) in providing local service.

**CM**

Change Management – The ongoing process that identifies, documents, and appropriately notifies a party of all changes and modifications.

**CMDS**

Centralized Message Distribution System - National system used to transfer specially formatted messages among companies.

**COFFI**

Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI indicates all services available to a customer.

**COG**

Corporate Gateway - System designed for the electronic submission of xDSL Local Service Requests.

**CRIS**

Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.

**CRSG**

Complex Resale Support Group – Provides Loop Makeup information on an address.

**C-SOTS**

CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database.

**CSR**

Customer Service Record – A record of the customer/end-user information, including details about the services and physical address of the end-user.

**CTTG**

Common Transport Trunk Group - Trunk groups between BellSouth, independent end-offices, and the BellSouth access tandems.

**CWINS Center**

Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

**D**

**Design**

Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

**Disposition & Cause**

Types of trouble conditions, (e.g, No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

**DS0**

The worldwide standard speed for one digital voice signal (64,000 bps).

**DS1**

24 DS0s (1.544Mb/sec.)

**DOE**

Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input service orders in BellSouth format.

**DOM**

Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

**DSAP**

DOE (Direct Order Entry) Support Application - A BellSouth system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

**DSL**

Digital Subscriber Line – Allows customers to provide simultaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

**DUI**

Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

**E**

**EDI**

Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

**ESSX**

BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, intercommunication to all stations, and custom calling features.

**F**

**Fatal Reject**

LSRs electronically rejected from LEO because the required fields are not correctly populated.

**Flow-Through**

In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

**FOC**

Firm Order Confirmation - A notification returned to the CLEC confirming the LSR has been received and accepted, including the specified commitment date.

**FX**

Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

**G H**

**HDSL**

High Bit Digital Subscriber Line – A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.

**I J K**

**ILEC**

Incumbent Local Exchange Carrier – Regional Bell Operating Company (RBOC)

**INP**

Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC.

**ISDN**

Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsimile.

## L

### **LAN**

Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

### **LAUTO**

The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

### **LCSC**

Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.

### **Legacy System**

Term used to refer to BellSouth Operations Support Systems.

### **LENS**

Local Exchange Navigation System - The BellSouth application developed to provide both preordering and ordering electronic interface functions for CLECs.

### **LEO**

Local Exchange Ordering – LEO stores information and is an interface for LSR processing. LEO provides first-level validation to ensure all appropriate fields are populated.

### **LERG**

Local Exchange Routing Guide – System used to access legacy systems and gather information to process LSRs.

### **LESOG**

Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the service order into the Service Order Control System using terminal emulation technology.

### **LFACS**

Loop Facilities Assignment and Control System - Database of facilities assigned to the service order.

### **LIDB**

Line Information Database – Contains information about the user's calling card and other billing data.

### **LMOS**

Loop Maintenance Operations System - A BellSouth operations system that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

### **LMOS HOST**

Loop Maintenance Operations System Host Computer

### **LMU**

Loop Makeup - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

### **LMUSI**

Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

### **LNP**

Local Number Portability - In the context of this document, the capability for a subscriber to retain their current telephone number as they transfer to a different local service provider.



**LNP Gateway**

Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

- (1). Linking BellSouth to the Number Portability Administration Center (NPAC).
- (2). Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.
- (3). Providing interface between NPAC and AIN SMS for LNP routing processes.

**Loops**

Transmission paths from the central office to the customer premises.

**LRN**

Location Routing Number – A 10-digit number which routes calls to the appropriate end-user’s ported telephone number.

**LSR**

Local Service Request – A request from a CLEC for local resale service or unbundled network elements.

**M**

**Maintenance & Repair**

The process and function by which trouble reports are sent to BellSouth and the related service problems are resolved.

**MARCH**

BellSouth Operations System which accepts service order and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches.

**N**

**NBR**

New Business Request - Process used by CLECs to initiate a service, which is not included within its interconnection agreement.

**NC**

No Circuits - All circuits busy announcement.

**NMLI**

Native Mode LAN Interconnection - An intraLATA, shared fibered-based LAN inter-networking service

**NPA**

Numbering Plan Area - Area Code portion of a telephone number.

**NXX**

The exchange portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

**O**

**Ordering**

The process and functions where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth.

**Ordering Interface Gateways**

Gateways for CLECs to submit LSRs electronically

**OSPCM**

Outside Plant Contract Management System – Provides scheduling and completion information on outside plant construction activities.

**OSS**

Operations Support System – An overall support system or database which is used to mechanize the flow and performance of work.

**Out Of Service**

Customer has no dial tone and cannot call out

**P**

**PMAP**

Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

**PMQAP**

Performance Measurement Quality Assurance Plan – Documents and maintains the systematic procedures used to ensure BellSouth Telecommunications (BST) produces accurate and reliable service quality measurement reports.

**PON**

Purchase Order Number – Identifier assigned by the customer originating the service request

**POTS**

Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

**PREDICTOR**

BellSouth system used to administer proactive maintenance and rehabilitation activities on outside plant facilities.

**Preordering**

The process and functions by which information is obtained, verified, or validated prior to placing a service request.

**PRI**

Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels.

**Provisioning**

The process and functions where necessary work is performed to activate a service requested via a LSR/ASR.

**Q R**

**RRC**

Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

**RSAG**

Regional Street Address Guide - Validates street addresses for accuracy with state and local government records.

**RSAGADDR**

Regional Street Address Guide/Address – RSAG software contract for address search

**RSAGTN**

Regional Street Address Guide/Telephone Number - RSAG software contract for telephone number search

## S

### **SAC**

Service Advocacy Center – Resolves issues in the provisioning process

### **SDUM**

Supporting Data User Manual

### **SEEM**

Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs.

