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February 4, 2000

BY HAND DELIVERY

David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

> Re: *In the Matter of the Interconnection Agreement Negotiations Between AT&T*
> *Communications of the South Central States, Inc., TCG MidSouth Inc., and*
> *BellSouth Telecommunications, Inc., Pursuant to 47 U.S.C. § 252*
>
> Docket No. ___00-00079___

Dear Mr. Waddell:

Enclosed please find the original and thirteen copies of the Petition of AT&T and TCG for Arbitration under the Telecommunications Act of 1996.

If you have any questions, please do not hesitate to call me.

Sincerely,

Jim Lamoureux

Encls.

cc: Guy Hicks (overnight mail)
Doug Lackey (hand delivery)

BINDER TWO

ATTACHMENT 7

**INTERFACE REQUIREMENTS FOR ORDERING AND PROVISIONING,
MAINTENANCE AND REPAIR AND PRE-ORDERING**

TABLE OF CONTENTS

INTERFACE REQUIREMENTS FOR ORDERING AND PROVISIONING, MAINTENANCE AND REPAIR AND PRE-ORDERING

1. **General Conditions**

    This Attachment 7 sets forth the terms and conditions under which BellSouth will provide AT&T access to the following BellSouth Operations Support Systems ("OSS") functions. Access to these functions shall be via various interfaces and personnel and may be used by AT&T for pre-ordering, ordering, provisioning, maintenance and repair, and billing functions, which are supported by BellSouth databases, information, and personnel.

    DISAGREE

    AT&T PROPOSAL

    In addition to the electronic interfaces, BellSouth shall provide to AT&T any manual processes available to other CLECS for preordering, ordering, provisioning, and billing functions via BellSouth's Local Service Center, and for repair and maintenance functions through BellSouth's Local Operations Center. AT&T shall use its best efforts to utilize BellSouth's electronic interfaces. However, should AT&T use manual processes, AT&T shall pay BellSouth the additional charges associated with these manual processes, as set forth in this Agreement

    BST PROPOSAL

    Ordering of Services and Elements shall be electronic in all instances except where electronic ordering capability has not been developed for the particular Services and Elements being ordered or in the instance where the electronic interface is temporarily unavailable. If the electronic interface is not available, orders may be sent to BellSouth via facsimile, United States Mail, or in a manner otherwise agreed to by the Parties. BellSouth's current interfaces to OSS functions are:

Interfaces	Function
EDI, TAG, LENS, LENS99, ROBO TAG	Ordering

Interfaces	Function
TAG, LENS, LENS99, ROBO TAG	Pre-order
EDI, TAG, LENS, LENS99, ROBO TAG CSOTS	Provisioning
EBI (ECTA), TAFI	Maintenance and Repair
CABS, CRIS, BIBS	Billing and Recording

1.1   BellSouth will provide AT&T with access to the interfaces twenty-four (24) hours a day, seven (7) days a week, except for scheduled maintenance. BellSouth shall provide AT&T a minimum of fifteen (15) calendar days advance notice of any scheduled maintenance.

1.2   Downtime shall be scheduled when systems experience minimum usage.

1.3   Single Point of Contact ("SPOC")

1.3.1   BellSouth will provide a SPOC to provide technical support for the interfaces described herein. AT&T will also provide a SPOC for technical issues related to said interfaces.

1.3.2   BellSouth will provide a SPOC for all ordering and provisioning contacts and order flow involved in the purchase and provisioning of BellSouth's Services and Elements.

1.3.3   BellSouth and AT&T will provide one another with toll-free contact numbers for their respective SPOCs.

1.3.4   The Parties agree that the Change Control Process attached hereto as Exhibit A, and incorporated herein by this reference, will be used to manage changes to existing interfaces, introduction of new interfaces and retirements of interfaces. AT&T and BellSouth agree to comply with the provisions of the Change Control Process.

1.3.5   Throughout the term of this Agreement, the quality of the technology, equipment, facilities, processes, and techniques (including, without limitation, such new architecture, equipment, facilities, and interfaces as BellSouth may deploy) that BellSouth provides to AT&T under this Agreement must be at least equal in quality to that provided by BellSouth to itself and its affiliates. The service standards,

measurements and performance incentives applicable to the interfaces are set forth in Attachment 9 (Performance Measurements) of this Agreement, incorporated herein by this reference.

1.3.6   AT&T and BellSouth will utilize standard industry formats and data elements developed by the Alliance for Telecommunications Industry Solutions ("ATIS"), including without limitation to the Ordering and Billing Forum ("OBF") ("ATIS and its associated committees"). Where standard industry formats and data elements are not developed by ATIS and its associated committees, AT&T and BellSouth will use the Change Control Process to address the specific format or data element requirements. When an ATIS and its associated committees standard or format is subsequently adopted, the Parties will utilize the Change Control Process to determine whether to continue to utilize the non-ATIS and its associated committees standard or format and when to implement the ATIS and its associated committees standard or format.

1.3.7   Subscription Functions. In cases where BellSouth performs subscription functions for an inter-exchange carrier [i.e., PIC, and LPIC changes via Customer Account Record Exchange ("CARE")], BellSouth will provide the affected inter-exchange carriers with the Operating Company Number ("OCN") of the local provider for the purpose of obtaining end user billing account and other end user information required under subscription requirements.

2.   Pre-ordering

2.1   BellSouth shall provide access to the following pre-ordering functions: service address validation, telephone number selection, service and feature availability, due date information, dispatch and available installation appointments, PIC options for intraLATA and interLATA toll, loop qualification information and end user record information.

2.2   BellSouth shall provide AT&T with non-discriminatory access to the Loop qualification information that is available to BellSouth, so that AT&T can make an independent judgment about whether the Loop is capable of supporting the advanced services equipment that AT&T intends to install. Loop qualification information is defined as information, such as the composition of the Loop material, including but not limited to: fiber optics or copper; the existence, location and type of any electronic or other equipment on the Loop, including but not limited to, digital Loop carrier or other remote concentration devices, feeder/distribution interfaces, bridge taps, load coils, pair-gain

devices, disturbers in the same or adjacent binder groups; the Loop length, including the length and location of each type of transmission media; the wire gauge(s) of the Loop; and the electrical parameters of the Loop, which may determine the suitability of the Loop for various technologies.

2.3   BellSouth and AT&T will provide access to customer service record information where the Parties have the appropriate written authorization from the end user. Neither Party shall be required to present prior written authorization from each end user to the other Party before being allowed access to customer record information. Each Party will issue the other a blanket letter of authorization that states that AT&T and BellSouth will obtain the end user's permission before accessing end user records. Each Party shall retain the letters of authorization from its end users. If BellSouth desires to request a Customer Service Record ("CSR") for an AT&T end user, BellSouth is required to complete a Customer Service Information Query ("CSIQ") form and send via facsimile to AT&T. AT&T will accept CSR requests from BellSouth as acting agent for the end user (BellSouth should retain Letter of Authorization ("LOA") on file). AT&T will provide the CSR and return via facsimile both the CSIQ form and the CSR within 48 hours or 2 business days, if the first of the two days falls on a Friday or a holiday. The provisioning of local service for the territory served by BellSouth is handled by AT&T's work center located in Atlanta, Georgia. The work center's facsimile telephone number is (404) 329-2169. Voice inquires on the CSIQ should be directed to (404) 982-6611.

3.   **Ordering and Provisioning**

3.1   BellSouth will recognize AT&T as the customer of record for services ordered by AT&T pursuant to this Agreement and will send all notices, invoices and pertinent information directly to AT&T. Except as otherwise specifically provided in this Agreement, AT&T shall be the single and sole point of contact for all AT&T end users.

3.2   Each Party shall refer all questions regarding the other Party's services or products directly to the other Party at a telephone number specified by the other Party. Each Party shall ensure that all their representatives who receive inquiries regarding the other Party's services or products: (i) provide such numbers to callers who inquire about the other Party's services or products; and (ii) do not in any way disparage or discriminate against the other Party, or its products or services.

3.3 BellSouth will provide access to ordering and provisioning functions via the interfaces as set forth in Section 1.1 of this Attachment 7. To order the services, AT&T will format the service request pursuant to the requirements of the interface utilized.

3.4 AT&T may submit, and BellSouth will accept, orders for Services and Elements on a single service request per end user account.

3.5 Currently all telecommunications services for resale; unbundled network elements, and interconnection are requested via BellSouth's Local Service Request ("LSR"). The exception to this is an industry wide exception dealing with ordering interconnection local trunking which is ordered on an Access Service Request ("ASR"). Ordering procedures are as outlined in the ordering guide posted on the web. Changes or additions to ordering procedures resulting from new Services and Elements shall be provided to AT&T through its account team and BellSouth's Internet Website and shall comply with Exhibit A, attached hereto and incorporated herein by this reference.

3.6 BellSouth shall provide all ordering and provisioning services to AT&T during the same business hours of operation that BellSouth provisions service to its affiliates or end users. Ordering and provisioning support required by AT&T outside of these hours will be considered outside of normal business hours and will be subject to overtime billing.

3.7 If AT&T requests that BellSouth perform provisioning services at times or on days other than as required in the preceding sentence, BellSouth shall provide AT&T a quote for such services consistent with the provisions set forth in Exhibit A of Attachment 2 of this Agreement, incorporated herein by this reference.

3.8 To ensure the most efficient use of facilities and resources, orders placed in the hold or pending status by AT&T will be held for a maximum of thirty (30) days from the date the order is placed on hold. After such time, if AT&T wishes to reinstate an order, AT&T may be required to submit a new service order.

3.9 Upon request from AT&T, and consistent with the provisions set forth in of Attachment 2 of this Agreement, incorporated herein by reference, BellSouth will provide an intercept referral message for any order for Services and Elements which include any new AT&T telephone number.

3.10   BellSouth will provide AT&T with a Firm Order Confirmation ("FOC") in compliance with the provisions of Attachment 9 of this Agreement, incorporated herein by this reference. The FOC will provide AT&T with the BellSouth order number, the negotiated service due date, telephone/circuit numbers (as applicable to the service). Additional specific data may also be provided, if appropriate.

3.11   AT&T will specify on each order its Desired Due Date ("DDD") for completion of that particular order. BellSouth shall not complete the order prior to DDD unless early turn-up is needed for testing purposes. BellSouth will notify AT&T if the DDD cannot be met. BellSouth will make best effort to meet the DDD for service requests.

3.12   **If, during the provisioning visit to the AT&T end user premise, the AT&T end user requests additional work, BellSouth will contact AT&T for authorization to perform said work; will provide an estimate of time and materials required; will quote time and charges at the completion of the visit; and will notify AT&T if a subsequent visit is required. [OPEN – BellSouth]**

3.13   Expedite and Escalation Procedures:

3.14   Requests for due dates that are earlier than the BellSouth offered date will be treated as an expedite request. In order to request an expedited due date, AT&T must request the expedite through the appropriate BellSouth service center on the appropriate service request form. The BellSouth service center will coordinate the request internally with the appropriate groups within BellSouth in order to establish the date BellSouth will target as the offered date. The BellSouth service center will advise AT&T of this date on the FOC. If the date on the FOC does not meet AT&T's expedited request, AT&T may escalate to the appropriate center. BellSouth may bill expedite charges for an expedited due date and will advise AT&T of any charges at the time the offered date is provided. BellSouth will provide an escalation list to AT&T containing the names and numbers of the appropriate personnel to which escalations are to be referred.

3.15   When AT&T orders Services and Elements pursuant to this Agreement, BellSouth shall provide notification electronically of any instances when (1) BellSouth's Committed Due Dates are in jeopardy of not being met by BellSouth on any service, (2) an order contains Rejections/Errors in any of the data element(s) fields, or (3) completion notice. When AT&T orders Services and Elements pursuant to this Agreement manually, BellSouth shall provide notification in the same

manner in which it was sent of any instances when an order contains Rejections/Errors in any of the data element(s) fields. Any other notification or request for manual orders shall be available through BellSouth's Internet web site. Such notice will be made as soon as the jeopardy or reject is identified.

3.16   BellSouth and AT&T will perform co-operative testing (including trouble shooting to isolate problems) to test any Services and Elements purchased by AT&T pursuant to this Agreement in order to identify any performance problems identified at turn-up of the Services and Elements.

3.17   Where BellSouth provides installation on behalf of AT&T, BellSouth shall advise the AT&T end user to notify AT&T immediately if the AT&T end user requests a service change at the time of installation.

3.18   Upon AT&T's request through a Suspend/Restore Order, BellSouth shall suspend or restore the functionality of any Services and Elements provided pursuant to this Agreement.

3.19   Unless otherwise ordered by AT&T, when AT&T orders Services and Elements pursuant to this Agreement, all pre-assigned trunk or telephone numbers currently associated with those Services and Elements shall be retained without loss of switched based features where such features exist. AT&T shall be responsible for ensuring that associated functions (e.g., entries to databases and 911/E911 capability) are properly ordered or retained on the service request.

3.20   **DISAGREE**

        AT&T PROPOSAL

        For the currently combined loop-port combination, BellSouth shall establish an unbundled network element infrastructure to support the ordering of local service utilizing BellSouth's NIDs, loops, switching and interoffice transport.

3.21   **AT&T and BellSouth shall use two types of orders, an infrastructure Provisioning order and a Customer Specific Provisioning order, to establish local service capabilities based upon BellSouth's unbundled Network Element architecture. The Infrastructure Provisioning order notifies BellSouth of the common use Network Elements and Combinations that AT&T will require. This notification will occur through the use of an Infrastructure Footprint Form. The Infrastructure Footprint Form,**

when applicable, and the associated Questionnaire (Operator Services and Directory Assistance) are used to order the Network Elements and Combinations used in common (across AT&T retail customers) and identify the geographic area AT&T expects to serve through the Network Elements and Combinations ordered. AT&T and BellSouth may mutually agree to use an alternative format for exchange of Footprint Order related information, provided that the same information content is delivered.

3.22   The Footprint Order will consist of two sections, the geographic section and the common element section:

3.22.1   The geographic section indicates, for common usage elements such as Common Transport, Tandem Switching, STP functionality, or Data Bases, the geographic area in which AT&T intends to provide local service to customers utilizing a network configuration based upon unbundled Network Elements. The geography encompassed may be designated by End Office, Rate Center, LATA or State. The Footprint Order may be subsequently updated to include additional End Offices, Rate Centers, LATAs, not specified in the initial order.

3.22.2   The common element section of the Footprint Order contains two fields which may be repeated as often as necessary: Element and Attached Form. The elements listed are ordered at this point so that the Footprint Order, in conjunction with the customer-specific orders (such as a combined order for a loop and port referred to as the "platform"), supplies all elements that are necessary to offer local service via unbundled Network Elements. For the platform, the common elements to be ordered are tandem switching, common transport, STP functionality, Databases, and Operator Systems. The Operator Services and Directory Assistance Questionnaires will be used to specify AT&T's requirements for the routing and branding of OS and DA. The Footprint Order also notifies BellSouth where originating and terminating call detail must be captured on a line-by-line basis and provided to AT&T for each customer line service via unbundled Network Elements.

3.23   BellSouth will provide an acknowledgement to AT&T within 24 hours of BellSouth's receipt of the Footprint Order. This

acknowledgement only confirms receipt but does not convey a commitment that the BellSouth network is in a state of readiness.

3.24   Within five business days of the preceding acknowledgement, BellSouth will provide a letter that conveys the readiness status for all end-offices listed on the Footprint Order. This information must positively address each end-office specifically identified or implicit (e.g., where a LATA or Rate Center is identified) in the order. Where an end-office is not ready to support UNE-P, then AT&T expects that each such end-office will be identified by name and CLLI . For end-offices that are identified as incapable or not ready to process UNE-P traffic, then AT&T expects that BellSouth will identify the expected "ready" date on an office-by-office basis.

3.20   BST PROPOSAL

[For the currently combined loop-port combination, BellSouth shall establish an unbundled network element infrastructure to support the ordering of local service utilizing BellSouth's NIDs, loops, switching and interoffice transport.

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~~3.25~~   ~~3.23   BellSouth will provide an acknowledgement to AT&T within 24 hours of BellSouth's receipt of the Footprint Order. This acknowledgement only confirms receipt but does not convey a commitment that the BellSouth network is in a state of readiness.~~

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4. **Maintenance**

4.1 BellSouth shall perform maintenance functions for all Services and Elements provided pursuant to this Agreement in accordance with the terms and conditions of this Attachment 7 and as set forth in the Operational Understanding between BellSouth and AT&T Maintenance Centers ("Operational Understanding"), incorporated herein by this reference.

4.2 **DISAGREE**

BST PROPOSAL

BellSouth shall provide AT&T with access to maintenance and repair functions through its TAFI and ETCA interfaces. The functionality provided through the ETCA interface shall be as set forth in the adopted applicable national standards. The TAFI interface shall allow AT&T personnel to perform the following functions for AT&T end users: (i) enter a trouble ticket into the BellSouth maintenance system for an AT&T end user; (ii) retrieve and track current status on all AT&T end user repair tickets; (iii) receive "estimated time to repair" on a real time basis; (iv) route a repair ticket to the appropriate BellSouth work group for trouble handling (e.g. field dispatch, central office dispatch, further analysis by BellSouth personnel of trouble); and (v) perform an electronic test at the time of ticket entry and provide test results to AT&T.

AT&T PROPOSAL:

BellSouth shall provide AT&T with access to maintenance and repair functions through its TAFI and ETCA interfaces. The functionality provided through the ETCA interface shall be as set forth in the adopted applicable national standards. The TAFI interface shall allow AT&T personnel and customer service representatives to perform the following functions for AT&T end users: (i) enter a new end user trouble ticket into the BellSouth maintenance system for an AT&T end user; (ii) retrieve and track current status on all AT&T end user repair tickets; (iii) receive "estimated time to repair" ("ETTR") on a real-time basis; (iv) receive timely notification in the event a repair person is unable to be present for, or anticipates missing, a scheduled repair opportunity; (v) retrieve all applicable time and material charges at the time of ticket closure (itemized by time spent, price of

materials used, procedures employed, amounts incurred in each subcategory, and total by end user, per event); (vi) perform an electronic test at the time of ticket entry and provide test results to AT&T; (vii) display products and services that are programmed on a line or port; (viii) view pending orders associated with a line, port or circuit; (ix) view the LMOS trouble report; (x) query and view the current central office translations associated with a line or port; (xi) view both abbreviated and extended trouble histories for a line, port or circuit; (xii) view customer line record in LMOS; and (xiii) add or delete features to a central office line or port.

4.3   BellSouth service technicians shall provide to AT&T end users repair service that is at least equal in quality to that provided to BellSouth end users and trouble calls from AT&T shall receive response time priority that is at least equal to that of BellSouth end users and shall be handled on a "first-come first-served" basis regardless of whether the end user is an AT&T end user or a BellSouth end user.

4.4   For services provided through resale, BellSouth agrees to provide AT&T with scheduled maintenance for residence and small business end users consistent with the Operational Understanding. BellSouth agrees to provide AT&T written notification of Central Office conversions and such conversions consistent with the Operational Understanding.

4.5   Maintenance charges for premises visits by BellSouth technicians shall be billed by AT&T to its end user, and not by BellSouth. The BellSouth technician shall, (i) contact AT&T for authorization, (ii) provide an estimate of time and materials required, (iii) quote time and charges at the completion of the repair visit, (iv) notify AT&T if a subsequent visit is required. BellSouth will bill maintenance charges for premise visits to AT&T.

4.6   When maintenance charges are incurred during premises visits, the BellSouth technician shall present the end user with a form that is consistent with Section 19 of the General Terms and Conditions of this Agreement, incorporated herein by this reference, detailing the time spent, the materials used, and an indication that the trouble has either been resolved, or that additional work will be necessary, in which case, the BellSouth technician shall make an additional appointment with the end user. The BellSouth technician shall obtain the end user's signature upon said form, and then use the signed form to input maintenance charges into BellSouth's billing database.

