

# KENTUCKY SEEM ADMINISTRATIVE PLAN

Kentucky Plan  
Version 3.0304

Effective Date: ~~July 18~~November 14, 2009

Note: This SEEM Administrative Plan version is issued to reflect the OSS architecture changes implemented on November 14, 2009.

## B.2 Tier 2 Submetrics

Item No.	SQM Ref	Tier 2 Submetric
1	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – LENS/Enhanced Verigate
<del>2</del>	<del>ARI</del>	<del>OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – LEX</del>
<del>23</del>	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – TAG/XML/XML Gateway
<del>34</del>	ARI	OSS-1 OSS Response Interval (Maintenance & Repair)
<del>45</del>	IA	OSS-2 OSS Interface Availability – (Pre-Ordering/Ordering) – Regional per OSS Interface
<del>56</del>	IA	OSS-2 OSS Interface Availability – (Maintenance & Repair) – Regional per OSS Interface
<del>67</del>	LMT	PO-2 Loop Makeup – Response Time – Electronic - Loop
<del>78</del>	AKC	O-2 Acknowledgement Message Completeness - Acknowledgments
<del>89</del>	FT	O-3 Percent Flow-Through Service Requests – Business
<del>910</del>	FT	O-3 Percent Flow-Through Service Requests – LNP
<del>4011</del>	FT	O-3 Percent Flow-Through Service Requests – Residence
<del>4412</del>	FT	O-3 Percent Flow-Through Service Requests – UNE-L (includes UNE-L with LNP)
<del>4213</del>	FT	O-3 Percent Flow-Through Service Requests – UNE-P
<del>4314</del>	RI	O-8 Reject Interval – Fully Mechanized
<del>4415</del>	RI	O-8 Reject Interval – Partially Mechanized
<del>4516</del>	RI	O-8 Reject Interval – Non Mechanized
<del>4617</del>	FOCT	O-9 Firm Order Confirmation Timeliness - Fully Mechanized
<del>4718</del>	FOCT	O-9 Firm Order Confirmation Timeliness - Partially Mechanized
<del>4819</del>	FOCT	O-9 Firm Order Confirmation Timeliness - Non Mechanized
<del>4920</del>	FOCT	O-9 Firm Order Confirmation Timeliness – Local Interconnection Trunks
<del>2021</del>	FOCC	O-11 FOC & Reject Response Completeness – Fully Mechanized
<del>2422</del>	FOCC	O-11 FOC & Reject Response Completeness – Partially Mechanized
<del>2223</del>	FOCC	O-11 FOC & Reject Response Completeness – Non Mechanized

<b>Item No.</b>	<b>SQM Ref</b>	<b>Tier 2 Submetric</b>
<a href="#">2324</a>	OAAT	O-12 Average Answer Time – Ordering Centers – CLEC Local Carrier Service Center
<a href="#">2425</a>	MIA	P-3 Percent Missed Installation Appointments – Resale POTS
<a href="#">2526</a>	MIA	P-3 Percent Missed Installation Appointments – Resale Design
<a href="#">2627</a>	MIA	P-3 Percent Missed Installation Appointments – UNE Loop and Port Combinations
<a href="#">2728</a>	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Design
<a href="#">2829</a>	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Non-Design
<a href="#">2930</a>	MIA	P-3 Percent Missed Installation Appointments – UNE xDSL
<a href="#">3031</a>	MIA	P-3 Percent Missed Installation Appointments – UNE Line Splitting/Sharing
<a href="#">3132</a>	MIA	P-3 Percent Missed Installation Appointments – LNP Standalone
<a href="#">3233</a>	MIA	P-3 Percent Missed Installation Appointments – Local Interconnection Trunks
<a href="#">3334</a>	OCI	P-4 Order Completion Interval (OCI) – Resale POTS
<a href="#">3435</a>	OCI	P-4 Order Completion Interval (OCI) – Resale Design
<a href="#">3536</a>	OCI	P-4 Order Completion Interval (OCI) – UNE Loop and Port Combinations
<a href="#">3637</a>	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Design
<a href="#">3738</a>	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Non-Design
<a href="#">3839</a>	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL – without conditioning
<a href="#">3940</a>	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL – with conditioning
<a href="#">4041</a>	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting/Sharing Dispatch
<a href="#">4142</a>	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting/Sharing – Non-Dispatch
<a href="#">4243</a>	OCI	P-4 Order Completion Interval (OCI) – Local interconnection Trunks
<a href="#">4344</a>	OCI	P-4 Order Completion Interval (OCI) – UNE EELS
<a href="#">4445</a>	CCI	P-7 Coordinated Customer Conversions – Hot Cut Durations
<a href="#">4546</a>	CCT	P-7A Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
<a href="#">4647</a>	NCDD	P-7D Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
<a href="#">4748</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale POTS