### **SGG**

ServiceGate Gateway – A common gateway to receive and send interconnection requests.

### **SOCS**

Service Order Control System - BellSouth system which routes service order images.

### **SOG**

Service Order Generator – Designed to generate a service order for xDSL.

### **SONGS**

Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens and prompts, to aid negotiation and entry of all order types.

### **Syntactically Incorrect Query**

A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering “1234 Main St.” will be considered syntactically correct because valid characters were used in the address field. However, entering “AB34 Main St.” will be considered syntactically incorrect because invalid characters (example: alpha characters were entered in numeric slots) were used in the address field.

## T

### **TAFI**

Trouble Analysis Facilitation Interface - Supports trouble receipt center personnel in taking and handling customer trouble reports.

### **TAG**

Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth’s OSSs and participating CLECs.

### **TN**

Telephone Number

### **Total Manual Fallout**

LSRs entered electronically, but require manual input into a service order generator.

## U V

### **UCL**

Unbundled Copper Link - A dedicated metallic transmission facility from BellSouth’s Main Distribution Frame (MDF) to a customer’s premises.

### **UNE**

Unbundled Network Element – Provides connectivity from a Competitive Local Exchange Carrier to an end-user.

**USOC**

Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment.

**W**

**WFA**

Work Force Administration – Electronic document tracking system.

**WMC**

Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians).

**WTN**

Working Telephone Number

**X Y Z**

**XML**

eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems.

## Appendix B: BellSouth Audit Policy

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. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo an audit of its Performance Metrics Quality Assurance Plan (PMQAP) every other year for the next five (5) years (2005-2010) to be conducted by an independent third party. The results of audits 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 expressing their contractual rights. If no party is sharing the costs of this audit, BellSouth may utilize its internal auditing organization to conduct the audit.
2. Should an independent third party auditor be required, it shall be selected by BellSouth, with input from the PSC, if applicable, and the other parties bearing the cost of the audit.
3. Due to the regional nature of the processes used to generate performance metric data, BellSouth will agree to no more than one regional third party audit within its region per year.

These audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP produce accurate data that reflects each State's Order for performance measurements.

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

## Appendix C: Interface Tables

### IA: Interface Availability (Pre-Ordering/Ordering)

#### SQM Interface Availability

Application	Applicable to	% Availability
EDI .....	CLEC .....	X
TAG/XML .....	CLEC .....	X
LENS .....	CLEC .....	X
LEO .....	CLEC .....	X
LESOG .....	CLEC .....	X
LNP Gateway .....	CLEC .....	X
COG .....	CLEC .....	X
SOG .....	CLEC .....	X
DOM .....	CLEC .....	X
SGG .....	CLEC .....	X
DOE .....	CLEC/BellSouth .....	X
SONGS .....	CLEC/BellSouth .....	X
ATLAS/COFFI .....	CLEC/BellSouth .....	X
BOCRIS/CRIS .....	CLEC/BellSouth .....	X
DSAP .....	CLEC/BellSouth .....	X
RSAG .....	CLEC/BellSouth .....	X
SOCS .....	CLEC/BellSouth .....	X

### MRIA: Interface Availability (Maintenance & Repair)

#### SQM Interface Availability (M&R)

Interface	% Availability
BellSouth TAFI .....	X
CLEC TAFI .....	X
CLEC ECTA .....	X
<b>BellSouth &amp; CLEC</b>	
CRIS .....	X
LMOS HOST .....	X
LNP Gateway .....	X
MARCH .....	X
OSPCM .....	X
PREDICTOR .....	X
SOCS .....	X

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

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

1. Those measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
2. Performance sub-metric calculations 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 with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a  $\geq 2\%$  decline in BellSouth's performance at the sub-metric level.
4. Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a decline in performance as shown by an adverse change of  $\leq .5$  in the z-score at the sub-metric level.
5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.
6. Performance data will be made available for a maximum of three months in arrears.
7. 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, SEEM 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.
8. 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.
9. 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.

## Appendix E: 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 legacy system 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 is 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 all records that are used to calculate CLEC performance under the SQM sub-metrics.

#### 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. For the measures calculated in PMAP, 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 are calculated outside of PMAP and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.

##### Other Supporting Data Files (OSDF)

Other Supporting Data Files will also be provided upon CLEC request each month. These files contain CLECs initiated data/records extracted from the legacy systems, but “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 SDFs. 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:

- [AKC] Acknowledgement Message Completeness
- [RI] Reject Interval
- [FOCT] Firm Order Confirmation Timeliness
- [FOCRC] Firm Order Confirmation and Reject Response Completeness

As a general rule, all versions of transactions are provided in the Supporting Data Files. 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:

- [PIAM] Percent Installation Appointments Met
- [FOCI] Firm Order Confirmation Average Completion Interval
- [CCCI] Coordinated Customers Conversions Interval – Hot Cut Duration
- [HCT] Coordinated Customers Conversions – Hot Cut Timeliness Percent within Interval
- [RT] Coordinated Customer Conversions – Average Recovery Time
- [PT] Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
- [PPT] Percent Provisioning Troubles within “X” Days of Service Order Completion

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:

- [PRAM] Percent Repair Appointments Met
- [CTRR] Customer Trouble Report Rate
- [MAD] Maintenance Average Duration
- [PRT] Percent Repeat Customer 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:

- [BIA] Invoice Accuracy
- [BIT] Mean Time to Deliver Invoices
- [UDDT] Usage Data Delivery Timeliness

The billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP website. This SDF along with the reports resulting from billing supporting data 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.

Database Update Information - None

Trunk Group Performance - None

Collocation - None

Change Management - None

### **E. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)**

The SDUM and Schema can be found at URL (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder.