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December 18, 2009

Mr. Jeff Derouen
Executive Director
Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

Re: Investigation Concerning the Propriety of InterLATA Services by BellSouth Telecommunications, Inc. Pursuant to the Telecommunications Act of 1996
PSC 2001-00105

Petition of BellSouth Telecommunications, Inc. for the Establishment of a New Performance Plan
PSC 2004-00391

Dear Mr. Derouen:

In November 2009, AT&T implemented certain system changes in the Southeast region. Specifically, AT&T introduced a new Local Service Request Exchange ("LEX") System which is a web-based Graphical User Interface ("GUI") for electronic pre-ordering and ordering functions. Interested parties, including competitive local exchange carriers ("CLECs"), have been advised of this change through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the following Accessible Letters ("ALs"): CLECSSES09-056 (dated September 11, 2009) and CLECSSES09-063 (dated September 30, 2009). The ALs are available for review at the following web site:
<https://clec.att.com/clec/acclatters/home.cfm?curMonth=yes>.

Although this OSS change does not substantively change the Service Quality Measurement Plan and Self-Effectuating Enforcement Mechanism Administrative Plan (collectively, "SQM/SEEM Plan"), the SQM/SEEM Plan documentation must be updated to accurately reflect the addition of the new LEX interface. Accordingly, AT&T has made minor, administrative updates to the SQM/SEEM Plan documentation. For the Commission's convenience, a red-lined version of the pages of the SQM/SEEM Plan which have been updated are included in this filing. The updated SQM/SEEM Plan is available for review at the following website: <http://pmap.wholesale.att.com/content/documentation.aspx>.

In addition to the administrative changes associated with the introduction of the LEX interface, AT&T is providing updates as a result of previous OSS architectural changes that were erroneously omitted. Specifically, the XML Gateway and Verigate interfaces are being added to the Change Management (CM-5) measurement for Notification of CLEC Interface Outages.

It is important to note that from a performance measurement perspective, the addition of the LEX interface, as well as the updates associated with the XML Gateway and Verigate interfaces, will have *no impact* on the calculation of the OSS measures currently contained in the SQM/SEEM Plan. That is, AT&T will continue to report system response times provided to

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CLECs via the SQM measure known as OSS-1 [ARI]: OSS Response Interval, will continue to report the availability of access to the systems as part of the SQM measure known as OSS-2 [IA]: OSS Interface Availability, and will continue to report interface outages as part of the SQM measure known as CM-5 [ION]: Notification of CLEC Interface Outages. The method of calculation for the OSS-1, OSS-2, and CM-5 metrics will not change and the results will continue to be reported on a monthly basis.

The attached certificate of service certifies that this filing was filed electronically today and a copy of the Read1st document has been served by email on parties of record. Parties of record can access the information at the Commission's Electronic Filing Center located at <http://psc.ky.gov/efs/efsmain.aspx>.

Please let me know if you have any questions.

Sincerely,


Mary K. Keyer

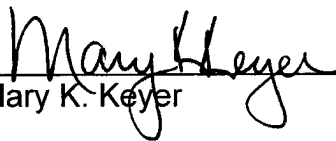
Enclosures

cc: Parties of Record

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CERTIFICATION

I hereby certify that the electronic version of this filing made with the Commission this 18th day of December 2009 is a true and accurate copy of the documents filed herewith in paper form on December 18, 2009, and the electronic version of the filing has been transmitted to the Commission. A copy of the Read1st document has been served electronically on all parties of record.


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