Item No.	SQM Ref	Tier 2 Submetric
<a href="#">4849</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale Design
<a href="#">4950</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loop and Port Combinations
<a href="#">5051</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops - Design
<a href="#">5152</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops – Non-Design
<a href="#">5253</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE xDSL
<a href="#">5354</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting/Sharing - Dispatch
<a href="#">5455</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting/Sharing – Non-Dispatch
<a href="#">5556</a>	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Local Interconnection Trunks
<a href="#">5657</a>	SOA	P-11 Service Order Accuracy - Resale
<a href="#">5758</a>	SOA	P-11 Service Order Accuracy - UNE
<a href="#">5859</a>	SOA	P-11 Service Order Accuracy – UNE-P
<a href="#">5960</a>	LOOS	P-13B LNP – Percent Out of Service < 60 Minutes - LNP
<a href="#">6061</a>	LAT	P-13C LNP Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date – LNP – (Standalone)
<a href="#">6162</a>	LDT	P-13D LNP – Disconnect Timeliness (Non-Trigger)
<a href="#">6263</a>	MRA	MR-1 Percent Missed Repair Appointment – Resale POTS
<a href="#">6364</a>	MRA	MR-1 Percent Missed Repair Appointment – Resale Design
<a href="#">6465</a>	MRA	MR-1 Percent Missed Repair Appointment – UNE Loop and Port Combinations
<a href="#">6566</a>	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Design
<a href="#">6667</a>	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Non-Design
<a href="#">6768</a>	MRA	MR-1 Percent Missed Repair Appointment – UNE xDSL
<a href="#">6869</a>	MRA	MR-1 Percent Missed Repair Appointment – UNE Line Splitting/Sharing
<a href="#">6970</a>	MRA	MR-1 Percent Missed Repair Appointment – Local Interconnection Trunks

<b>Item No.</b>	<b>SQM Ref</b>	<b>Tier 2 Submetric</b>
<a href="#">7071</a>	CTRR	MR-2 Customer Trouble Report Rate – Resale POTS
<a href="#">7172</a>	CTRR	MR-2 Customer Trouble Report Rate – Resale Design
<a href="#">7273</a>	CTRR	MR-2 Customer Trouble Report Rate – UNE Loop and Port Combinations
<a href="#">7374</a>	CTRR	MR-2 Customer Trouble Report Rate – UNE Loops Design
<a href="#">7475</a>	CTRR	MR-2 Customer Trouble Report Rate – UNE Loops Non-Design
<a href="#">7576</a>	CTRR	MR-2 Customer Trouble Report Rate – UNE xDSL
<a href="#">7677</a>	CTRR	MR-2 Customer Trouble Report Rate – UNE Line Splitting/Sharing
<a href="#">7778</a>	CTRR	MR-2 Customer Trouble Report Rate – Local Interconnection Trunks
<a href="#">7879</a>	MAD	MR-3 Maintenance Average Duration – Resale POTS
<a href="#">7980</a>	MAD	MR-3 Maintenance Average Duration – Resale Design
<a href="#">8081</a>	MAD	MR-3 Maintenance Average Duration – UNE Loop and Port Combinations
<a href="#">8182</a>	MAD	MR-3 Maintenance Average Duration – UNE Loops Design
<a href="#">8283</a>	MAD	MR-3 Maintenance Average Duration – UNE Loops Non-Design
<a href="#">8384</a>	MAD	MR-3 Maintenance Average Duration – UNE xDSL
<a href="#">8485</a>	MAD	MR-3 Maintenance Average Duration – UNE Line Splitting/Sharing
<a href="#">8586</a>	MAD	MR-3 Maintenance Average Duration – Local Interconnection Trunks
<a href="#">8687</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale POTS
<a href="#">8788</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale Design
<a href="#">8889</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loop and Port Combinations
<a href="#">8990</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Design
<a href="#">9091</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Non-Design
<a href="#">9192</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE xDSL
<a href="#">9293</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Line Splitting/Sharing
<a href="#">9394</a>	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Local Interconnection Trunks
<a href="#">9495</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale POTS

<b>Item No.</b>	<b>SQM Ref</b>	<b>Tier 2 Submetric</b>
<a href="#">9596</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale Design
<a href="#">9697</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loop and Port Combinations
<a href="#">9798</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Design
<a href="#">9899</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Non-Design
<a href="#">99100</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE xDSL
<a href="#">100101</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Line Splitting/Sharing
<a href="#">101102</a>	OOS	MR-5 Out of Service (OOS) > 24 hours – Local Interconnection Trunks
<a href="#">102103</a>	BIA	B-1 Invoice Accuracy
<a href="#">103104</a>	BIT	B-2 Mean Time to Deliver Invoices – CRIS
<a href="#">104105</a>	BIT	B-2 Mean Time to Deliver Invoices – CABS
<a href="#">105106</a>	BU DT	B-5 Usage Data Delivery Timeliness
<a href="#">106107</a>	BEC	B-10 Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days – State
<a href="#">107108</a>	TGP	TGP Trunk Group Performance
<a href="#">108109</a>	MDD	C-3 Collocation Percent of Due Dates Missed
<a href="#">109110</a>	NT	CM-1 Timelines of Change Management Notices – Region
<a href="#">110111</a>	DT	CM-3 Timeliness of Documentation Associated with Change – Region
<a href="#">111112</a>	SEC	CM-6 Percentage of Software Errors Corrected in “X” Business Days - Region
<a href="#">112113</a>	CRA	CM-7 Percentage of Change Requests Accepted or Rejected Within 10 Days – Region
<a href="#">113114</a>	SCRI	CM-11 Percentage of Software Change Requests Implemented Within 60 Weeks of Prioritization – Region