5.   **Operational Readiness Test ("ORT")**

5.1   Prior to initial live access to interface functionality and subject to mutual agreement, the Parties shall conduct Operational Readiness Testing ("ORT") which will allow for the testing of the systems, interfaces, and processes for the OSS functions.

Prior to live system usage, AT&T will complete user education classes for BellSouth-provided interfaces that affect the BellSouth network. For each OSS training class offered by BellSouth, AT&T shall receive at no cost, one seat per class per year. Job aids for updates to such OSS training information are available to AT&T on the BellSouth Website

6.   **Joint Implementation Agreement Development**

6.1   **AT&T and BellSouth agree to develop a project plan for each interface that explicitly identifies all essential activities, sequence and interrelationship of these activities and the target completion dates for each activity identified. The project plans will reflect, on an on-going basis, delivery of target interfaces as discussed and agreed to within each preceding section.**

6.2   **AT&T and BellSouth recognize that the preceding project plans are not sufficient to fully resolve all technical and operational details related to the interfaces described. Therefore, AT&T and BellSouth agree to document the additional technical and operational details in the form of a Joint Implementation Agreement ("JIA"), (according to the industry standards established by OBF) These JIAs may be modified by mutual agreement of the Parties.**

6.3   **AT&T and BellSouth agree to document both a topical outline for the JIAs, and establish a schedule for identifying, discussing, resolving and documenting resolution of issues related to each aspect of the JIA topical outline for each interface discussed in this document. In no case will either end-to-end integrity testing or load testing begin without both Parties mutually agreeing that each interface JIA documents the intended operation of the interface scheduled for testing. By mutual agreement, specific paragraphs or entire sections of the overall Agreement may be identified and documented to serve the purpose described for the Joint Implementation Agreement for specific interfaces. Any issues identified and subsequently resolved through either the**

end-to-end integrity or load testing processes will be incorporated into the impacted interface JIA within 30 days of issue resolution. OPEN - AT&T

7.   **Performance Measurements**

7.1   Performance measurements shall be established pursuant to Attachment 9 of this Agreement, incorporated herein by this reference.

CHANGE CONTROL PROCESS

Note: The parties disagree to the terms and conditions of the Change Control Process in their entirety.

AT&T Proposal: Tab A

BellSouth Proposal: Tab B

Introduction

Purpose

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Electronic Interfaces, and the introduction of new interfaces, and the retirement of interfaces detailed below and provides for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect or are reasonably likely to affect external users of BellSouth's Electronic Interface Applications and associated mManual pProcesses Improvements performance or ability to provide service. This process shall be referred to as the Change Control Process

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory requirements. Parties shall provide appropriate notice and seek agreement of CLEC/BellSouth Change Control Review Team participants prior to deviating from the procesess established within this document.

The Change Control Process is applicable to the following existing interfaces and associated manual processes for pre-ordering, ordering and provisioning, maintenance and repair, and billing:

- Local Exchange Navigation System (LENS)
- Local Exchange Navigation System 99 (LENS99).
- RoboTag
- TAG
- Electronic Data Interchange (EDI), including EDI-PC
- CSOTS
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CRIS
- CABS
- BIBS

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services
- New or Revised Edits
- Process
- Regulatory
- Documentation including training
- Defect correction

Objectives:

- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes
- Migrate and adhere to the Industry standards that impact Electronic Interfaces and manual processes relative to order, pre-order, and maintenance.

AssumptionsAssumptions

- All parties will comply with all legal and regulatory requirements.
- CLECs and BellSouth will define single points of contact in each of their companies for communicating and coordinating change notification.
- All change requests and notifications are made in writing.
- Change notification occurs in advance of implementation to allow for assessment and testing.
- BellSouth will assign Change Control tracking numbers.
- BellSouth will assign Release tracking numbers.
- BellSouth will be responsible for systems testing. CLECs will be given the opportunity to perform individual testing with BellSouth as necessary prior to implementation.
- Time durations mentioned below are in business days unless otherwise indicated.
- Changes addressed by this document will be implemented for the CLEC community in general.
- CLECs are certified to do business in the BellSouth territory.

1. Change Control Organization

1.1 Change Control Organization

1.1.1 The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow . Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows

1.1.2 <u>Change Review ParticinantsParticipants.</u> Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets at least monthly to review, prioritize, and make recommendations for Pending Change Requests. The Pending Change Requests are used as input to the Internal Change Management Processes (refer to process step 58). . Each company, including BellSouth, participating in the Change Review shall have one vote, but may bring the number of participants to the meeting it feels necessary to represent its positions.

1.1.3 <u>Steering Committee.</u> Committee comprised of CLEC and BellSouth Representatives who meet periodically to facilitate compliance to the Change Control process. Membership is open to all CLECs on a voluntary basis. Each company, including BellSouth, participating in the Steering Committee shall have one vote, but may bring the number of participants to the meeting it feels necessary to represent its positions.

1.1.4 <u>BellSouth Change Control Manager (BCCM).</u> The BCCM is responsible for managing the Change Control Process and is the single point of contact for Change Requests. This individual is responsible for maintaining the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

1.1.5 <u>CLEC Change Control Manager (CCCM).</u> The CCCM is the CLEC single point of Contact for Change Requests. This individual is responsible for presenting and prioritizing Pending Change Request at the Change Review Meetings.

1.1.6 <u>Release Management Proiect Team.</u> A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled Change changes and releases.

2.   Change Control Decision Process

2.1   Change Control Decision Process

Change requests will be classified by Type. There are five Types.

2.1.1   Type 5 – CLEC Initiated Change.

Any non-Type 1 (Emergency) change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve systems and or business processes. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes).

2.1.2   Type 4 – BellSouth Initiated Change.

A Type 4 change is one affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). There are two categories of Type 4 Changes:

        Category A Changes – Changes which impact interfaces or interface operations.
        Category B Changes – Changes which impact business processes.

2.1.3   Type 3 – Industry Standard Change.

Changes to interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request.

2.1.4   Type 2 – Regulatory Change.

Changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is not voluntary, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request.

2.1.5   Type 1 – Emergency Change.

A Type 1 change corrects problems discovered in production versions of an application interface or business process. Either BellSouth or a CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate, such as to cause incorrect or improperly formatted data. Likewise the implementation of a business process may be faulty. Instances where BellSouth or CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during Change Management Review of the Change Request. All known discrepancies should be resolved prior to the release of new application code into the production

environment. Type 1 changes will be processed on an expedited basis. The timeframe for a Type 1 change is typically hours or days.

Additionally, once a Type 1 change is identified, the Change Management Team must determine the nature and scope of the emergency. Type 1 Changes should be categorized in the following manner:

Severity 1: Interface Unusable – Interface discrepancy results in totally unusable interface. CLEC Pre-Orders / Orders / Queries / Maintenance Requests cannot be submitted or will not be accepted by BellSouth. Manual workarounds are not feasible. Change is considered essential to continued operation. BellSouth and the CLECs will work to resolve the discrepancy as quickly as possible.

Severity 2: Interface Affecting – Pre-Orders / Orders / Queries / Maintenance Requests require workarounds on the part of BellSouth or the CLECs. Change is considered critical to efficient operations. BellSouth and the CLECs will work to resolve the discrepancy in a timely manner.

Severity 3: Process Impacting – Pre-Orders / Orders / Queries / Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification is considered critical to ongoing operations. BellSouth will work to provide appropriate documentation on an expedited basis.

The figure below shows the top-level process that will be used to evaluate Change Requests.
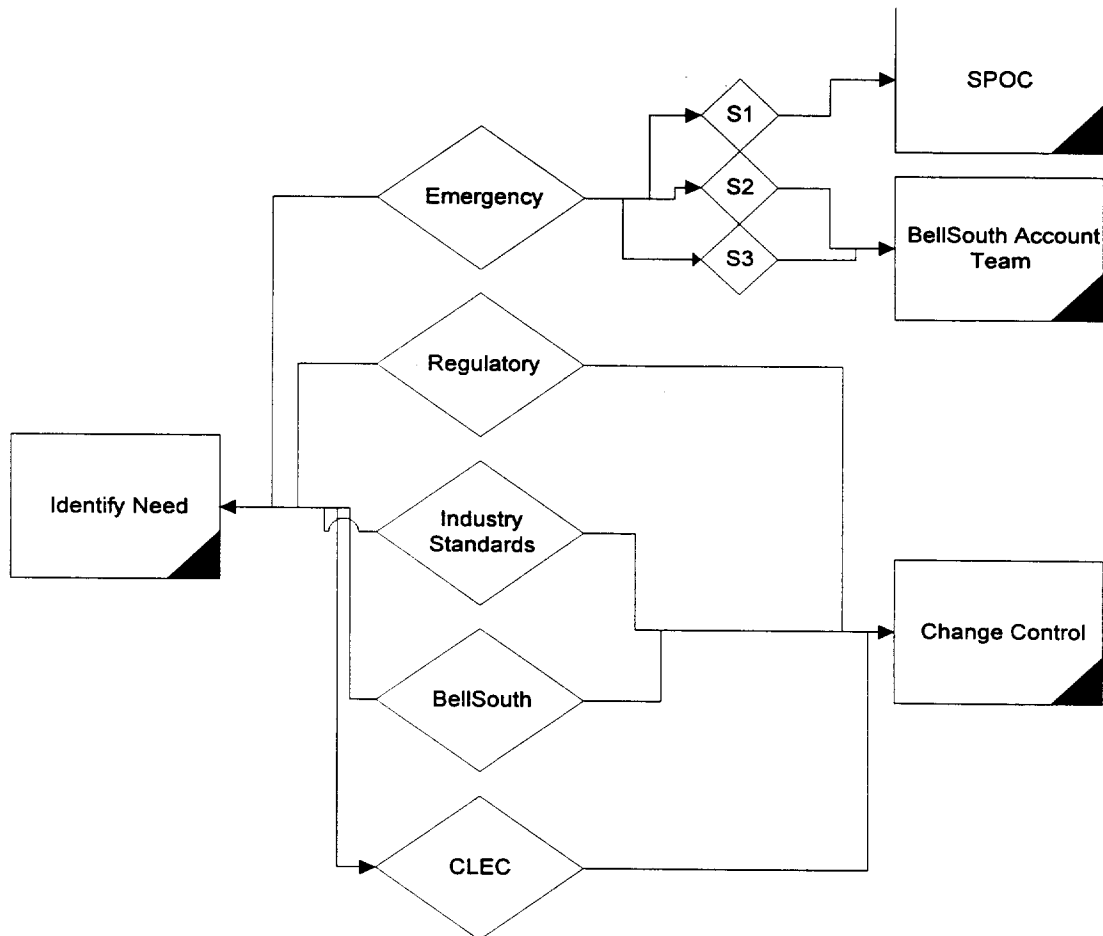
[This diagram will be changed to reflect all Type 1 Changes (S1, S2 & S3) being routed to the SPOC]

Figure 1 Change Control Decision Process

The Change Control Process for Type 2 – 5 Changes is described below in Sections 3 and 4, and the Change Control Process for Type 1 Changes is described below in Section 5.

3. Change Control Process Flow (Non-Type 1 Changes)

3.1 Process Flow Diagram

The figure below provides the process flow for reviewing and scheduling implementation of a typical Type 2 – 5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. See Detailed Process Flow for detailed process steps [Each box corresponds to a step in the process the diagram will be updated to reflect the step number in the box – there are 8 steps in the process.]
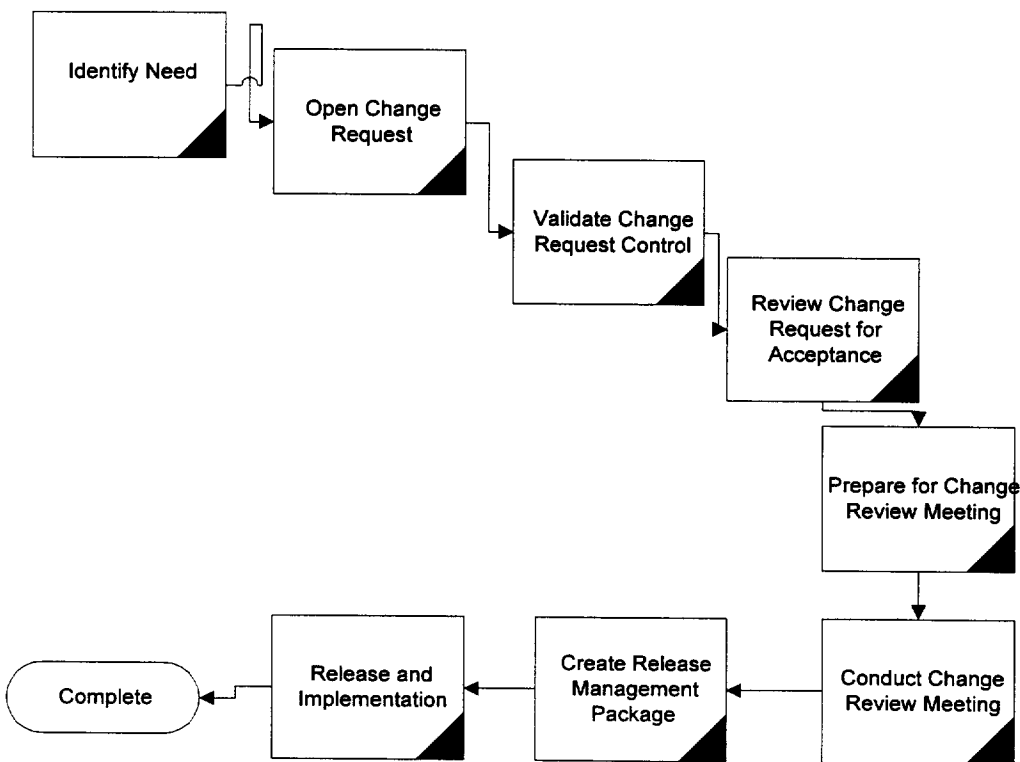

Figure 2 Change Control Process Flow

3.2 Detailed Process Flow

The table below details the steps, accountable individuals, tasks, and the inputs/outputs of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

For Type 4 Changes (BellSouth Initiated) there are separate notification requirements. For a Type 4, Category A Change BellSouth must publish full and complete interface specifications and business rules no less than 45 calendar days prior to the planned implementation date. For a Type 4, Category B Change BellsouthBellSouth must publish full and complete business rules no less than 30 calendar days prior to the planned implementation date.

STEP	ACTION
1	

- Accountability
  - CLEC Change Originator and CCCM
  - BellSouth Change Originator and BCCM

- Identify Need

  a. Internally determine need for enhancement (Consideration of legal, regulatory or contractual Obligations, Industry Standards or Process Enhancements)

  b. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist

  c. Attach related requirements and specification documents. (See Checklist, Item 22)

  d. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth

- Inputs

  - Change Request Form (Attachment)
  - Change Request Form Checklist (Attachment)
- Outputs
  Completed Change Request Form with related documentation

- Cycle Time
  Initial Request no cycle time specified.

2	

- Accountability
  BCCM
- OPEN CHANGE REQUEST

  a. Log Request in Change Request Log (Excel Spreadsheet)

  b. Send Acknowledgement Notification (Attachment) to all CLEC's unless any change was identified as private by the originating CLEC.

  c. Establish request status ('N' for New Request)
- Inputs
  Completed Change Request Form with related documentation
- Outputs

  - New Change Request
  - Acknowledgment Notification

- Cycle Time

  2 Bus Days

3	

- Accountability
  BCCM

- VALIDATE CHANGE REOIJEST FOR COMPLETENESS BCCM

  a. BCCM reviews change request for mandatory fields using the Change Request Form Checklist

  b. Verify Change Request specifications and related information exists.

  c. Send Clarification Notification (Attachment) if needed.

d. Update Change Request Status to' PC' for Pending Clarification if clarification is needed.

- Clec or BellSouth Originator
  If clarifcation needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response
  (Attachment)
- Inputs
  - New Change Request
  - Change Request Form Checklist
  - Change Request Clarification Response (if needed)
- Outputs
  - Validated Change Request
  - Clarification Notification (when needed)

- Cycle Time

  3 BusDays

4

- Accountability
  BCCM
  - REVIEW CHANGE BEOUEST FOR ACCEPTANCE

    a. Review Change Request and related information for content.

    b. Determine status of request:

    - If enhancement already exists forward Cancellation Notification (Attachment) , after Clarification is received from CLEC to

---

    - CCCM or BCCM and update status to 'C'
      for Request Canceled
    - If request is valid update Change Request status to 'P' for Pending in Change Request Log
      If Change Request Clarification Notification not received validate with CLEC that change request is no longer needed.
      - If needed get a clarification from CLEC.
      - If not needed than send Cancellation Notification and update status to 'C' for Request Canceled.
    c. Requests for additional information on cancelled requests should be referred to the BCCM.
- Inputs
  - New Change Request
  - Validated Change Request
  - Clarification Notification (if required)
- Outputs
  - Pending Change Request
  - Clarification Notification (if required)
  - Cancellation Notification (if required)
- Cycle Time
  7 Bus Days

5	. Accountability
	. BCCM
	. CCCM

• PREPARE FOR MONTHLY CHANGE REVIEW MEETING

    a. BCCM:
Prepare an agenda

    b. Make meeting preparations
    c. Update Change Request Log with current status for new and existing Change Requests
    d. Prepare and distribute Change Review Package
    e. CCCM/BCCM (Internal Activities)
         • Pending
INTERNAL CHANGE MANAGEMENT PROCESSES.
Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Pending Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.

    f Develop Company Priority List for Change Requests and establish "desired/want date"

    g. Forward Company Priority List to BCCM 1 week prior to Change Review Meeting

    h. Distribute additional Change Request documentation *3* days prior to Change Review Meeting

• Inputs
    . Pending Change Request Notifications
    . Release Management Status (Step 8)
    . Change Request Log

• Outputs
    . Change Review Package
    . Company's Preliminary Priority List and Desired/Want Dates
    . Consolidated Preliminary Priority List
    . Impact analysis

• Cycle Time
5 Bus Days prior to CRM send Review Package

6	. Accountability
	-BCCM
	.CCCM

• CONDUCT CHANGE REVIEW MEETING

    a. Review regulatory issues for impact

    b. Initiators present Change Requests

    c. Discuss impacts

    d. Review current Release Management statuses

    e. Prioritize Change Requests using Consolidated Priority List

    f Determine disposition of Change Requests

g. Develop final Pending Change Requests by interface, 'Need by Dates' and prioritized Change Request

h. Update status of Change Request to 'ERC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate

i. Based on the BST/CLEC consensus create Approved Release Package

j. Identify Release Management Project Manager, if possible

k. Establish date for initial Release Management Project Meeting

l. Review issues and action items and assign owners

- Inputs
  - Enhancement Review Package
  - Consolidated Priority List
  - Desired/Want Dates
  - Impact analysis
  - BellSouth's Proposed Release Schedule
  - Change Request Log
- Outputs
  - Meeting minutes
  - Updated Change Request Log
  - Candidate Change Request List with agreed upon 'Need by Dates'
  - Pending Change Requests (requests not prioritized at Change Review meeting)
  - Approved Release Package
  - Issues and Actions Items (if required)
  - Date for initial Release Management Project Meeting
  - Email/Internet Post of meeting output
- Cycle Time
  Meeting Day

7
. Accountability
.BCCM

- DOCUMENT CHANGE REVIEW MEETING RESULTS
  Prepare and distribute outputs from 6
- Inputs
  Outputs from 6 above in Email/Internet, which includes a maintenance and approved release package.
- Outputs
  Distribution of outputs from 6
- Cycle Time
  2 Bus Days

8

. Accountability
  . BCCM
  (Project Managers from each participating company)

- RELEASE MANAGEMENT AND IMPLEMENTATION

  a. Provide Project Management and Implementation of Release (See WBS @ Attachment B)

  b. Lead Project Manager communicates Release Management Project status to BCCM

for inclusion in Change Review Package
- Inputs
  Release Package Notification
- Outputs
  - Project Release Status
  - Implementation Date
  - Project Plan, WBS, Risk Assessment, Executive Summary, etc
- Cycle Time
  Ongoing

4. Change Review

4.1 Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, developing Approved Release Packages, initiating Release Management Project Teams, resolving Issues arising from the Change Control Issue Solution (CCIR) process, and reviewing the status of all release projects underway. Meetings are to be held monthly and are open to all CLECs. Meetings will be structured according to category (pre-order, order, and maintenance).

During the Change Review meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. This presentation will be followed by a 15 (fifteen) minute question and answer session. After all presentations for a particular interface are complete, the prioritization process will begin. If a disagreement is viewed, then the CCIR process will be utilized as the solution

A Change Review Package containing all Change Requests to be reviewed, will be distributed 5 calendar days prior to the ReviewChange review meeting.

4.2 Change Review Package

The Change Review Package will be distributed to all participants 5(five)-business days prior to the Change review meeting. The package will include the following

- Meeting Notice
- Agenda
- Current Approved Release Package (from process step 6) — Descriptive view by release by Electronic Interface or manual process
- List of Change Requests to be reviewed (Change Request Log)
- Copy of Change Control Process or reference to it on the BST web-site (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial roll out)
- Distribution List of participating CCCMs
- Preliminary Prioritization List Form (to be completed by CLEC and mailed to BCCM)
- Status reports from each of the active Release Management Project Teams

- Any pending CCIR packages.

4.3   Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC will receive a Preliminary Prioritization List Form. The CLEC should use this form to provide a preliminary ranking of enhancements by category, by interface. Individual rankings will be consolidated by the BCCM and handed out at the Change review Meeting. The CCCMs must send their company s prioritization list to the BCCM 3 business days prior to the Change Review Meeting.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- Voting on an interface not used by the CLEC is prohibited
- One vote per CLEC, per interface
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Enhancements will be ranked by category, by interface
- In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking.

Example: **The top 2 Enhancements from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking**

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

4.4 Release Management Project Team Reports.

Each active Release Project Team's status will be reviewed. Deviations from the project schedule and issues regarding implementation problems will be discussed.

4.5 Approval of New Release Packages.

Pending change requests approved during the Change Review Meeting will be slotted into either

existing or new Release Packages. New Release Packages will be approved, and project management teams initialized.

4.6 Resolution of Change Control Issues Solution Packages.

Any issues which have been presented for resolution under the Change Control Issue Resolution process and set for resolution at the Change Review Meeting will be addressed.

5. Change Control Process Flow -Type 1 Changes

5.1 The following details the processes for notification, communication and resolution of Type 1 incidents identified by either BellSouth or a CLEC. Included are timelines and actions at each step of incident management. BellSouth with designate a single point of contact (SPOC) Help Desk to receive and manage Type 1 Change Requests and supplement this document with a regularly updated contact list for after hours paging or other special contact procedures. CLEC's will provide BellSouth with their designated representative contact information.

Initiation of Process. In order to enter the Type 1 Process, the issue must be initiated through the designated BellSouth SPOC Help Desk at xxx-xxx-xxxx.

Industry Notifications. There can be one to several notifications to the industry required by these procedures. BellSouth will distribute such notices via email/facsimile to all CLECs using a standard Notification Format.

Conference Calls. There can be one to several industry conference calls conducted by BellSouth with the industry until issue resolution. The appropriate times and dial-in numbers of these calls will be provided in the Industry Notifications.

Out of hours Communication. For Type 1 issues identified and called into the designated SPOC Help Desk outside normal business hours, a CLEC Type 1 Contact List will be use to alert designated representatives of the CLECs that a Type 1 incident has occurred. This communication will be in addition to the email/facsimile Industry Notification described above.

5.2   **Time Line for a Type 1 Severity 1 Change**

Identification of Issue	Initial Industry Notification		Initial Conference Call	Industry Conference Call	Workaround Notification	Resolution Notification

Within 1 hour   **Within 4 hours**   **Update Cycle**

Repeat @ 4 Business hours

14

Type I Severity I (T1S1) Issue

[1]   **Identification of Issue**
Entrance Criteria:
- Issue is identified by BS or a CLEC.
  - The item is called into the System Support Help Desk.
  - The identifier classifies the issue as Type 1, Severity I1 Change Request.
  - A CR number is assigned to the issue.

Action Steps:
- BS System Support Help Desk, BS SMES, and the CLEC work to identify the cause and/or solution of the problem.

Exit Criteria:
- BS and the individual CLEC could agree that this problem is likely to have no impact on the industry and thus can be worked on a bilateral basis. If this is the case, BS will work to closure with the individual CLEC with no industry communication required. BS will create and track the item as a Type 1, Severity I Change Request which will be shared with the industry through Industry Change Control Meeting materials.
- Issue resolved. Next Step: [2]. Initial Industry Notification.
- Issue not resolved: Next Step: [2]. Initial Industry Notification.

[2]   **Initial Industry Notification (occurs within I hour of [I][1] Identification of Issue)**
Entrance Criteria:
- Problem was identified and not resolved within one hour.

Action Steps:
- BS will send the Initial Industry Notification via email to the distribution list. If outside normal business hours, the CLEC Type I Contact list will be notified.
- BS will establish a conference call to discuss the issue with the industry within five hours of the when the issue was first identified.
- BS will continue to work towards resolution of the problem.

Exit Criteria:
- Issue resolved. This notification is the first and final notification. The process for this item has ended. The Change Request number will appear in the monthly Industry Change Control materials.
- Issue not resolved. Next Step: [3]. Industry Conference Call.

[3]   **Industry Conference Call (occurs within 4 hours of [2] Initial Industry Notification;**
may occur at subsequent 4 hour intervals)

Entrance Criteria:
- Issue not resolved.

Action Steps:
- BS will continue to work towards resolution of the problem.
- BS will host conference calls with the industry. During a conference call, the following items will be discussed:
  - Clarification of the issue.
  - Current status of identifying a workaround or long-term solution.
  - Agreement on initial Severity assignment by the industry.
  - Agreement on workaround and/or resolution (if available).
  - Timeline for subsequent updates on status to the industry.
- Conference calls will continue to be held with updates as agreed to in the initial call until a workaround or resolution is identified.

Exit Criteria:
- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Workaround identified. Next Step: [4]. Workaround Notification.
- Issue resolved. Next Step: [5]. Resolution Notification.

[4] Workaround Notification
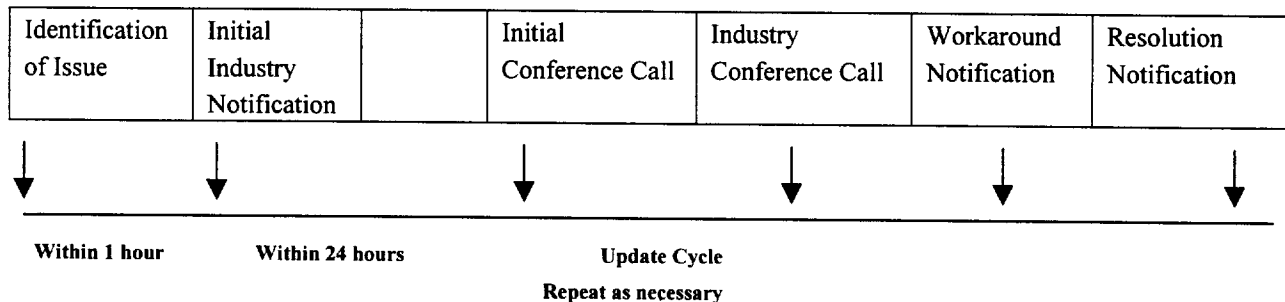Entrance Criteria:
- Workaround identified.

Action Steps:
- Incident re-classified as Severity 2
- BS will continue to work towards resolution of the problem.
- Notification sent to the industry via email and a conference call will be scheduled if requested by a CLEC or Reseller.

Exit Criteria:
- Workaround accepted by industry.
- Issue not resolved. Next Step: 5. Resolution Notification.

[5] Resolution Notification
Entrance Criteria:
- Resolution identified.

Action Steps:
- BS will work towards implementation of resolution.
- BS may track item in normal Change Control procedures as applicable.

- Notification sent to the industry via email.

Exit Criteria:
Issue resolved.

5.3   Time Line for a Type 1 Severity 2 Change

Identification of Issue	Initial Industry Notification		Initial Conference Call	Industry Conference Call	Workaround Notification	Resolution Notification

Within 1 hour   **Within 24 hours**   **Update Cycle**

Repeat as necessary

Type I Severity 2 (TIS2) Issue

[11 Identification of Issue
    Entrance Criteria:
- Issue is identified by a CLEC or BS.
- The item is called into the System Support Help Desk.
- The identifier classifies the issue as Type 1, Severity 2 Change Request.
- A CR number is assigned to the issue.

    Action Steps:
- BS System Support Help Desk, BS SMES, and the CLEC work to identify the cause and/or solution of the problem.

    Exit Criteria:
- BS and the individual CLEC could agree that this problem is likely to have no impact on the industry and thus can be worked on a bilateral basis. If this is the case, BS will work to closure with the individual CLEC with no industry communication required. BS will create and track the item as a Type 1, Severity 2 Change Request which will be shared with the industry through Industry Change Control Meeting materials.
- Issue resolved. Next Step: [2]. Initial Industry Notification.
- Issue not resolved: Next Step: [2]. Initial Industry Notification.

[2]   Initial Industry Notification
    (For items initiated by a CLEC, this step will occur within I hour of [1] Identification of Issue. For items initiated by BS that are not in danger of putting a CLEC out of business, Bell AtlanticBellSouth will use its discretion to reasonably assess the issue and formulate the Initial Industry Notification. At times, this may not occur within I1 hour of identification (e.g., minor documentation changes). From this point, the timeline will remain the same.)

    Entrance Criteria:
- Problem was identified and not resolved within one hour.

    Action Steps:
- BS will send the Initial Industry Notification via email to the distribution list. (The Type I outof-hours notification for Severity I issues does not apply.)
- BS will establish a conference call to discuss the issue with the industry within 25 hours of the when the issue was first identified.
- BS will continue to work towards resolution of the problem.

    Exit Criteria:
- Issue resolved. This notification is the first and final notification. The process for this item has ended. The Change Request number will appear in the monthly Industry Change Control materials.
- Issue not resolved. Next Step: [3]. Industry Conference Call.

[3]   Industry Conference Call (occurs at least 24 hours after [2] Initial Industry Notification; may occur at subsequent 24 hour intervals)
    Entrance   Criteria:
- Issue not resolved.

    Action Steps:
- BS will continue to work towards resolution of the problem.

- BS will host conference calls with the industry. During a conference call, the following items will be discussed:
  - Clarification of the issue.
  - Current status of identifying a workaround or long-term solution.
  - Agreement on initial Severity assigm-nent by the industry.
  - Agreement on workaround and/or resolution (if available).
  - Timeline for subsequent updates on status to the industry.
- Conference calls will continue to be held with updates as agreed to in the initial call until a workaround or resolution is identified.

Exit Criteria:
- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Workaround identified. Next Step: [4]. Workaround Notification.
- Issue resolved. Next Step: [5]. Resolution Notification.

[4] Workaround Notification

Entrance Criteria:
- Workaround identified.

Action Steps:
- BS will continue to work towards resolution of the problem.
- Notification sent to the industry via email and a conference call will be scheduled if requested by a CLEC or Reseller.

Exit Criteria:
- Workaround accepted by industry.
- Issue not resolved. Next Step: 5. Resolution Notification.

[5] Resolution Notification

Entrance Criteria:
- Resolution identified.

Action Steps:
- BS will work towards implementation of resolution.
- BS may track item in normal Change Control procedures as applicable.
- Notification sent to the industry via email.

Exit Criteria:
- Issue resolved.

5.4 Time Line for a Type 1 Severity 3 Change

Identification of Issue		Initial Industry Notification		Industry Conference Call		Resolution Notification
↓		↓		↓		↓
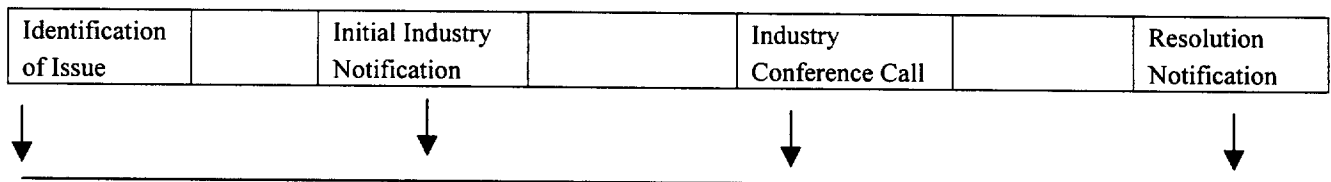
By definition, Severity 3 items are not urgent in nature. As a result, the communications are similar to the Type I Severity 2 events but the intervals between them will be determined on a case by case basis.

Type I Severity 3 (TlS3) Issue

1]   Identification of Issue
Entrance Criteria:
- Issue is identified by a CLEC or BS.
- The item is called into the System Support Help Desk.
- The identifier classifies the issue as Type 1, Severity 3 Change Request.
- A CR number is assigned to the issue.

Action Steps:
- BS System Support Help Desk, BS SMES, and the CLEC work to identify the cause and/or solution of the problem.

Exit Criteria:

- BS and the individual CLEC could agree that this problem is likely to have no impact on the industry and thus can be worked on a bilateral basis. If this is the case, BS will work to closure with the individual CLEC with no industry communication required. BS will create and track the item as a Type 1, Severity 3 Change Request which will be shared with the industry through Industry Change Control Meeting materials.
- Issue resolved. Next Step: [2]. Initial Industry Notification.
- Issue not resolved: Next Step: [2]. Initial Industry Notification.

[2]   Initial Industry Notification
Entrance Criteria:
- Problem was identified.

Action Steps:
- BS will send the Initial Industry Notification via email to the distribution list. (The Type I out-of-hours notification for Severity I issues does not apply.)
- BS will establish a conference call to discuss the issue with the industry if necessary based on complexity.
- BS will continue to work towards resolution of the problem.

Exit Criteria:
- Issue resolved. This notification is the first and final notification. The process for this item has ended. The Change Request nwnber will appear in the monthly Industry Change Control materials.

- Issue not resolved. Next Step: [3]. Industry Conference Call.

[3]   Industry Conference Call
Entrance Criteria:
- Issue not resolved.

Action Steps:
- BS will continue to work towards resolution of the problem.
- BS will host conference calls with the industry if necessary. During a conference call, the following items will be discussed:

    -Clarification of the issue.
    -Current status of identifying a workaround or long-term solution.

-Agreement on initial Severity assignment by the industry.
-Agreement on workaround and/or resolution (if available).
-Timeline for subsequent updates on status to the industry.

Exit Criteria:
- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Workaround identified. Next Step: [4]. Workaround Notification.
- Issue resolved. Next Step: [5]. Resolution Notification.

[4]   Resolution Notification
Entrance Criteria:
·   Resolution identified.

Action Steps:
- BS will work towards implementation of resolution.
- BS may track item in nominal Change Control procedures as applicable.
- Notification sent to the industry via email if different from [1] Initial Industry Notification.

Exit Criteria:
- Issue resolved.

6. Retirement of Existing Interfaces

6.1 Retirement of Groups

This process divides the retirement of all interfaces in the scope of this document into two groups, Group One and Group Two.

Group One: retail interfaces, an interface that BellSouth also uses it its own retail operations (e.g, TAFI).

Group Two: all other current and future interfaces, used only by CLECS (non-retail).

Interface Retirement Process

1.   BELLSOUTH will share its initial plans for retirement of existing interfaces at a monthly Change Review Meeting nine (9) to twelve (12) months in advance of the proposed retirement date. BELLSOUTH will share its plans as part of its rolling 12-month Development View . BELLSOUTH will explain the rationale for retiring the interface, where the replacement functionality resides or where it will exist at the time the Retirement Notice is sent, and its plans to grandfather the interface.

2.   BELLSOUTH will detail the retirement of the interface in a Retirement Notice delivered to CLECs via Internet. The notice will contain a written summary of the retirement plans in plain English insofar as practical, a target timeframe for retirement, the grandfather date (last date which new CLECs may begin use of the interface) and where comparable functionality currently exists. For retirement of interfaces, BELLSOUTH will provide the following notice (broken out by Interface Group) from the time of the Retirement Notice to the retirement of the interface, unless BELLSOUTH invokes use of the Exception process.

Group One -   12 months
Group Two -   24 months

3. If a CLEC identifies issues or requires clarification, the CLEC must send a written response (via email, fax, Internet or regular mail) to its BELLSOUTH Account Manager. The CLEC response will specify the CLEC's questions, issues and any alternative recommendations. The BELLSOUTH Account Manager must receive the CLEC response no later than the twenty first (21st) calendar day following the date of the Retirement Announcement.

4. BELLSOUTH will review all CLEC responses.

5. Not later than the twenty first (21st) calendar day following the end of the period specified in Step 3, BELLSOUTH will provide written answers to CLEC questions via Internet. BELLSOUTH's answers will be shared with all CLECs, unless any questions were specifically identified as "private" by any CLEC. Any changes that may occur as a result of the answers will be distributed to all CLECs via Internet. This will constitute the Revised/Confirmed Retirement Notice which will include a summary of changes from Step 2 above, indication of type of change, (documentation change, business rule change, clarification change, etc.), and retirement date.

6. With respect to retirement of Group Two interfaces only, a CLEC may elect to use the CCIR Change Control Issue Resolution (CCIR) process. Should a CLEC elect to initiate the CCIR process described in this Change Management Process, the CLEC must send a written notice (via email, fax, Internet or regular mail) to its BELLSOUTH Account Manager. The CLEC's notice initiating the CCIR process must be received by the BELLSOUTH Account Manager within seven (7) calendar days from the date of the Revised/Confirmed Retirement Notice (step 5 above).

7. Upon receipt of a CLEC CCIR notice, BELLSOUTH will schedule an CCIR conference call for 12:00 p.m. Eastern Time, seven (7) calendar days after the due date of the CCIR notices (14 calendar days after the date of the Revised/Confirmed Retirement Notice).

8. If no CCIR is initiated, (or after successful conclusion of any OISCCIR), ILECBELLSOUTH will retire the interface on the retirement date announced.

7. Other Items

7.1 Exceptions

The parties recognize the need to occasionally allow for exceptions to the Change Management Process described herein. However, because it will be difficult for BELLSOUTH or CLECs to accurately assess the impact of BELLSOUTH's proposed change on any given CLEC's current or future development, any agreement to deviate from the normal Change Management Process shall be agreed to unanimously.

Steps in the Exceptions Process:

If BELLSOUTH wishes to propose that a specified change, introduction of a new interface or retirement of an interface be handled on an exception basis, it will issue a Release (or Retirements) Announcement or Requirements Exception posting via Internet. The posting will indicate that it seeks an expedited due date following the conclusion of a reply and comment cycle.

In CLEC responses, due within the applicable timeframe as documented in this process, CLECs will raise questions and issues. Qualified CLECs[1] will indicate objections to handle the change, new interface or retirement as an exception. Lack of a response indicates no objection.

---

[1] The definition of Qualified CLECs is the same as is specified in the Change Control Issue Resolution section of this document.

BELLSOUTH may proceed to implement the change, new interface or retirement on an expedited basis only if there are no outstanding issues or CLEC objections at the end of the CLEC response cycle specified in Step 2 above.

Regulatory mandated changes must proceed within the mandated timeframe and are not subject to the objection process for exceptions. In the Internet notification, BELLSOUTH will provide any modified timelines for the change.

7.2 Training

All changes will be communicated with CLECs for their external training and with BELLSOUTH's internal processes for updating its employees on changes to CLEC and its own retail systems, as well as the introduction of new interfaces. All parties agree that information regarding changes to the interfaces needs to be communicated and coordinated to the end users and support personnel to ensure effective implementation. This includes CLECs updating their own external training, and all parties' best efforts to update internal training and Methods and Procedure (M&P) processes, as applicable.

7.3 CHANGE CONTROL ISSUE RESOLUTION PROCESS (CCIR)LIMITATION

Process Initiation: CLECs finding that they have issues with BellSouth's proposed changes to an interface or business process contained in a Release Package or Retirement Notification may request that their issue be considered using the following Change Control Issue Resolution Process. The CLEC's request must be a written notice (via email, fax, Internet, or regular mail) to the BellSouth Change Control manager within 7 calendar days of the Release Package or Retirement Notification Posting. Upon receipt of the CLEC CCIR notice the BCCM will schedule a CCIR conference call for 12:00 p.m. Eastern, seven calendar days after the due date for CCIR notices (14 calendar days after the Release Package or Retirement Notification Posting).

7.4 Limitations

7.4.1 Changes to Existing Interfaces: BELLSOUTH has made available several interfaces that have been designed primarily for CLEC use. To maintain the distinction between BELLSOUTH's retail systems and CLEC interfaces, the IssueChange Control Issue Solution Process does not apply to BELLSOUTH's retail systems.

7.4.2 New Interfaces: No limitations apply.

7.4.3 Retirement of Interfaces: The CCIR process only applies to Group Two interfaces.

PAYMENT FOR THE DISPUTE SOLUTION CONFERENCE CALL – The CLEC initiating an CCIR, shall provide a bridge number for the conference call with its initiation notice. In the event more than one CLEC initiates an OISCCIR, ILECBELLSOUTH shall coordinate with the initiating CLECs to determine which bridge number to use.

ISSUE TIMELINE - In accordance with the appropriate timelines (see above), BELLSOUTH will publish a summary of all CLEC dispute(s) which will include BELLSOUTH's position on the disputes.

As soon as reasonably practicable after BELLSOUTH's receipt of the CCIR initiation notices, but in no event later than one business day before the call, BELLSOUTH will notify the CLECs (via email and/or Internet) that there is a dispute, along with the date, time and bridge for the voting call. In this notice, BELLSOUTH also will include a preliminary list of Qualified CLECs. If a CLEC wishes to contest its status, it may ask to have its status changed during the call, but prior to the vote, to be determined under the standards set forth herein.

All parties agree that it is in its mutual interest to expedite the deliverables that are due during the CCIR Process.

VOTING CONFERENCE CALL - Discussion on the voting call may include:

- a dialogue for the opposing views
- impacts of a "No" vote on the remainder of the release or other connected releases (applies to changes to existing interfaces only)
- discussion of options

The vote by Qualified CLECs during the call will resolve the question appropriate to the change category (e.g., change to existing interface, introduction of new interface or retirement of interface) as follows:

7.4.4 Change to Existing Interface: Will BELLSOUTH implement the disputed item as defined by BELLSOUTH at the end of the notice and comment period (published in the Revised/Confirmed Release Requirements)? The allowed votes are "Yes," "No" and "Abstain".

7.4.5 New Interfaces: Will BELLSOUTH implement the new interface as defined by BELLSOUTH at the end of the notice and comment period (published in the Revised/Confirmed Retirement Notice)? The allowed votes are "Yes," "No" and "Abstain".

a)   Retirement of Interfaces: "Has BELLSOUTH provided comparable functionality?" The allowed votes are "Yes," "No" and "Abstain.

In the event of a "yes" vote (allowing BELLSOUTH to retire the interface in the timeframe BELLSOUTH defined), CLECs who have an interest in continuing to use the retiring interface, beyond the retirement date, should initiate two party negotiations with BELLSOUTH. These negotiations will include, but will not be limited to, discussions of the ongoing costs of maintaining a customized interface and its ultimate obsolescence. The CCIR process does not apply in this instance.

QUALIFIED CLECs

Changes to Existing Interfaces: Qualified CLECs must fall into one of the following categories:

Current production users

CLECs currently testing the interface

CLECs with a documented intent to implement the interface within one year. This is further defined as either a signed ICA with an implementation schedule or Record of Understanding (ROU/MOU). Additionally, CLECs who have previously tested the interface or who are negotiating terms and conditions for access to the interface may also vote, subject to acceptable substantiation, sanctioned by a majority vote of the other qualified CLECs.

All CLECs, including those not qualified to vote, may participate on the IssueChange Control Issue Solution calls.

New Interfaces: Qualified CLECs must meet the following criteria:

CLECs with a documented intent to implement the initial version of the new interface within six (6) months of BELLSOUTH's planned implementation. This is further defined as either a CLEC with a signed ICA with an implementation schedule for the interface OR one with a Record of Understanding (ROU/MOU). A CLEC who is negotiating terms and conditions for access to the interface may also vote, subject to acceptable substantiation, sanctioned by a majority vote of the other qualified CLECs.

All CLECs, including those not qualified to vote, may participate on the IssueChange Control Issue Resolution calls.

Retirement of Interfaces: Qualified CLECs must meet the following criteria:

- CLECs who are currently live production users of the retiring interface, or are testing the interface with BELLSOUTH.

- BELLSOUTH is qualified to vote in CCIR on retirement of interfaces.

All CLECs, including those not qualified to vote, may participate on the IssueChange Control Issue Solution calls.

MAJORITY VOTE - IssueChange Control Issue Solution shall be resolved by a majority vote, solely among the qualified CLECs. "Majority Vote" shall mean a simple majority of a Quorum of qualified CLECs, indicating that the qualified CLECs either:

Object to ("No")

Or

Support BELLSOUTH's position ("Yes").

For purposes of this definition, "Quorum" shall constitute fifth-one percent (51%) of the qualified CLECs. In the event of a tie, or if no quorum is established the Revised/Confirmed Release Requirements shall be implemented by BELLSOUTH.

Qualified CLECs may not give its vote (i.e. proxy) to another voting CLEC. However, a qualified CLEC may designate its company representative as it sees fit, provided that it may not designate another CLEC to cast its vote. An independent designee may represent more than one voting CLEC.

A Corporation, including all affiliates, is entitled to a single vote unless the CLEC can convince a majority of other qualified CLECs that they have a legitimate need or right for multiple votes.

9. Changes To This Process / Enforcement

9.1 Changes To This Process

A standing agenda item at the Monthly Change Review Meeting will provide an opportunity for BellSouth and the CLECs to assess the effectiveness of the change management Process and the need for any revisions.

Both CLECs and BellSouth will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action (s).

If there is consensus that the process is no longer working to the mutual benefit of all, the parties will schedule meetings to begin re-engineering of the process.

9.2 Enforcement

If there is no consensus, individual parties may approach the state commission/authority after giving notice of its intent to do so at a Monthly Change Review Meeting. The party will also describe the action it intends to take and the reason (s) for its proposed actions.

If parties believe that non-compliance has been blatant and that the proposed solutions offered by the offending party (ies) is (are) unacceptable, both BellSouth and the individual CLECs are free to pursue available legal remedies. The range of available remedies may include, but are not necessarily limited to, the following:

- Alternative Dispute Resolution as provide in individual Interconnection Agreements
- Action before the state commission/authority
- Mediation
- Action fefore a court of competent jurisdiction

10. Terms and Definitions

10.1 Terms And Definitions

Accountability.	Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.
Acknowledgment Notification.	Notification returned to originator by BCCM indicating receipt of Change Request.
Approved Release Package.	Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.
BellSouth Change Control Manager (BCCM).	BellSouth Single Point of Contact for processing Change Requests
BFR (Bona fide Request).	Process used for providing custom products and/or services. Bona fide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.
Business Rules.	The logical business requirements associated with the Electronic Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Electronic Interface. Examples of data defined by Business Rules are: (Click here for examples) See Appendix E.
Cancellation Notification.	Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: duplicate request, training issue, or failure to respond to clarification.
Candidate Request List.	List of prioritized Change Requests with associated "Need by Dates" as determined at an Enhancement Review Meeting. These requests will be submitted for sizing and sequencing.
Candidate Change Request.	Change Requests that have been prioritized at an Change review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request.	A formal request, submitted on a Change Request Form, to add new functions or Enhancements to existing Electronic Interfaces (as identified in the scope) in a production environment.
Change Request Status.	The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow. (Click here for Change Request Status Codes) See Appendix E.
Clarification Notification.	Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.
CLEC Change Control (CCCM).	CLEC Single Point of Contact for processing Change Manager Requests
Cycle Time.	The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.
Defect (Production).	A "production defect" is a defect found in a production environment when the system is not operating as specified in a baseline business requirements document; that is, required functionality is not there
Enhancement.	Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms — how a process must be performed); any change in the User Requirements in a production system.
Enhancement Review Meeting.	Meeting held by the Enhancement Review participants to review and prioritize pending Change Request, generate Candidate Change Request, and submit Candidate Change Request for sizing and sequencing
Enhancement Review Package.	Package distributed by the BCCM 22 (twenty-two) business days prior to the Enhancement Review Meeting. The package includes the Meeting Notice, Agenda, Approved Release Package, Change Request Log, etc
Internal Change Management Process.	Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests
Need-by-Date.	Date used to determine implementation of a Change Request. This date is derived at the Enhancement Review Meeting through team consensus. Example: 1Q99 or Release XX.
Priority.	The urgency assigned for resource allocation to implement an enhancement. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from

the originator or the Review Meeting participants. One of four priorities may be assigned. These levels reflect the order in which the work will be performed:

Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Enhancement Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-I.

Release _ Major. Implementation of scheduled Enhancement(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Enhancement(s). Application-to-Application and Machine-to-Human.

Terms and Definitions

Release _ Minor. Implementation of scheduled Enhancement(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Enhancement(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Maintenance/Defect Notification, etc.

Single Point of Contact Single Point of Contact within BellSouth for reporting defects to Electronic Interfaces.

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(SPOC).

Specifications.

Detailed, exact document(s) describing enhancement
requested and included with the Change Request
as additional information.

Version (Document).

Indicates variation of an earlier Change Control process
document. Users can identify the latest version by the
version control number

Note: For purposes of clarification, wherever the term "Internet" or "Internet Posting" is used in this document it refers to the placing of information on the BELLSOUTH CLEC Internet website along with an email notification of such. BELLSOUTH to provide URL to all CLECs.

ATTACHMENT A

A. Change Control Forms

A.1   Change Control Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 - A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form.	Used when submitting a request for an enhancement. Go to: *http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm* to access this form.
Change Request Form Checklist.	Provides line-by-line instructions for completing the Change Request form. Go to: *http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm* to access these instructions.
Change Request Clarification Response.	Used when responding to request for clarification or Clarification Notification. Go to: *http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm* to access this form.
Change Request Clarification Checklist.	Provides line-by-line instructions for completing the Change Request Clarification Response. Go to: *http://www.bellsouth.com/interconnection/forms/lec/lec_form.htm* to access these instructions.
Acknowledgement Notification.	Advises originator of receipt of Change Request by BCCM (Click here for sample).
Acknowledgement Notification Checklist.	Provides line-by-lines instructions for completing the Acknowledgement Notification. (Click here for Checklist).
Cancellation Notification. .	Advises the originator of cancellation of a Change Request (Click here for Sample).
Cancellation Notification Checklist.	Provides line-by-line instructions for completing the Cancellation Notification. (Click here for Checklist).
Clarification Notification.	Advises originator that a Change Request is being held pending receipt of additional information (Click here for sample).

Clarification Notification Checklist.	Provides line-by-line instructions for completing the Clarification Notification. (<u>Click here for Checklist</u>).

1) **Change Request Log #:**   *878*

(4) **Internal Reference #:** *ARX00000*

(2) **Date Change Request Submitted:**   *04/01/1998*
(3) **Date Change Request Received:**   *04/01/1998*
(5) **Date of Notification:**   *04/04/1998*

(6) **Company Name:**   *John Doe Telephone*

(7) **Title of Change:**   *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Request Category:**   *Add New Functionality*

(9) **Response due date:** *04/08/1998*

(10) **BCCM Contact name**_____ (11) **Phone**_____

Figure 3 Acknowledgement Notification (Sample)

(1) **Change Request Log #:**   *878*

(4) **Internal Reference #:** *ARX00000*

(2) **Date Change Request Submitted:**   *04/01/1998*
(3) **Date Change Request Received:**   *04/01/1998*
(5) **Date of Notification:**   *04/04/1998*

(6) **Company Name:**   *John Doe Telephone*

(7) **Title of Change:**   *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Cancellation Type:**   *Duplicate Request*

(9)   **Cancellation Acknowledgment Date:**   *05/15/1998*

(10)   **Cancellation Explanation:**   *Same functionality as Change Request RWR52434.*

(11) **BCCM Contact name**_____ (12) **Phone**_____

Figure 4 Cancellation Notification (Sample)

```
(1) Change Request Log #:    878          (2) Date Change Request Submitted:    04/01/1998
                                          (3) Date Change Request Received:     04/01/1998
(4) Internal Reference #: ARX00000        (5) Date of Notification:    04/04/1998

(6) Company Name:    John Doe Telephone

(7) Title of Change:    Creation of new EDI transaction for jeopardy processing - 870 transaction number.

(8) Request Category:    Add New Functionality

(9)¹ Please Clarify:    ☐ Date Change Request Submitted (2)    ☐ CLEC or BST (3)
                        ☐ Company Name (4)                     ☐ CCM (5)
                        ☐ CCM Phone (6)                        ☐ CCM E-mail (7)
                        ☐ Fax (8)                              ☐ Alternate CCM (9)
                        ☐ Alternate Phone (10)                 ☐ Title of Change (13)
                        ☐ Category (14)                        ☐ Assessment of Impact (16)
                        ☐ Priority (17)                        ☐ Interfaces affected (18)
                        ☐ Type of Change (19)                  ☐ Description (20)
                        ☐ Known dependencies (21)              ☐ Additional Information (22)

(10) Response due by: 04/08/1998

(11) BCCM Contact name_____    (12) Phone_____
```

Table B Acknowledgement Notification Checklist

Acknowledgement Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

-Continued-

Table B Acknowledgement Notification Checklist (continued)

5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Identify request category for the Change Request.	Return to	

				sender	
9	Mandatory	Response due date.		Return to sender	
10	Mandatory	BCCM Contact Name.		Return to sender	
11	Mandatory	BCCM Contact Phone Number		Return to sender	

Cancellation Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

Table C Cancellation Notification Checklist (continued)

5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Canceled Change Request reasoning.	Return to sender	
9	Mandatory	Cancellation Acknowledgment Date	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Clarification Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to	

			sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action

---

Table D Clarification Notification Checklist (continued)

5	Mandatory	Date of Change Request Notification.	Return to sender	Default to current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Request Category	Return to sender	
9	Mandatory	Clarification Considerations - Numbers in parentheses refer to corresponding fields on the Change Request Form.	Return to sender	
10	Mandatory	Response due by date.	Return to sender	
11	Mandatory	BCCM Contact Name.	Return to sender	Default to BCCM.
12	Mandatory	BCCM Contact Phone Number	Return to sender	Default to BCCM Number.

B. Release Management

B.1 Release Management

Release Management and Project Implementation is described in Step 11 of the Change Control Process. Project Mangers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Enhancement Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via email. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times

- Logistics

- Meeting facilitator and minutes originator (rotated between stakeholders)

- Current Approved Release Package (email attachment)

- Current Maintenance/Defect Notification Information (email attachment)
- Draft Release Project Plan .WBS (email attachment created by the Lead Project Manager (s) assigned in step 9 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments Bl — B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

B.2 Attachment B-I

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

The project scope defines the boundaries by which the project will operate. The scope statement will be used to obtain agreement and approval from the customers and stakeholders for the project funding.

Note: See *Scope Statement Temp/ate*

Communication Plan

The project team will determine the type and frequency of communications that must take place during the project life cycle to enable the project's success. The table below outlines the agreed to communication vehicles.

Status Communiqu[eacute]	Distribution	Frequency	Owner
Project Release Status Report	•Team Members •Enhancement Review Team	•Weekly •Monthly	Project Manager
Team Member To Do List	•Team Member	•Weekly	Project Manager
Executive Summary	•Project Sponsor	•Monthly	Project Manager
Status Meeting/Minutes	•Team Members	•Weekly	Project Manager

All escalations will be communicated by the project manager to the project sponsor
Note: *See Project Release Status Report*
Note: *See CCP To Do List/Resource (part of Microsoft Project file - Custom Report)*
Note: *See CCP To Do List/Dates (part of Microsoft Project file - Custom Report)*

Project Tracking Plan

Project tracking and control is the process whereby the project manager determines the degree to which the project plan is being met. The focus is on the schedule, budget and resource allocations.

The project manager will hold regularly scheduled team meetings for the purpose of updating the Work Breakdown Schedule (WBS) with accurate information. During these meetings, all new issues will be raised and assigned to an owner for resolution. All existing issues will be reviewed for current status and/or closure.

Other documents to be updated during the team meetings are as follows:

- Change Control Plans

- Risk Management Plans
- Communication Plans
- Scope Statements
- Team Roster and Responsibilities

Project status will be created and distributed as defined in the Communications Plan.

Work Breakdown Structure

Project Team Roster
A list of all parties associated with or impacted by the project should be documented and distributed to the team.
Note: *See Project Team Roster*

Risk Management Plan In an effort to mitigate possible negative impacts to the project, a high-level risk assessment should be performed during the initial phase of the project. For each high-level risk, the team should develop a mitigation strategy or position. As potential risks are identified during the project life cycle, the team should again develop a mitigation strategy or position.
Note: *See High-Level Risk Assessment*
Note: *See Risk Event Assessment and Planning*

Change Control Plan
Throughout the project life cycle, changes will be introduced which will impact the project scope statement. These changes could be due to a new customer need/requirement or a miss communication of an existing requirement. Each change must be evaluated to effectively understand the possible impact to resources, time and/or cost.
Note: *See Scope Change Request and Evaluation*
Note: *See Scope Change Request Log*

Project Issues
Day to day issues will be entered on a project issues log as an interim solution until further discussion can take place among the team. Each issue could result in the addition of a new activity to the WBS, a risk to be evaluated in the Risk Management Plan, or a change to be managed through the Change Control Plan.
Note: *See Project Issue Log*

The project manager will develop a Work Breakdown Structure (WBS) in the appropriate project management software application, including tasks, durations, start/end dates, dependencies, personnel resources, and related costs. A draft version of the WBS will be created by the project manager and reviewed with the project team in an effort to effectively utilize the team's time. The WBS will be revised and agreed to by the entire team to facilitate activity ownership and commitment.

While creating the WBS, the team should consider all resource, time, budget and performance constraints associated with the project.
Note:
See WBS Template (part of Microsoft Project file .Gantt Jiew)

Roles and Responsibilities

Project roles will be defined to clearly identify expectations among project participants. Update the table below with the correct project roles and responsibilities.

Roles	Responsibilities
Project Manager	Identify Preliminary Resources Hold Kick-off Meeting Develop Project Plan Documents

	Track Project Status Time Cost Manage Change Control Manage Issues Communicate Project Status
Project Sponsor	Understand Current Project Status Single Point of Contact for Escalations Communicate Project Status Define/Approve Milestone Exit Criteria
Stakeholder	Provide Team Members / External Project Support Understand Current Project Status Define Milestone Exit Criteria
External Project Support	Perform Agreed to Activities as Defined Provide Project Manager Status
Team Members	Attend Project Team Meetings Perform Agreed to Activities as Defined Provide Project Manager Status

B.3 Attachment B-2

Scope Statement Template

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Project Definitions

PROJECT TITLE	
PROJECT MANAGER	
PROJECT TEAM MEMBERS	
GOALS/OBJECTIVES	
SCOPE STATEMENT	
ASSUMPTIONS	
MAJOR RISKS	
DELIVERABLES	
ACCEPTANCE CRITERIA	
PHASES	
KEY MILESTONES	
KEY RESOURCE REQUIREMENTS	
EXTERNAL CONSTRAINTS	
RELATED PROJECTS	

B.4   Attachment B-3

Project Release Status Report

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

PROJECT MANAGER	CURRENT PROJECT PHASE	SUPPORTING DOCUMENTATION ATTACHED?	WEEK ENDING DATE
		☐ Yes ☐ No	

Report Information

Status Changes from Last Report	✓	Explain
Assumptions	☐	
Scope	☐	

Schedule Information

High-Level Phase Deliverable	Original Complete Date	New Est. Complete Date	Actual Complete Date	Explanation

Budget Information

Project Tracking Element	YTD Budget	YTD Actual	YTD Diff.	% Diff.	Explanation

Deliverable Information

COMPLETED DELIVERABLES
DELIVERABLES DUE NEXT PERIOD

Figure 7 Project Release Status Report

B.5   Attachment B-4

B.5.1 Work Breakdown Structure Template

Table E Project Management WBS Template
Project Management WBS Template

ID	Task Name	Duration	Start	Finish	Pred	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
2	**Define Requirements**	**3d**	**1/9/98**	**1/13/98**		
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/1398	4	All
6	**Perform Analysis**	**4d**	**1/14/98**	**1/19/98**		
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Produce/Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Document	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code, unit test)	1d	1/20/98	1/20/98	10	All
12	**Perform Testing**	**5d**	**1/20/98**	**1/26/98**		
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
14	Perform Internal Testing (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
15	**Perform External Testing**	**3d**	**1/22/98**	**1/26/98**		
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All

-Continued-

Table E Project Management WBS Template (continued)

20	Deploy Release/Cut Over	11 d	1/15/98	1/29/98		
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
22	Develop Migration Plan Old to New (60-90 days) (Freeze Old Code)	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
25	**Perform Training**	**8d**	**1/20/98**	**1/29/98**		
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
28	Train Users	1d	1/29/98	1/29/98	23	All

Attachment B-5

B.6   Attachment B-S

Table F To Do List by Resource as of *2/10/98*

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
	Week of Jan 4					
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
	Week of Jan 11					
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/1398	4	All
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
	Week of Jan 18					

Table F To Do List by Resource as of *2/10/98* (continued)

10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
14	Perform Internal Tests (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	11/23/98	16	All
	Week of Jan 25					
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All

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19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
22	Develop Migration Plan Old to New	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
28	Train Users	1d	1/29/98	1/29/98	23	All

Attachment B-6

B.7   Attachment B-6

Table G To Do List by Dates as of *2/10/98*

To Do List by Dates as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/1398	4	All

Table G To Do List by Dates as of *2/10/98* (continued)

7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	11/20/98	10	All

Attachment B-7

Figure 8 Project Team Roster

Project Team Roster

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Guideline: Use this roster format as guidance, expanding or condensing as necessary.

Project Management

PROJECT MANAGER	EMAIL	PHONE	PAGER	FAX

Sponsor/Stakeholder

PROJECT SPONSOR	EMAIL	PHONE	PAGER	FAX
STAKEHOLDER(S)	EMAIL	PHONE	PAGER	FAX

External Project Support

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

Project Team

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

High-Level Risk Assessment

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	EVALUATOR (PRINT)	SIGNATURE	DATE PREPARED

Instructions: Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

High-Level Risk Assessment

Risk Category	Level of Risk			
	Not Applicable	Low Risk	Moderate Risk	High Risk
Strategic importance				
Management support				
Budget availability				
Resource availability				
Project manager availability				
Time frame				
Clarity of and agreement on project objectives				
Participation in project definition				
Customer interest and involvement				
User involvement				
Technical complexity				
Technology maturity				
Relevant experience				
Supplier/contractor involvement				
Major obstacles				
OVERALL RISK				

Figure 9 High-Level Risk Assessment

Strategic Importance	Assess the strategic importance of the project. How essential is it to the planned corporate objectives or to the maintenance of current operations? The less essential the project, the greater the risk that it will not receive sufficient support and attention. *Low Risk:* The project has substantial strategic importance; it has either been mentioned directly as a major initiative or directly supports a major initiative. *Moderate Risk:* Failure to complete the project would jeopardize the achievement of major initiatives. Project sponsors would designate the project as "necessary." *High Risk:* The project does not directly relate to any major strategic initiatives. Project sponsors would designate the project as "nice to have."
Management Support	Determine the extent to which management throughout the company actively supports the project. Management support is essential if the project is to be effectively carried out. Management provides the resources by which the project is accomplished. *Low Risk:* Management in all organizations that will participate in the project actively supports the project initiative and willingly commits resources to the effort. *Moderate Risk:* Project sponsor provides strong support and establishes momentum among other managers who control resources. *High Risk:* Project sponsor is not strongly interested; no significant management attention or interest from any side.
Budget Availability	Evaluate the availability of funding to support the project. Determine whether funding will be available in the time frame necessary to carry out the work. Ensure funding is available for all resources-people, suppliers, material, computer time, and so on. *Low Risk:* Funding has been identified for the project, matching the time frame in which funds are required. *Moderate Risk:* Funding has not been identified specifically for the project; however, funding is available within established budgets and management has approved its use. *High Risk:* Funding has not been identified for the project, and funds are tight or unavailable within existing budgets.

Resource Availability	People are the most critical resource for the project. Evaluate the availability of human resources, assessing not only whether the required number of people are available but whether the right types of skills and experience levels are also available. *Low Risk:* A project team has already been identified with the requisite skills; team members have been committed to the effort. *Moderate Risk:* Project team members have not been identified specifically. Most skills are thought to be readily available within the company. *High Risk:* Project team members have not been identified. Resources are scarce, and obtaining the necessary skills will be difficult in the required time frame.
Project Manager Availability	The availability of a qualified project manager will increase the chances of project success. Assess whether a project manager is available and will be assigned to the project. *Low Risk:* A project manager has already been identified for the project and is available in the required time frame. *Moderate Risk:* A project manager has not been specifically identified, but qualified project managers are available *High Risk:* No qualified project manager is available to assume responsibility for the project.
Time Frame	Assess the time frame in which the project is required. Tighter time frames increase overall project risk. There should be sufficient time to plan the project thoroughly and to accomplish all project tasks. *Low Risk:* There is sufficient time available for project planning and project execution, including provision for a reasonable amount of slack time to accommodate unforeseen delays. *Moderate Risk:* There is sufficient time for project planning and project execution,

	assuming an optimized schedule with an aggressive critical path. *High Risk:* Even with the most aggressive scheduling, the project time frame is unrealistic. Deadlines will possibly result in cutting corners to meet the schedule.
Clarity of and Agreement on Project Objectives	Assess the degree to which project objectives have been defined clearly. If the objectives are not clear, it is unlikely that the project will be carried out successfully. Also important is the extent to which the project objectives have been communicated and bought into by the company's organizational elements that will contribute to or support the project. *Low Risk:* Project objectives are clearly defined, have been communicated throughout relevant organizations, and have been agreed to. *Moderate Risk:* Project objectives have been generally defined, and there is general agreement with them. There is no detailed description of the objectives, however. *High Risk:* Project objectives have not been defined, or there is substantial disagreement with them among the organizations.
Participation in Project Definition	Determine whether the project has already been defined or if the project manager and project team will be allowed to participate in the project definition. Projects that are defined and handed to the project team are generally more difficult to complete than projects in which the project team participates in the project definition process. *Low Risk:* There is no current project definition; the project team will be a key player in the project definition process. *Moderate Risk:* There is a current project definition; however, the project team will have an opportunity to review and revise that definition during the planning process. *High Risk:* The project definition is already established; the project team will have no opportunity to revise it.
Customer Interest and Involvement	Evaluate the level of interest in the project on the part of the project's ultimate customer. Will the customer materially participate in the project's implementation? Customer interest and involvement is an important element in ensuring the project is completed as planned. *Low Risk:* The customer is actively interested in the project, has assigned a point of contact, and intends to participate in key project activities. *Moderate Risk:* The customer is interested in the project and intends to participate in some project activities. *High Risk:* The customer expresses little or no interest in the project and has no interest in participating in project activities.
User Involvement	Determine the extent to which users will be involved in the project. User participation can enhance the design and development processes and can streamline the project validation process. *Low Risk:* Users will definitely be involved with the project. A user team has been identified, and provisions have been made to provide adequate user participation. *Moderate Risk*: Users will likely be involved with the project; however, no specific plans have been made for their participation. *High Risk:* Users are unavailable to participate in the project.
Technical Complexity	The level of technical complexity is a direct contributor to overall project risk. Assess the complexity of the project with regard to the project's size, the type of system to be developed, the number of organizations that will participate, and the difficulty of the task. *Low Risk:* The project is technically straightforward. The system is limited to a specific application with little crossover or interface with other systems and applications. *Moderate Risk:* The project presents a technical challenge. The requirement is difficult to solve, or the system will perform multiple functions in concert with other systems. *High Risk:* The project is extremely difficult technically. There are substantial integration requirements with other systems.
Technology	Mature technology is easier to work with than emerging technology. Assess the level of

Maturity	maturity of the technology to be used in the system. Does the technology currently exist? Has it been proven in other applications? Will the technology be developed during the course of the project? *Low Risk:* Virtually all the technology to be used on the project has been used in other, proven applications. *Moderate Risk:* Most technology has been used in other applications. There will be some technology development during the project but that will be limited to specific functions and areas. *High Risk:* Most project technology will be developed during the project and must be proven during the validation and testing process.

Relevant Experience	Organizations that have experience with similar projects can complete projects with less risk than organizations doing a project for the first time. Determine whether the company has experience with projects that relate to or are similar to the contemplated project. *Low Risk:* The company has substantial experience with related or similar projects and can apply that experience to the current project. *Moderate Risk:* The company has some experience with related projects. *High Risk:* This is the first project of this type that the company has undertaken.
Supplier/ Contractor Involvement	Involving suppliers or contractors in the project can increase the risk, especially if the company has not worked with those organizations before. Determine the extent and anticipated difficulty of supplier involvement. *Low Risk:* Either few or no suppliers will be involved, or all suppliers have worked with BST on previous projects. *Moderate Risk:* Some suppliers will be involved; most will have worked with the company on previous projects. *High Risk:* Many suppliers will be involved. A significant number will not have worked with the company on previous projects.
Major Obstacles	Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome. *Low Risk:* Few major obstacles exist; for those that exist, there are clear solutions. *Moderate Risk:* Some major obstacles exist; there are clear solutions for most of them. *High Risk:* A significant number of major obstacles exist for which there are no clear solutions.

Attachment B-9

B.1O Attachment B-9

Risk Event Assessment and Planning

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

RISK EVALUATOR	WBS REFERENCE	OTHER REFERENCE

Risk Event Title

ENTER ONE-LINE DESCRIPTION OF RISK EVENT

Description

PROVIDE DETAILED DESCRIPTION OF RISK EVENT

Probability

DESCRIBE THE PROBABILITY OF THE RISK EVENT OCCURRING. USE QUANTITATIVE METHODS IF APPLICABLE.

Impact

DESCRIBE THE IMPACT OF THE RISK EVENT. USE QUANTITATIVE METHODS IF APPLICABLE.

Exposure

PROVIDE AN ASSESSMENT OF THE OVERALL RISK. USE QUANTITATIVE TECHNIQUES IF POSSIBLE; OTHERWISE, USE CATEGORIZATION OF SERIOUS, THREATENING, OR MANAGABLE.

Figure 10 Risk Event Assessment and Planning (Page 1)

Risk Mitigation Strategies

Strategy Description	Strategy Type (Check One)			
	Avoid	Assume	Control	Transfer
ENTER A DESCRIPTION OF THE PREVENTATIVE STRATEGIES AND CONTINGENCY PLANS FOR THE RISK.				

Figure 11 Risk Event Assessment and Planning (Page 2)

Scope Change Request and Evaluation

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

(The following information must be filled in by the project manager)

Scope Change Request Information

CHANGE REQUEST NUMBER	DATE CHANGE REQUEST INITIATED	RESULTING CHANGE ORDER NUMBER	PROJECT LIBRARY FILE NUMBER

PRIORITY
☐ High   ☐ Medium   ☐ Low

General Information

SUPPLIER	CUSTOMER	CHANGE NAME (DESCRIPTION)

REFERENCES

SUBMITTED BY	DATE	INVESTIGATED BY	DATE STARTED	DATE COMPLETED

Impact Analysis

ALL PARTIES AFFECTED	INITIALS/DATE
	/
SCHEDULE IMPACT	INITIALS/DATE
	/
COST IMPACT	INITIALS/DATE
	/
QUALITY IMPACT	INITIALS/DATE
	/
PROJECT MANAGERS RECOMMENDATION	INITIALS/DATE
	/

Scope Change Information

CHANGE APPROVED/REJECTED	DEFERRED TO	DATE
☐ Approved ☐ Rejected		

Approved By

CUSTOMER	DATE	IST IT	DATE

Figure 12 Scope Change Request and Evaluation

B.12   Attachment B-11

Scope Change Request Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

CUSTOMER	PROJECT LIBRARY FILE NUMBER

Log Information

Change Request Number	Priority H	Priority M	Priority L	Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							

Figure 13 Scope Change Request Log

B.13　Attachment B-12

Project Issues Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE

Log Information

Issue ID	Issue Name/Description	Severity	Assigned to	Date Open	Follow-Up Date	Date Closed	Resolution

Figure 14 Project Issues Log

C.　Additional Documents
C.1 Attachment C-I

|BST Maintenance/Defect Notification Document

Document Preparation Information

PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Maintenance Notification

Effective Date	Interface (s) Impacted	Identification #	Explanation

Defect Notification

Effective Date	Interface (s) Impacted	Identification #	Explanation

Figure 15 BST Maintenance / Defect Notification Document

C.2   Attachment C-2

Preliminary Priority List

Company Name: _____

CCCM: _____

Date Submitted: _____

Enhancement Review Meeting Date:_____

Return to BCCM by_____

Check Interfaces Used:	☐ LENS	☐ LPOG	☐ EDI
	☐ EDI PC	☐ TAFI	☐ EC-TA Local

If you do not use an interface, do not rate the request.

Rate request on a scale of 1 to N, with N being the greatest. Rate by Category, by interface, for each interface your company uses.

Pending Change Requests to be Prioritized			
Category	Rating	Interface	Change Request Log #
Pre-Ordering		LENS	LENS1221040398
		LENS	LENS0332040498
		LPOG	LPOG0555040498
Ordering		EDI	EDI1221032598
		EDI PC	EDIPC0332040198
		LENS	LENS0555040198
Maintenance		TAFI	TAFI1221040698
		TAFI	TAFI0332040798
		ECTA	ECTA0555040898

Figure 16 Preliminary Priority List

C.3   Attachment C-3

Change Request Log Template

CR Log #	Status	Title	Priority	Support Doc (Y/N)	Initiating Company	Contact Name	Contact Number	Date Sent	ERM Date	RPM Date	Target Release Date

Figure 17 Change Request Log Template

C.4   Attachment C-4

Enhancement Review Meeting Agenda Template

Opening...10 Minutes
    Facilitator/BellSouth opens meeting.

Change Request Log Status...30 Minutes
    Change Requests to be reviewed will have a status of "P" for Pending and will follow the process flow as outlined
    in Part 2 – Detailed Process Flow.

Regulatory Issues..30 Minutes
    Review any issues that could impact Change Request(s) prioritization. This may include FCC rulings, PSC
    rulings or Industry Changes.

Release Management & Implementation Status...30 Minutes
    Review status of scheduled Releases.

Recycled Change Request(s)...30 Minutes
    Determine priority disposition of Change Request(s) that are on the Candidate Request List, but have not been
    scheduled for a target release.

Initial Prioritization of Change Requests..5 Minutes
    This will be a handout of the consolidated Preliminary Priority List compiled by the BCCM. This list represents
    each participating company's internal prioritization of the Change Requests. Company Preliminary Priority Lists
    must be completed and submitted to the BCCM one week prior to the Enhancement Review Meeting to be included
    in the Consolidated Priority List. The Consolidated Priority List is used as a starting point in determining final
    Candidate Requests.

Presentation of Change Requests..20 Minutes/Request
    Pre-Ordering
    Ordering
    Maintenance
    The presentation of each Change Request is limited to 20 minutes. The initiator of the request is allowed a
    maximum of five minutes of presentation time followed by a 15 minute question and answer session. Change
    Requests will be presented and prioritized by Category, by Interface.

Develop Candidate Change Request List...60 Minutes
    Pre-Ordering
    Ordering
    Maintenance
    Participating companies will vote on the final prioritization of the Change Requests as indicated in the
    Enhancement Review Section of the Change Control Process Document. Change Requests to be submitted for
    sizing and sequencing will be placed on the Candidate Change Request List along with the "Need by Date".

Present Outputs..10 Minutes
    Re-cap of final prioritization and Change Requests submitted to the Candidate Change Request List.

Issues/Action Items..15 Minutes
    Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up
    date.

Adjourn..5 Minutes

Figure 18 Enhancement Review Meeting Agenda Template

C.5   Attachment C-5

Release Schedule Status Log Template

Electronic Interface Change Control Process Release Management Status Log					
Release No.	CR Log #	Interface	BST Release Date	On-Target (Y/N)	Comments

Figure 19 Release Schedule Status Log Template

Electronic Interface Change Control Process User Registration Form

RETURN BY 5/8/98

Date ___/___/___

Company Name_____

CCCM Assigned_____   Phone_____

CCM E-mail Address _____   Fax_____

OK to add to Electronic Interface Change Control Process CLEC Distribution List?   ☐ Yes   ☐ No

Interfaces Currently Used:	☐ Pre-Ordering	☐ Ordering	☐ Maintenance
	☐ LENS ☐ LPOG	☐ EDI ☐ LENS ☐ EDI PC	☐ TAFI ☐ EC-TA Local

Comments_____
_____
_____
_____
_____
_____

Form Completed By
(Signature)_____

> Minimum requirements to participate in the Electronic Interface Change Control Process: Word 6.0 and Excel 5.0 or greater, Internet E-mail address, Web access

RETURN TO: BCCM   OR   Audrey Thomas
                  FAX 770-987-2420   19U85 BellSouth Center
                                            675 W Peachtree Street, N.E.
                                            Atlanta, Georgia 30375

Figure 20 Change Control Process User Registration Form

Change Control Process
Steering Committee Members

D. Steering Committee Members

D.1 Steering Committee Members

Steering Committee Members

Active Members			Past Members		
Representative	Company	Start Date	Representative	Company	Start Date
Audrey Thomas	BellSouth	02/98	Linda Tate	BellSouth	12/97
Marcia Moss	BellSouth	12/97	Pat Becker	Sprint	12/97
Kelvin Maddox	AT&T	03/98	Sharon Arnett	Sprint	12/97
Beverly Simmons	AT&T	12/97	Alan Anglyn	MCI	12/97
Mark Turner	MCI	02/98	Mary Bennett	AT&T	12/97
Paul Alexander	Sprint	03/98	Paul Johnson	AT&T	02/98
Al Witbrodt	LCI	02/98	William Rice	ACSI	02/98
Bill Shoemaker	EDS - Facilitator	12/97	Julia Strow	Intermedia	02/98
Julie Stein	BellSouth - Alternate Facilitator	12/97			

Table H Steering Committee Members

E. Miscellaneous

E.1 Examples of Data Defined by Business Rules

- The five primary transactions sets: *850, 855,* 860, *865,* and *997*
- Data Element Abbreviation and Definition

- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)

- Conditions/rules associated with each Activity and Usage Type

  - Dependencies relative to other data elements
  - Conditions which will be edited within BellSouth's OSSs
- Valid Value Set

- Data Characteristics

E.2 Change Request Status Codes

- **A - Appeal. Indicates** a cancelled Change Request is being appealed by the originator (Step 4).

- C= Request Cancelled. Indicates a Change Request has been canceled due to one of the following reasons (Step 4):

  - **CC - Clarification.** Requested clarification not received in allotted time (7 days).

- **CD** - Duplicate Request. A request for this enhancement already exists.

- **CT** - **Training. Requested** enhancement already exists, additional training may be required.

- **D** - Request Purge Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 4).

- **ERC** - **Enhancement Review Complete. Indicates a Change Request has been** reviewed at an Enhancement Review Meeting, but did not reach the Candidate Request List (Step 11).
- **N** - **New Change Request. Indicates a Change Request has been received** by the BCCM, but has not been validated (Step 4).
- **P** - **Pending. Indicates a Change Request has been accepted by** the BCCM and scheduled for Enhancement Review (Step 4 moving to Step *5).*
- **PC** - Pending Clarification Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 4).
- **PN** - Pending N times. Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 - 2nd time through process, P2 - 3rd time through process, etc (Step 9)

- **RC** - **Candidate Request. Indicates a Change Request has completed the Enhancement Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 6).
- **RSP** - **Request Re-Scheduled** - Step 11.

Electronic Interface Change Control Process

Interconnection Services

Copyright

April 14, 1998

Contents

Subject	Page

Introduction

Purpose

Jointly developed by the EI Change Control Sub-team comprised of BellSouth and CLEC Representatives.

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Electronic Interfaces. **This process will only cover Change Requests for enhancements that affect existing external users of BellSouth's Electronic Interface Applications.** This process shall be referred to as the Electronic Interface Change Control Process

The Electronic Interface Change Control Process will only cover Change Requests for enhancements that have the potential to impact the interfaces connected to BellSouth and is applicable to the following existing interfaces:

- Local Exchange Navigation System (LENS)
- Local Pre-Order Gateway (LPOG) a.k.a. EC-Lite
- Electronic Data Interchange (EDI), including EDI-PC
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services
- New or Revised Edits
- Process
- Regulatory
- Documentation

As new interfaces are deployed they will be added to the scope of this document and requested changes managed via this process.

The scope of the Electronic Interface Change Control Process **does not** include the following:

- Defect Change Requests
- BonaFide Requests (BFR)

- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements

Change Requests of this nature will be handled through existing BellSouth processes.

Objectives:

- Migrate and adhere to the Industry standards that impact Electronic Interfaces relative to order, pre-order, and maintenance.
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Electronic Interface Change Control Process are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

Version Information

Table A   Revision History

Chapter	Action Request #	Date/Issue	Description
All	N/A	April 14, 1998 / 1	Initial Issue.

1.   Change Control Organization

1.1   Change Control Organization

The Change Control organizational structure supports the Electronic Interface Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Electronic Interface Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows

Enhancement Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets periodically to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 8).

Steering Committee. Committee comprised of CLEC and BellSouth Representatives who meet periodically to facilitate compliance to the Change Control process. Committee membership is limited to a maximum of 15 (fifteen) members. Membership is open to all CLECs on a voluntary basis. No more than 2 (two) representatives per CLEC are allowed to participate on the Steering Committee at the same time. Once the 15 (fifteen) member limit is reached and as new members are identified, existing members will rotate off the committee.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Electronic Interface Change Control Process and is the single point of contact for Change Requests. This individual is responsible for maintaining the integrity of the Change Requests, prepares for and facilitates the Enhancement Review Meetings, presents the Candidate Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC single point of Contact for Electronic Interface Change Requests. This individual is responsible for presenting and prioritizing Candidate Change Request at the Enhancement Review Meetings; distributing supporting Change Request documentation to the CLEC industry 33 (thirty-three) business days prior to the Enhancement Review Meeting, weekly review of Change Request Log and returning Company Preliminary Priority list to the BCCM 5 (five) business days prior to the Enhancement Review Meeting.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled Electronic Interface releases.

2.   Change Control Decision Process

2.1   Change Control Decision Process

The figure below shows the top-level process that will be used to evaluate Electronic Interface Change Requests. If the identified need is a defect, the BellSouth SPOC for CLECs will handle it. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements will be handled through the Electronic Interface Change Control Process.
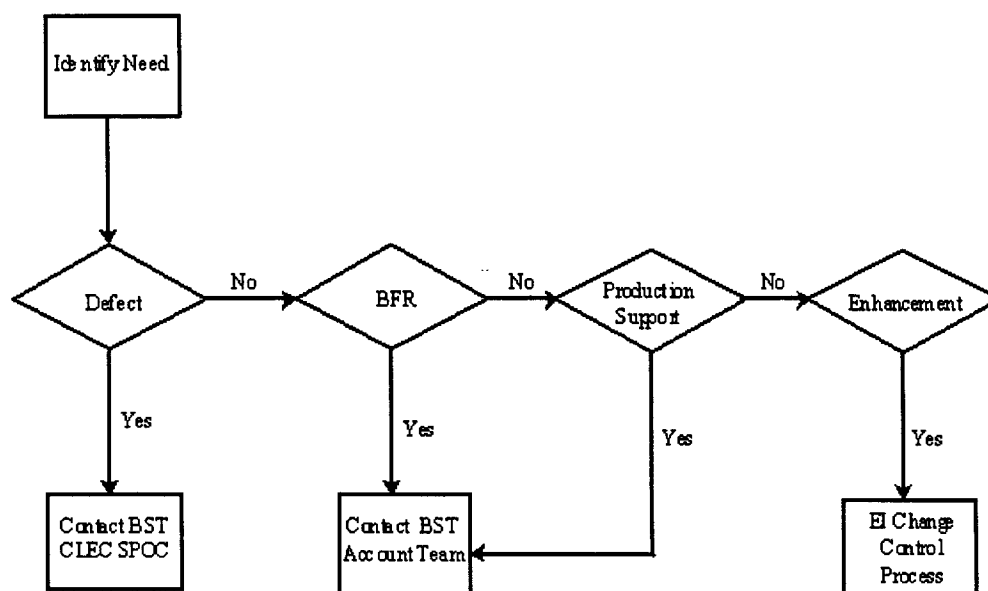
Figure 1   Change Control Decision Process

3. Electronic Interface Change Control Process Flow

3.1 Process Flow Diagram

The figure below provides the process flow for reviewing and scheduling implementation of a typical Change Request. The process diagram applies to Change Requests submitted via the Electronic Interface Change Control Process. See Detailed Process Flow for detailed process steps
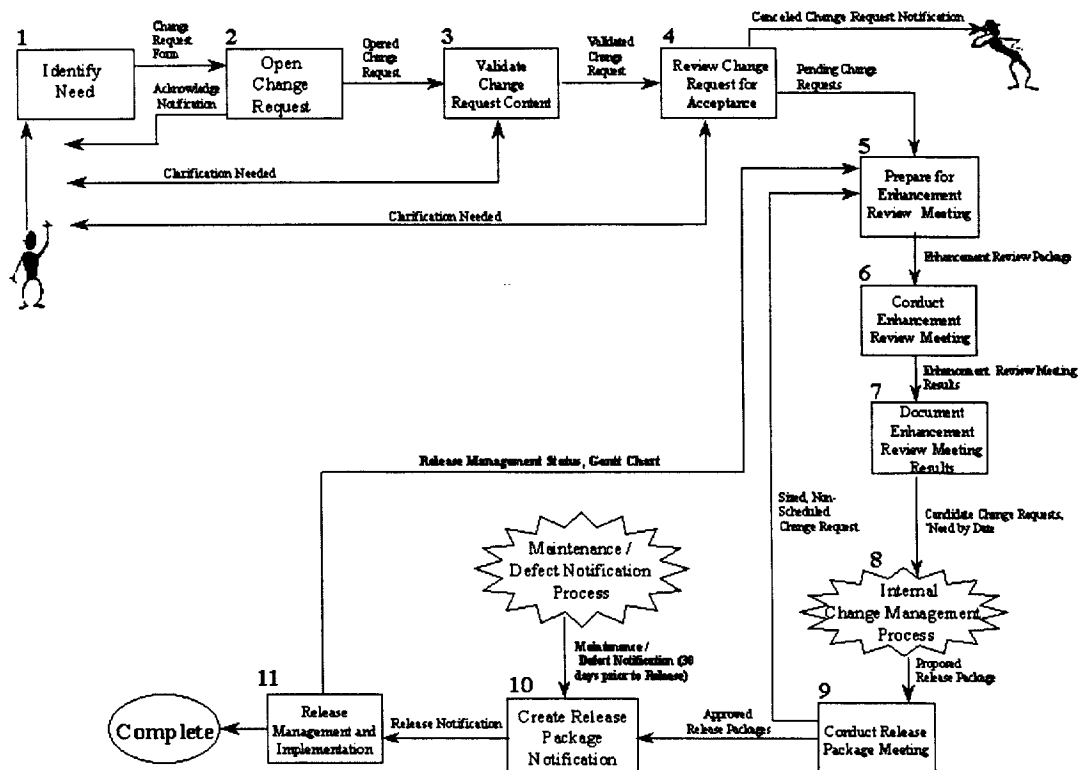
Figure 2   Electronic Interface Change Control Process Flow

3.2 Detailed Process Flow

The table below details the steps, accountable individuals, tasks, and the inputs/outputs of each sub-process in the EI Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

STEP	ACTION

1	• **Accountability**
	  - CCCM
	  - BCCM
	• **Identify Need**
	  a. Internally determine need for enhancement. (Consideration of legal or contractual obligations).
	  b. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist
	  c. Attach related requirements and specification documents. (See Checklist, Item 22)
	  d. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth
	• **Inputs**
	  - Change Request From (Attachment)
	  - Change Request Form Checklist (Attachment)
	• **Outputs**
	Completed Change Request Form with related documentation
	• **Cycle Time**
	
	— N/A

2	• **Accountability**
	BCCM
	• **OPEN CHANGE REQUEST**
	  a. Log Request in Change Request Log (Excel Spreadsheet)
	  b. Send Acknowledgement Notification (Attachment) to CCCM or BCCM via e-mail.
	  c. Establish request status ('N' for New Request)
	• **Inputs**
	Completed Change Request Form with related documentation
	• **Outputs**
	  - New Change Request
	  - Acknowledgment Notification
	• **Cycle Time**

STEP	ACTION
	2 Bus Days

STEP	ACTION

3	• **Accountability**
	BCCM
	
	• **VALIDATE CHANGE REQUEST FOR COMPLETENESS BCCM**
	
	  a. BCCM reviews change request for mandatory fields using the Change Request Form Checklist
	
	  b. Verify Change Request specifications and related information exists.
	
	  c. Send Clarification Notification (Attachment) if needed.
	
	  d. Update Change Request Status to' PC' for Pending Clarification if clarification is needed.
	
	• **CCCM**
	Make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment)
	
	• **Inputs**
	  - New Change Request
	  - Change Request Form Checklist
	  - Change Request Clarification Response
	
	• **Outputs**
	  - Validated Change Request
	  - Clarification Notification
	
	• **Cycle Time**
	
	3 –10 Bus Days

4	• **Accountability**
	BCCM
	
	• **REVIEW CHANGE REQUEST FOR ACCEPTANCE**
	
	  a. Review Change Request and related information for content.
	
	  b. Determine status of request:
	    - If enhancement already exists forward Cancellation Notification (Attachment) to

STEP	ACTION

CCCM or BCCM and update status to 'C' for Request Canceled

- If request is valid update Change Request status to 'P' for Pending in Change Request Log

- If Change Request Clarification Notification not received send Cancellation Notification and update status to 'C' for Request Canceled

c. Requests for additional information on cancelled requests should be referred to the BCCM.

- **Inputs**
  - New Change Request
  - Validated Change Request
  - Clarification Notification (if required)

- **Outputs**
  - Pending Change Request
  - Clarification Notification (if required
  - Cancellation Notification (if required)

- **Cycle Time**

7-10 Bus Days

---

5   • **Accountability**
  - BCCM
  - CCCM

• **PREPARE FOR ENHANCEMENT REVIEW MEETING**

a. **BCCM:**

Prepare an agenda

b. Make meeting preparations

c. Update Change Request Log with current status for new and existing Change Requests

d. Prepare and distribute Enhancement Review Package

e. **CCCM/BCCM (Internal Activities)**

Analyze Pending Change Requests and evaluate against Approved Release Package(s)

f. Develop Company Priority List for Change Requests and establish "desired/want date"

STEP	ACTION

g. Forward Company Priority List to BCCM 1 week prior to Enhancement Review Meeting

h. Distribute additional Change Request documentation 45 days prior to Enhancement Review Meeting

- **Inputs**
  - Pending Change Request Notifications
  - Release Management Status (Step 11)
  - Change Request Log
  - Sized, Non-Scheduled Change Request (Step 9)

- **Outputs**
  - Enhancement Review Package
  - Company's Preliminary Priority List and Desired/Want Dates
  - Consolidated Preliminary Priority List
  - Impact analysis

- **Cycle Time**

  - 22 Bus Days prior to ERM send Review Package
  - 33 Bus Days prior to ERM, CR must be in "P" Status

6

- **Accountability**
  - BCCM
  - CCCM

- **CONDUCT ENHANCEMENT REVIEW MEETING**

  a. Review regulatory issues for impact

  b. Initiators present Change Requests

  c. Discuss impacts

  d. Review current Release Management statuses

  e. Prioritize Change Requests using Consolidated Priority List

  f. Determine disposition of Change Requests (sized/non-scheduled request)

  g. Develop final Candidate Change Requests by interface, 'Need by Dates' and prioritized Change Request

STEP	ACTION

| | h. Update status of Change Request to 'ERC' for Enhancement Review Complete, 'RC' for Candidate Request List, as appropriate |
| | i. Review issues and action items and assign owners |

- **Inputs**
  - Enhancement Review Package
  - Consolidated Priority List
  - Desired/Want Dates
  - Impact analysis

- **Outputs**
  - Meeting minutes
  - Updated Change Request Log
  - Candidate Change Request List with agreed upon 'Need by Dates'
  - Pending Change Requests (requests not prioritized at Enhancement Review meeting)
  - Issues and Actions Items (if required)
  - Diskette of meeting output

- **Cycle Time**

  1-5 Bus Days

7

- **Accountability**
  - BCCM
  - —

- **DOCUMENT ENHANCEMENT REVIEW MEETING RESULTS**
  Prepare and distribute outputs from 6

- **Inputs**
  ·Outputs from 6 above on diskette

- **Outputs**
  Distribution of outputs from 6

- **Cycle Time**

  5 Bus Days

STEP	ACTION

8
- **Accountability**
  - BCCM
  - CCCM
- **INTERNAL CHANGE MANAGEMENT PROCESSES**
  Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to INTERNAL CHANGE MANAGEMENT PROCESSES1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.
- **Inputs**
  - Candidate Change Request List with agreed upon 'Need by Dates'
  - Change Request Log
- **Outputs**
  BellSouth 's Proposed Release Schedule
- **Cycle Time**

  - 22 Bus Days
  - 5-7 Bus Days prior to Release Package Mtg

9
- **Accountability**
  - BCCM
  - CCCM
- **CONDUCT RELEASE PACKAGE MEETING**
  a. Prepare agenda
  b. Make meeting preparations
  c. Evaluate proposed release schedule
  d. Each company presents proposed changes to the Candidate Request List
  e. If needed - Make recommendations for changes to proposed release schedule

STEP	ACTION

     f.   Non-scheduled Change Requests returned to Step 5 as Input for the "Prepare for Enhancement Review Meeting" process.

     g.   Based on BST/CLEC consensus create Approved Release Package

     h.   Identify Release Management Project Manager, if possible

     i.   Establish date for initial Release Management Project Meeting

- **Inputs**
  - BellSouth's Proposed Release Schedule
  - Change Request Log
- **Outputs**
  - Approved Release Package
  - Updated Change Request Log
  - Meeting Minutes
  - Non-Scheduled Change Requests (Return to Step 5)
  - Date for initial Release Management Project Meeting
- **Cycle Time**

1-5 Bus Days

10

- **Accountability**
  - BCCM
  - —

- **CREATE RELEASE PACKAGE NOTIFICATION**
  Develop and distribute Release Notification Package via e-mail
- **Inputs**
  - Approved Release Package
  - Maintenance/Defect Notification (a BellSouth function exclusively – Notification provided 30 days prior to release)
- **Outputs**
  Release Package Notification
- **Cycle Time**

STEP	ACTION
	5 Bus Days after Release Package Mtg

11	• **Accountability**
	- BCCM
	(Project Managers from each participating company)
	- —
	• **RELEASE MANAGEMENT AND IMPLEMENTATION**
	a. Provide Project Management and Implementation of Release (See Appendix B)
	b. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Enhancement Review Package
	• **Inputs**
	Release Package Notification
	• **Outputs**
	- Project Release Status
	- Implementation Date
	- Project Plan, WBS, Risk Assessment, Executive Summary, etc
	• **Cycle Time**
	Ongoing

4. Enhancement Review

4.1 Enhancement Review Meeting

The Enhancement Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, and submitting Candidate Change Requests for sizing. Meetings are to be held three times per year and are open to all CLECs with a maximum of 2 (two) participants from each company. Meetings will be structured according to category (pre-order, order, and maintenance) and will run in sequential sessions. A CLEC may choose to send different representatives to each of the sessions, however only 2 (two) participants will be allowed per session.

During the Enhancement Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. This presentation will be followed by a 15 (fifteen) minute question and answer session. After all presentations for a particular interface are complete, the prioritization process will begin.

An Enhancement Review Package containing all Change Requests to be reviewed, will be distributed 30 (thirty) calendar days prior to the Enhancement Review meeting. A Change Request must reach "P (Pending)" status 33 (thirty-three) business days prior to the distribution of the Enhancement Review Package to be placed on the agenda for the next scheduled meeting.

4.2 Enhancement Review Package

The Enhancement Review Package will be distributed to all participants 22 (twenty-two) business days prior to the Enhancement Review meeting. The package will include the following

- Meeting Notice
- Agenda
- Current Approved Release Package (from process step 9) – Descriptive view by release by Electronic Interface
- List of Change Requests to be reviewed (Change Request Log)
- Copy of Electronic Interface Change Control Process or reference to it on the BST web-site (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial roll out)
- Distribution List of participating CCCMs
- Preliminary Prioritization List Form (to be completed by CLEC and mailed to BCCM)

4.3   Prioritizing Change Requests

Prior to the Enhancement Review Meeting, each participating CLEC will receive a Preliminary Prioritization List Form. The CLEC should use this form to provide a preliminary ranking of enhancements by category, by interface. Individual rankings will be consolidated by the BCCM and handed out at the Enhancement Review Meeting. The CCCMs must send their company's prioritization list to the BCCM one week prior to the Enhancement Review Meeting.

Final prioritization will be determined at the Enhancement Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- Voting on an interface not used by the CLEC is prohibited
- One vote per CLEC, per interface
- Forced Ranking (1 to N, with N being the highest) will be used
- Votes will be tallied to determine order of ranking
- Enhancements will be ranked by category, by interface
- The top 3 Enhancements from each interface will be included in the Candidate Request List for sizing and sequencing with a maximum of 22 Enhancements (4 Enhancements for LENS – 2 for order and 2 for pre-order)
- In case of a tie, the affected Enhancements will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Enhancements from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

5. Changes To This Process

5.1 Changes To This Process

The current, approved version of this process document will be stored under the component name "Exchgmgt3.doc". The BellSouth Electronic Interface Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Electronic Interface Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes must be reviewed and approved by the CLEC/BST Steering Committee. When approval has been obtained, the BCCM (or alternate) will update the document version.

6. Terms and Definitions

6.1 Terms And Definitions

Accountability.	Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.
Acknowledgment Notification.	Notification returned to originator by BCCM indicating receipt of Change Request.
Approved Release Package.	Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.
BellSouth Change Control Manager (BCCM).	BellSouth Single Point of Contact for processing Change Requests.
BFR (Bona fide Request).	Process used for providing custom products and/or services. Bona fide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.
Business Rules.	The logical business requirements associated with the Electronic Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Electronic Interface. Examples of data defined by Business Rules are: (Click here for examples) See Appendix E.
Cancellation Notification.	Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: duplicate request, training issue, or failure to respond to clarification.
Candidate Request List.	List of prioritized Change Requests with associated "Need by Dates" as determined at an Enhancement Review Meeting. These requests will be submitted for sizing and sequencing.
Candidate Change Request.	Change Requests that have been prioritized at an Enhancement Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request.	A formal request, submitted on a Change Request Form, to add new functions or Enhancements to existing Electronic Interfaces (as identified in the scope) in a production environment.
Change Request Status.	The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow. (Click here for Change Request Status Codes) See Appendix E.
Clarification Notification.	Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.
CLEC Change Control Manager (CCCM).	CLEC Single Point of Contact for processing Change Requests.
Cycle Time.	The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.
Defect (Production).	A "production defect" is a defect found in a production environment when the system is not operating as specified in a baseline business requirements document; that is, required functionality is not there.
Enhancement.	Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.
Enhancement Review Meeting.	Meeting held by the Enhancement Review participants to review and prioritize pending Change Request, generate Candidate Change Request, and submit Candidate Change Request for sizing and sequencing.
Enhancement Review Package.	Package distributed by the BCCM 22 (twenty-two) business days prior to the Enhancement Review Meeting. The package includes the Meeting Notice, Agenda, Approved Release Package, Change Request Log, etc.

Internal Change Management Process.	Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.
Need-by-Date.	Date used to determine implementation of a Change Request. This date is derived at the Enhancement Review Meeting through team consensus. Example: 1Q99 or Release XX.
Priority.	The urgency assigned for resource allocation to implement an enhancement. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. One of four priorities may be assigned. These levels reflect the order in which the work will be performed: **Urgent.** Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Enhancement Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date. **High.** Implement in the next possible scheduled major release, as determined during the Release Package Meeting. **Medium.** Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting. **Low.** Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.
Project Plan.	Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.
Release – Major.	Implementation of scheduled Enhancement(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Enhancement(s). Application-to-Application and Machine-to-Human.

Release – Minor.   Implementation of scheduled Enhancement(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Enhancement(s). Machine-to-Human.

Release Package.   Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification.   Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Maintenance/Defect Notification, etc.

Single Point of Contact (SPOC).   Single Point of Contact within BellSouth for reporting defects to Electronic Interfaces.

Specifications.   Detailed, exact document(s) describing enhancement requested and included with the Change Request as additional information.

Version (Document).   Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

A. Change Control Forms

A.1 Change Control Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form.

Used when submitting a request for an enhancement. Go to: *http://www.bellsouth.com/interconnection/forms/ lec/lec_form.htm* to access this form.

Change Request Form Checklist.

Provides line-by-line instructions for completing the Change Request form. Go to: *http:// www.bellsouth.com/interconnection/forms/lec/ lec_form.htm* to access these instructions.

Change Request Clarification Response.

Used when responding to request for clarification or Clarification Notification. Go to: *http:// www.bellsouth.com/interconnection/forms/lec/ lec_form.htm* to access this form.

Change Request Clarification Checklist.

Provides line-by-line instructions for completing the Change Request Clarification Response. Go to: *http:// www.bellsouth.com/interconnection/forms/lec/ lec_form.htm* to access these instructions.

Acknowledgement Notification.

Advises originator of receipt of Change Request by BCCM (Click here for sample).

Acknowledgement Notification Checklist.

Provides line-by-lines instructions for completing the Acknowledgement Notification. (Click here for Checklist).

Cancellation Notification. .

Advises the originator of cancellation of a Change Request (Click here for Sample).

Cancellation Notification Checklist.

Provides line-by-line instructions for completing the Cancellation Notification. (Click here for Checklist).

Clarification Notification.

Advises originator that a Change Request is being held pending receipt of additional information (Click here for sample).

Clarification Notification Checklist.

Provides line-by-line instructions for completing the Clarification Notification. (Click here for Checklist).

1) **Change Request Log #:** 878   (2) **Date Change Request Submitted:** 04/01/1998
(3) **Date Change Request Received:** 04/01/1998
(4) **Internal Reference #:** ARX00000   (5) **Date of Notification:** 04/04/1998

(6) **Company Name:** John Doe Telephone

(7) **Title of Change:** Creation of new EDI transaction for jeopardy processing – 870 transaction number.

(8) **Request Category:** Add New Functionality

(9) **Response due date:** 04/08/1998

(10) **BCCM Contact name**_____ (11) **Phone**_____

Figure 3   Acknowledgement Notification (Sample

(1) **Change Request Log #:** 878   (2) **Date Change Request Submitted:** 04/01/1998
(3) **Date Change Request Received:** 04/01/1998
(4) **Internal Reference #:** ARX00000   (5) **Date of Notification:** 04/04/1998

(6) **Company Name:** John Doe Telephone

(7) **Title of Change:** Creation of new EDI transaction for jeopardy processing – 870 transaction number.

(8) **Cancellation Type:** Duplicate Request

(9) **Cancellation Acknowledgment Date:** 05/15/1998

(10) **Cancellation Explanation:** Same functionality as Change Request RWR52434.

(11) **BCCM Contact name**_____ (12) **Phone**_____

Figure 4   Cancellation Notification (Sample)

(1) **Change Request Log #:**   *878*   (2) **Date Change Request Submitted:**   *04/01/1998*
                                              (3) **Date Change Request Received:**   *04/01/1998*
(4) **Internal Reference #:** *ARX00000*   (5) **Date of Notification:**   *04/04/1998*

(6) **Company Name:**   *John Doe Telephone*

(7) **Title of Change:**   *Creation of new EDI transaction for jeopardy processing – 870 transaction number.*

(8) **Request Category:**   *Add New Functionality*

(9)[1] **Please Clarify:**   ☐ Date Change Request Submitted (2)   ☐ CLEC or BST (3)
                             ☐ Company Name (4)   ☐ CCM (5)
                             ☐ CCM Phone (6)   ☐ CCM E-mail (7)
                             ☐ Fax (8)   ☐ Alternate CCM (9)
                             ☐ Alternate Phone (10)   ☐ Title of Change (13)
                             ☐ Category (14)   ☐ Assessment of Impact (16)
                             ☐ Priority (17)   ☐ Interfaces affected (18)
                             ☐ Type of Change (19)   ☐ Description (20)
                             ☐ Known dependencies (21)   ☐ Additional Information (22)

(10) **Response due by:** *04/08/1998*

(11) **BCCM Contact name**_____   (12) **Phone**_____

Figure 5   Clarification Notification (Sample)

Table B   Acknowledgement Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

- continued -

Table B   Acknowledgement Notification Checklist (continued)

Field	Checklist	Description	Instructions	Action Required
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Identify request category for the Change Request.	Return to sender	
9	Mandatory	Response due date.	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Table C   Cancellation Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

- continued -

Table C Cancellation Notification Checklist (continued)

Field	Checklist	Description	Instructions	Action Required
5	Mandatory	Date of Change Request Notification.	Return to sender	Current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Canceled Change Request reasoning.	Return to sender	
9	Mandatory	Cancellation Acknowledgment Date	Return to sender	
10	Mandatory	BCCM Contact Name.	Return to sender	
11	Mandatory	BCCM Contact Phone Number	Return to sender	

Table D Clarification Notification Checklist

Field	Checklist	Description	Instructions	Action Required
1	Mandatory	A Change Request Log Number generated by "the Change Request Logging system".	Return to sender	Log number - system generated.
2	Mandatory	Date Change Request sent to BCCM.	Return to sender	
3	Mandatory	Date Change Request received by BCCM.	Return to sender	
4	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the BellSouth EI Change Control Process.	Return to sender (if used).	No action.

- continued -

Table D   Clarification Notification Checklist (continued)

Field	Checklist	Description	Instructions	Action Required
5	Mandatory	Date of Change Request Notification.	Return to sender	Default to current system date/time.
6	Mandatory	Originating Company name of the Change Request.	Return to sender	
7	Mandatory	A short, but descriptive name (title) for referencing the Change Request.	Return to sender	
8	Mandatory	Request Category	Return to sender	
9	Mandatory	Clarification Considerations - Numbers in parentheses refer to corresponding fields on the Change Request Form.	Return to sender	
10	Mandatory	Response due by date.	Return to sender	
11	Mandatory	BCCM Contact Name.	Return to sender	Default to BCCM.
12	Mandatory	BCCM Contact Phone Number	Return to sender	Default to BCCM Number.

B. Release Management

B.1 Release Management

Release Management and Project Implementation is described in Step 11 of the Change Control Process. Project Mangers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Enhancement Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via email. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times
- Logistics
- Meeting facilitator and minutes originator (rotated between stakeholders)
- Current Approved Release Package (email attachment)
- Current Maintenance/Defect Notification Information (email attachment)
- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 9 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

B.2 Attachment B-1

PROJECT NAME- RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Scope Statement

The project scope defines the boundaries by which the project will operate. The scope statement will be used to obtain agreement and approval from the customers and stakeholders for the project funding.

Note: *See Scope Statement Template*

Communication Plan

The project team will determine the type and frequency of communications that must take place during the project life cycle to enable the project's success. The table below outlines the agreed to communication vehicles.

Status Communiqué	Distribution	Frequency	Owner
Project Release Status Report	•Team Members •Enhancement Review Team	•Weekly •Monthly	Project Manager
Team Member To Do List	•Team Member	•Weekly	Project Manager
Executive Summary	•Project Sponsor	•Monthly	Project Manager
Status Meeting/Minutes	•Team Members	•Weekly	Project Manager

All escalations will be communicated by the project manager to the project sponsor.

Note: *See Project Release Status Report*

Note: *See CCP To Do List/Resource (part of Microsoft Project file - Custom Report)*

Note: *See CCP To Do List/Dates (part of Microsoft Project file - Custom Report)*

Project Tracking Plan

Project tracking and control is the process whereby the project manager determines the degree to which the project plan is being met. The focus is on the schedule, budget and resource allocations.

The project manager will hold regularly scheduled team meetings for the purpose of updating the Work Breakdown Schedule (WBS) with accurate information. During these meetings, all new issues will be raised and assigned to an owner for resolution. All existing issues will be reviewed for current status and/or closure.

Other documents to be updated during the team meetings are as follows:

- Change Control Plans
- Risk Management Plans
- Communication Plans
- Scope Statements
- Team Roster and Responsibilities

Project status will be created and distributed as defined in the Communications Plan.

Work Breakdown Structure

The project manager will develop a Work Breakdown Structure (WBS) in the appropriate project management software application, including tasks, durations, start/end dates, dependencies, personnel resources, and related costs. A draft version of the WBS will be created by the project manager and reviewed with the project team in an effort to effectively utilize the team's time. The WBS will be revised and agreed to by the entire team to facilitate activity ownership and commitment.

While creating the WBS, the team should consider all resource, time, budget and performance constraints associated with the project.

Note: *See WBS Template (part of Microsoft Project file - Gantt View)*

Roles and Responsibilities

Project roles will be defined to clearly identify expectations among project participants. Update the table below with the correct project roles and responsibilities.

Roles	Responsibilities
Project Manager	Identify Preliminary Resources Hold Kick-off Meeting Develop Project Plan Documents Track Project Status Time Cost Manage Change Control Manage Issues Communicate Project Status
Project Sponsor	Understand Current Project Status Single Point of Contact for Escalations Communicate Project Status Define/Approve Milestone Exit Criteria
Stakeholder	Provide Team Members / External Project Support Understand Current Project Status Define Milestone Exit Criteria
External Project Support	Perform Agreed to Activities as Defined Provide Project Manager Status
Team Members	Attend Project Team Meetings Perform Agreed to Activities as Defined Provide Project Manager Status

Project Team Roster

A list of all parties associated with or impacted by the project should be documented and distributed to the team.

Note: *See Project Team Roster*

Risk Management Plan In an effort to mitigate possible negative impacts to the project, a high-level risk assessment should be performed during the initial phase of the project. For each high-level risk, the team should develop a mitigation strategy or position. As potential risks are identified during the project life cycle, the team should again develop a mitigation strategy or position.

Note: *See High-Level Risk Assessment*

Note: *See Risk Event Assessment and Planning*

Change Control Plan

Throughout the project life cycle, changes will be introduced which will impact the project scope statement. These changes could be due to a new customer need/requirement or a miss communication of an existing requirement. Each change must be evaluated to effectively understand the possible impact to resources, time and/or cost.

Note: *See Scope Change Request and Evaluation*

Note: *See Scope Change Request Log*

Project Issues

Day to day issues will be entered on a project issues log as an interim solution until further discussion can take place among the team. Each issue could result in the addition of a new activity to the WBS, a risk to be evaluated in the Risk Management Plan, or a change to be managed through the Change Control Plan.

Note: *See Project Issue Log*

B.3 Attachment B-2

Scope Statement Template

Document Preparation Information

PROJECT NAME: RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Project Definitions

PROJECT TITLE	
PROJECT MANAGER	
PROJECT TEAM MEMBERS	
GOALS/OBJECTIVES	
SCOPE STATEMENT	
ASSUMPTIONS	
MAJOR RISKS	
DELIVERABLES	
ACCEPTANCE CRITERIA	
PHASES	
KEY MILESTONES	
KEY RESOURCE REQUIREMENTS	
EXTERNAL CONSTRAINTS	
RELATED PROJECTS	

Figure 6   Scope Statement Template

B.4 Attachment B-3

Project Release Status Report

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

PROJECT MANAGER	CURRENT PROJECT PHASE	SUPPORTING DOCUMENTATION ATTACHED?	WEEK ENDING DATE
		☐ Yes ☐ No	

Report Information

Status Changes from Last Report	✓	Explain
Assumptions	☐	
Scope	☐	

Schedule Information

High-Level Phase Deliverable	Original Complete Date	New Est. Complete Date	Actual Complete Date	Explanation

Budget Information

Project Tracking Element	YTD Budget	YTD Actual	YTD Diff.	% Diff.	Explanation

Deliverable Information

COMPLETED DELIVERABLES

DELIVERABLES DUE NEXT PERIOD

Figure 7   Project Release Status Report

B.5   Attachment B-4

B.5.1   Work Breakdown Structure Template

Table E   Project Management WBS Template

ID	Task Name	Duration	Start	Finish	Pred	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
2	**Define Requirements**	**3d**	**1/9/98**	**1/13/98**		
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/1398	4	All
6	**Perform Analysis**	**4d**	**1/14/98**	**1/19/98**		
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Produce/Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Document	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code, unit test)	1d	1/20/98	1/20/98	10	All
12	**Perform Testing**	**5d**	**1/20/98**	**1/26/98**		
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
14	Perform Internal Testing (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
15	**Perform External Testing**	**3d**	**1/22/98**	**1/26/98**		
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	1/23/98	16	All
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All

- continued -

Table E   Project Management WBS Template (continued)

ID	Task Name	Duration	Start	Finish	Pred	Resource
20	**Deploy Release/Cut Over**	**11d**	**1/15/98**	**1/29/98**		
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
22	Develop Migration Plan Old to New (60-90 days) (Freeze Old Code)	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
25	**Perform Training**	**8d**	**1/20/98**	**1/29/98**		
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
28	Train Users	1d	1/29/98	1/29/98	23	All

B.6   Attachment B-5

Table F   To Do List by Resource as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
Week of Jan 4						
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
Week of Jan 11						
4	Meet to Baseline Requirements (several meetings)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/1398	4	All
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
Week of Jan 18						

- continued -

Table F   To Do List by Resource as of 2/10/98 (continued)

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	1/20/98	10	All
14	Perform Internal Tests (systems, integration)	1d	1/21/98	1/21/98	13, 11	All
27	Develop Training Package	1d	1/21/98	1/21/98	26	All
16	Perform Network Validation Testing (NVT)	1d	1/22/98	1/22/98	14	All
17	Perform End to End Testing	1d	1/23/98	11/23/98	16	All
Week of Jan 25						
18	Perform Stress/Volume	1d	1/26/98	1/26/98	17	All
19	Make Go/No Go Decision	1d	1/27/98	1/27/98	18	All
22	Develop Migration Plan Old to New	1d	1/28/98	1/28/98	19	All
23	Perform Cut-Over	1d	1/28/98	1/28/98	19	All
24	Develop Post Implementation Audit Report	1d	1/29/98	1/29/98	23	All
28	Train Users	1d	1/29/98	1/29/98	23	All

B.7   Attachment B-6

Table G   To Do List by Dates as of 2/10/98

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
1	Obtain Executive Commitment	1d	1/9/98	1/9/98		All
3	Gather/Analyze Existing Documentation	1d	1/9/98	1/9/98		All
4	Meet to Baseline Requirements (several mtgs)	1d	1/12/98	1/12/98	3	All
5	Produce Baseline Requirements Document	1d	1/13/98	1/1398	4	All

- continued -

Table G   To Do List by Dates as of 2/10/98 (continued)

ID	Task Name	Duration	Start	Finish	Predecessors	Resource
7	Analyze Requirements Document	1d	1/14/98	1/14/98	5	BST
8	Distribute Updated Requirements Document	1d	1/15/98	1/15/98	7	BST
21	Develop Recovery Plan (Back-Out)	1d	1/15/98	1/15/98	23FS-10d	All
9	Meet to Understand Updated Requirements Document	1d	1/16/98	1/16/98	8	All
10	Analyze/Finalize Updated Requirements Doc	1d	1/19/98	1/19/98	9	All
11	Perform Coding/Construction (design, code)	1d	1/20/98	1/20/98	10	All
13	Create Test Plans	1d	1/20/98	1/20/98	10	All
26	Develop Training Plan	1d	1/20/98	11/20/98	10	All

B.8   Attachment B-7

Project Team Roster

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

Guideline: Use this roster format as guidance, expanding or condensing as necessary.

Project Management

PROJECT MANAGER	EMAIL	PHONE	PAGER	FAX

Sponsor/Stakeholder

PROJECT SPONSOR	EMAIL	PHONE	PAGER	FAX
STAKEHOLDER(S)	EMAIL	PHONE	PAGER	FAX

External Project Support

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

Project Team

NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX
NAME	EMAIL	PHONE	PAGER	FAX

Figure 8   Project Team Roster

B.9 Attachment B-8

High-Level Risk Assessment

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	EVALUATOR (PRINT)	SIGNATURE	DATE PREPARED

Instructions: Put a check in the column that provides the best answer. Use the attached sheets for an explanation of each item. After all items have been evaluated, provide an overall risk assessment based on the individual responses.

High-Level Risk Assessment

Risk Category	Level of Risk			
	Not Applicable	Low Risk	Moderate Risk	High Risk
Strategic importance				
Management support				
Budget availability				
Resource availability				
Project manager availability				
Time frame				
Clarity of and agreement on project objectives				
Participation in project definition				
Customer interest and involvement				
User involvement				
Technical complexity				
Technology maturity				
Relevant experience				
Supplier/contractor involvement				
Major obstacles				
OVERALL RISK				

Figure 9   High-Level Risk Assessment

Guidelines

Strategic Importance

Assess the strategic importance of the project. How essential is it to the planned corporate objectives or to the maintenance of current operations? The less essential the project, the greater the risk that it will not receive sufficient support and attention.
Low Risk: The project has substantial strategic importance; it has either been mentioned directly as a major initiative or directly supports a major initiative.
Moderate Risk: Failure to complete the project would jeopardize the achievement of major initiatives. Project sponsors would designate the project as "necessary."
High Risk: The project does not directly relate to any major strategic initiatives. Project sponsors would designate the project as "nice to have."

Management Support

Determine the extent to which management throughout the company actively supports the project. Management support is essential if the project is to be effectively carried out. Management provides the resources by which the project is accomplished.
Low Risk: Management in all organizations that will participate in the project actively supports the project initiative and willingly commits resources to the effort.
Moderate Risk: Project sponsor provides strong support and establishes momentum among other managers who control resources.
High Risk: Project sponsor is not strongly interested; no significant management attention or interest from any side.

Budget Availability

Evaluate the availability of funding to support the project. Determine whether funding will be available in the time frame necessary to carry out the work. Ensure funding is available for all resources—people, suppliers, material, computer time, and so on.
Low Risk: Funding has been identified for the project, matching the time frame in which funds are required.
Moderate Risk: Funding has not been identified specifically for the project; however, funding is available within established budgets and management has approved its use.
High Risk: Funding has not been identified for the project, and funds are tight or unavailable within existing budgets.

Resource Availability

People are the most critical resource for the project. Evaluate the availability of human resources, assessing not only whether the required number of people are available but whether the right types of skills and experience levels are also available.

Low Risk: A project team has already been identified with the requisite skills; team members have been committed to the effort.

Moderate Risk: Project team members have not been identified specifically. Most skills are thought to be readily available within the company.

High Risk: Project team members have not been identified. Resources are scarce, and obtaining the necessary skills will be difficult in the required time frame.

Project Manager Availability

The availability of a qualified project manager will increase the chances of project success. Assess whether a project manager is available and will be assigned to the project.

Low Risk: A project manager has already been identified for the project and is available in the required time frame.

Moderate Risk: A project manager has not been specifically identified, but qualified project managers are available

High Risk: No qualified project manager is available to assume responsibility for the project.

Time Frame

Assess the time frame in which the project is required. Tighter time frames increase overall project risk. There should be sufficient time to plan the project thoroughly and to accomplish all project tasks.

Low Risk: There is sufficient time available for project planning and project execution, including provision for a reasonable amount of slack time to accommodate unforeseen delays.

Moderate Risk: There is sufficient time for project planning and project execution, assuming an optimized schedule with an aggressive critical path.

High Risk: Even with the most aggressive scheduling, the project time frame is unrealistic. Deadlines will possibly result in cutting corners to meet the schedule.

Clarity of and Agreement on Project Objectives

Assess the degree to which project objectives have been defined clearly. If the objectives are not clear, it is unlikely that the project will be carried out successfully. Also important is the extent to which the project objectives have been communicated and bought into by the company's organizational elements that will contribute to or support the project.

Low Risk: Project objectives are clearly defined, have been communicated throughout relevant organizations, and have been agreed to.

Moderate Risk: Project objectives have been generally defined, and there is general agreement with them. There is no detailed description of the objectives, however.

High Risk: Project objectives have not been defined, or there is substantial disagreement with them among the organizations.

Participation in Project Definition

Determine whether the project has already been defined or if the project manager and project team will be allowed to participate in the project definition. Projects that are defined and handed to the project team are generally more difficult to complete than projects in which the project team participates in the project definition process.

Low Risk: There is no current project definition; the project team will be a key player in the project definition process.

Moderate Risk: There is a current project definition; however, the project team will have an opportunity to review and revise that definition during the planning process.

High Risk: The project definition is already established; the project team will have no opportunity to revise it.

Customer Interest and Involvement

Evaluate the level of interest in the project on the part of the project's ultimate customer. Will the customer materially participate in the project's implementation? Customer interest and involvement is an important element in ensuring the project is completed as planned.
Low Risk: The customer is actively interested in the project, has assigned a point of contact, and intends to participate in key project activities.
Moderate Risk: The customer is interested in the project and intends to participate in some project activities.
High Risk: The customer expresses little or no interest in the project and has no interest in participating in project activities.

User Involvement

Determine the extent to which users will be involved in the project. User participation can enhance the design and development processes and can streamline the project validation process.
Low Risk: Users will definitely be involved with the project. A user team has been identified, and provisions have been made to provide adequate user participation.
Moderate Risk: Users will likely be involved with the project; however, no specific plans have been made for their participation.
High Risk: Users are unavailable to participate in the project.

Technical Complexity

The level of technical complexity is a direct contributor to overall project risk. Assess the complexity of the project with regard to the project's size, the type of system to be developed, the number of organizations that will participate, and the difficulty of the task.
Low Risk: The project is technically straightforward. The system is limited to a specific application with little crossover or interface with other systems and applications.
Moderate Risk: The project presents a technical challenge. The requirement is difficult to solve, or the system will perform multiple functions in concert with other systems.
High Risk: The project is extremely difficult technically. There are substantial integration requirements with other systems.

Technology Maturity

Mature technology is easier to work with than emerging technology. Assess the level of maturity of the technology to be used in the system. Does the technology currently exist? Has it been proven in other applications? Will the technology be developed during the course of the project?

Low Risk: Virtually all the technology to be used on the project has been used in other, proven applications.

Moderate Risk: Most technology has been used in other applications. There will be some technology development during the project but that will be limited to specific functions and areas.

High Risk: Most project technology will be developed during the project and must be proven during the validation and testing process.

Relevant Experience

Organizations that have experience with similar projects can complete projects with less risk than organizations doing a project for the first time. Determine whether the company has experience with projects that relate to or are similar to the contemplated project.*Low Risk:* The company has substantial experience with related or similar projects and can apply that experience to the current project.

Moderate Risk: The company has some experience with related projects.

High Risk: This is the first project of this type that the company has undertaken.

Supplier/ Contractor Involvement

Involving suppliers or contractors in the project can increase the risk, especially if the company has not worked with those organizations before. Determine the extent and anticipated difficulty of supplier involvement.
Low Risk: Either few or no suppliers will be involved, or all suppliers have worked with BST on previous projects.
Moderate Risk: Some suppliers will be involved; most will have worked with the company on previous projects.
High Risk: Many suppliers will be involved. A significant number will not have worked with the company on previous projects.

Major Obstacles

Assess any other major obstacles that may exist. Identify the obstacles and whether it appears that they may be overcome.
Low Risk: Few major obstacles exist; for those that exist, there are clear solutions.
Moderate Risk: Some major obstacles exist; there are clear solutions for most of them.
High Risk: A significant number of major obstacles exist for which there are no clear solutions.

B.10 Attachment B-9

Risk Event Assessment and Planning

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

RISK EVALUATOR	WEB REFERENCE	OTHER REFERENCE

Risk Event Title

ENTER ONE-LINE DESCRIPTION OF RISK EVENT

Description

PROVIDE DETAILED DESCRIPTION OF RISK EVENT

Probability

DESCRIBE THE PROBABILITY OF THE RISK EVENT OCCURRING. USE QUANTITATIVE METHODS IF APPLICABLE.

Impact

DESCRIBE THE IMPACT OF THE RISK EVENT. USE QUANTITATIVE METHODS IF APPLICABLE.

Exposure

PROVIDE AN ASSESSMENT OF THE OVERALL RISK. USE QUANTITATIVE TECHNIQUES IF POSSIBLE; OTHERWISE, USE CATEGORIZATION OF SERIOUS, THREATENING, OR MANAGEABLE.

Figure 10   Risk Event Assessment and Planning (Page 1)

Risk Mitigation Strategies

Strategy Description	Strategy Type (Check One)			
	Avoid	Assume	Control	Transfer
ENTER A DESCRIPTION OF THE PREVENTATIVE STRATEGIES AND CONTINGENCY PLANS FOR THE RISK.				

Figure 11   Risk Event Assessment and Planning (Page 2)

B.11   Attachment B-10

Scope Change Request and Evaluation

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

(The following information must be filled in by the project manager)

Scope Change Request Information

CHANGE REQUEST NUMBER	DATE CHANGE REQUEST INITIATED	RESULTING CHANGE ORDER NUMBER	PROJECT LIBRARY FILE NUMBER

PRIORITY
☐ High   ☐ Medium   ☐ Low

General Information

SUPPLIER	CUSTOMER	CHANGE NAME (DESCRIPTION)

REFERENCES

SUBMITTED BY	DATE	INVESTIGATED BY	DATE STARTED	DATE COMPLETED

Impact Analysis

ALL PARTIES AFFECTED	INITIALS/DATE
	/

SCHEDULE IMPACT	INITIALS/DATE
	/

COST IMPACT	INITIALS/DATE
	/

QUALITY IMPACT	INITIALS/DATE
	/

PROJECT MANAGER'S RECOMMENDATION	INITIALS/DATE
	/

Scope Change Information

CHANGE APPROVED/REJECTED	DEFERRED TO	DATE
☐ Approved ☐ Rejected		

Approved By

CUSTOMER	DATE	BST IT	DATE

Figure 12   Scope Change Request and Evaluation

B.12 Attachment B-11

Scope Change Request Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE PREPARED

General Information

CUSTOMER	PROJECT LIBRARY FILE NUMBER

Log Information

Change Request Number	Priority			Change Name (Description)	Assigned To	Date Opened	Date Approved	Date Closed	Cost Impact	Schedule Impact
	H	M	L							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							
	☐	☐	☐							

Figure 13   Scope Change Request Log

B.13   Attachment B-12

Project Issues Log

Document Preparation Information

PROJECT NAME - RELEASE NUMBER	PREPARED BY (PRINT)	SIGNATURE	DATE

Log Information

Issue ID	Issue Name/Description	Severity	Assigned to	Date Open	Follow-Up Date	Date Closed	Resolution

Figure 14   Project Issues Log

C. Additional Documents

C.1 Attachment C-1

BST Maintenance/Defect Notification Document

Document Preparation Information

Maintenance Notification

Effective Date	Interface(s) Impacted	Identification #	Explanation

Defect Notification

Effective Date	Interface(s) Impacted	Identification #	Explanation

Figure 15   BST Maintenance / Defect Notification Document

C.2 Attachment C-2

Preliminary Priority List

Company Name _____

CCCM _____

Date Submitted _____

Enhancement Review Meeting Date _____

Return to BCCM by _____

Check Interfaces Used

☐ LENS   ☐ LPOG   ☐ EDI
☐ EDI PC   ☐ TAFI   ☐ EC-TA Local

If you do not use an interface, do not rate the request.

Rate requests on a scale of 1 to N, with N being the greatest. Rate by Category, by interface, for each interface your company uses.

Pending Change Requests to be Prioritized			
Category	**Rating**	**Interface**	**Change Request Log #**
Pre-Ordering		LENS	LENS1221040392
		LENS	LENS033204049Z
		LPOG	LPOG705530405S
Ordering		EDI	EDI1221032396
		EDI PC	EDIPC03320401P3
		LENS	LENS033304019S
Maintenance		TAFI	TAFI1221040695
		TAFI	TAFI033204079S
		ECTA	ECTA03530405S3

Figure 16   Preliminary Priority List

C.3 Attachment C-3

Change Request Log Template

CR Log #	Status	Title	Priority	Support Doc (Y/N)	Initiating Company	Contact Name	Contact Number	Date Sent	ERM Date	RFM Date	Target Release Date

Figure 17   Change Request Log Template

C.4 Attachment C-4

Enhancement Review Meeting Agenda Template

Opening .... 10 Minutes
    Facilitator/Bell South opens meeting

Change Request Log Status .... 30 Minutes
    Change Requests to be reviewed will have a status of "F","D" Pending and will follow the process flow as outlined
    in Part 2 – Detailed Process Flow

Regulatory Issues .... 30 Minutes
    Review any issues that could impact Change Request(s) prioritization. This may include PCC rulings, FSC
    rulings or Industry Changes

Release Management & Implementation Status .... 30 Minutes
    Review status of scheduled Releases

Recycled Change Request(s) .... 30 Minutes
    Determine priority disposition of Change Request(s) that are on the Candidate Request List, but have not been
    scheduled for a target release

Initial Prioritization of Change Requests .... 5 Minutes
    This will be a handout of the consolidated Preliminary Priority List compiled by the BCCM. This list represents
    each participating company's internal prioritization of the Change Requests. Company Preliminary Priority Lists
    must be completed and submitted to the BCCM one week prior to the Enhancement Review Meeting to be included
    in the Consolidated Priority List. The Consolidated Priority List is used as a starting point in determining Final
    Candidate Requests

Presentation of Change Requests .... 20 Minutes/Request
    Pre-Ordering
    Ordering
    Maintenance
    The presentation of each Change Request is limited to 20 minutes. The initiator of the request is allowed a
    maximum of five minutes of presentation time, followed by a 15 minute question and answer session. Change
    Requests will be presented and prioritized by Category, by Interface

Develop Candidate Change Request List .... 60 Minutes
    Pre-Ordering
    Ordering
    Maintenance
    Participating companies will work on the final prioritization of the Change Requests as outlined in the
    Enhancement Review Section of the Change Control Process Document. Change Requests to be submitted for
    scoping and sequencing will be placed on the Candidate Change Request List along with the "Need by Date"

Present Outputs .... 10 Minutes
    Re-cap of final prioritization and Change Requests submitted to the Candidate Change Request List

Issues/Action Items .... 15 Minutes
    Re-cap any issues and action items surfaced during the meeting. Each item is assigned an owner and a follow-up
    date

Adjourn .... 5 Minutes

Figure 18 Enhancement Review Meeting Agenda Template

C.5   Attachment C-5

Release Schedule Status Log Template

Electronic Interface Change Control Process Release Management Status Log					
Release No.	CR Log #	Interface	BST Release Date	On-Target (Y/N)	Comments

Figure 19   Release Schedule Status Log Template

C.6 Attachment C-6

Electronic Interface Change Control Process User Registration Form

<u>**RETURN BY 5/8/98**</u>

Date __/__/__

Company Name_____

CCCM Assigned_____ Phone_____

CCM E-mail Address _____ Fax_____

OK to add to Electronic Interface Change Control Process CLEC Distribution List? ☐ Yes   ☐ No

Interfaces Currently Used	☐ Pre-Ordering	☐ Ordering	☐ Maintenance
	☐ LENS ☐ LPOG	☐ EDI ☐ LESI ☐ EDI-P	☐ TAFI ☐ EC-TA Local

Comments_____
_____
_____
_____
_____

Form Completed By
(Signature)_____

Minimum requirements to participate in the Electronic Interface Change Control Process: Word 6.0 and Excel 5.0 or greater, Internet E-mail address, Web access.

RETURN TO: BCCM   OR   Audrey Thomas
             FAX 770-987-2420   19U25 BellSouth Center
                                        675 W. Peachtree Street, N E
                                        Atlanta, Georgia 30375

Figure 20   Electronic Interface Change Control Process User Registration Form

D. Steering Committee Members

D.1 Steering Committee Members

Table H   Steering Committee Members

Active Members			Past Members		
Representative	Company	Start Date	Representative	Company	Start Date
Audrey Thomas	BellSouth	02/98	Linda Tate	BellSouth	12/97
Marcia Moss	BellSouth	12/97	Pat Becker	Sprint	12/97
Kelvin Maddox	AT&T	03/98	Sharon Arnett	Sprint	12/97
Beverly Simmons	AT&T	12/97	Alan Anglyn	MCI	12/97
Mark Turner	MCI	02/98	Mary Bennett	AT&T	12/97
Paul Alexander	Sprint	03/98	Paul Johnson	AT&T	02/98
Al Witbrodt	LCI	02/98	William Rice	ACSI	02/98
Bill Shoemaker	EDS – Facilitator	12/97	Julia Strow	Intermedia	02/98
Julie Stein	BellSouth – Alternate Facilitator	12/97			

E. Miscellaneous

E.1 Examples of Data Defined by Business Rules

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
  - Dependencies relative to other data elements
  - Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

E.2 Change Request Status Codes

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 4).
- **C= Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 4):
  - **CC = Clarification.** Requested clarification not received in allotted time (7 days).
  - **CD = Duplicate Request.** A request for this enhancement already exists.
  - **CT = Training.** Requested enhancement already exists, additional training may be required.
- **D = Request Purge** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 4).
- **ERC = Enhancement Review Complete.** Indicates a Change Request has been reviewed at an Enhancement Review Meeting, but did not reach the Candidate Request List (Step 11).
- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 4).
- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Enhancement Review (Step 4 moving to Step 5).
- **PC = Pending Clarification** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 4).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 9)

- **RC = Candidate Request.** Indicates a Change Request has completed the Enhancement Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 6).
- **RSP = Request Re-Scheduled** – Step 11.

ATTACHMENT 8

RIGHTS OF WAY (ROW), CONDUITS, AND POLE ATTACHMENTS

Between

BELLSOUTH TELECOMMUNICATIONS, INC.
(Licensor)

And

AT&T COMMUNICATIONS OF THE SOUTH CENTRAL STATES, INC.
(Licensee)

CONTENTS

RIGHTS OF WAY (ROW), CONDUITS AND POLE ATTACHMENTS

This Attachment 8 sets forth the terms and conditions under which BellSouth shall afford to Licensee access to BellSouth's poles, ducts, conduits and rights-of-way, pursuant to the Act.

1.   **DEFINITIONS**

Definitions in General. Except as the context otherwise requires, the terms defined in this Section shall, as used herein, have the meanings set forth in 1.1 through 1.29.

1.1   Anchor. The term "anchor" refers to a device, structure, or assembly which stabilizes a pole and holds it in place. An anchor assembly may consist of a rod and fixed object or plate, typically embedded in the ground, which is attached to a guy strand or guy wire, which, in turn, is attached to the pole. The term "anchor" does not include the guy strand which connects the anchor to the pole and includes only those anchors which are owned by BellSouth, as distinguished from anchors which are owned and controlled by other persons or entities.

1.2   Anchor/guy strand. The term "anchor/guy strand" refers to supporting wires, typically stranded together, or other devices attached to a pole and connecting that pole to an anchor or to another pole for the purpose of increasing pole stability. The term "anchor/guy strand" includes, but is not limited to, strands sometimes referred to as "anchor strands," "down guys," "guy strands," and "pole-to-pole guys."

1.3   Communications Act of 1934. The terms "Communications Act of 1934" and "Communications Act" refer to the Communications Act of June 19, 1934, 48 Stat. 1064, as amended, including the provisions codified as 47 U.S.C. Sections 151 et seq. The Communications Act includes the Pole Attachment Act of 1978, as defined in 1.23 following.

1.4   Assigned. The term "assigned", when used with respect to conduit or duct space or pole attachment space, refers to any space in such conduit or duct or on such pole that is occupied by a telecommunications service provider or a municipal or other governmental authority. To ensure the judicious use of poles and conduits, space "assigned" to a telecommunications service provider must be physically occupied by the service provider, be it BellSouth or a new entrant, within twelve (12) months of the space being "assigned".

1.5   Available. The term "available", when used with respect to conduit or duct space or pole attachment space, refers to any usable space in such conduit or duct or on such pole not assigned to a specific provider at the applicable time.

1.6   Conduit occupancy. The terms "conduit occupancy" and "occupancy" refer to the presence of wire, cable, optical conductors, or other facilities within any portion of BellSouth's conduit system.

1.7   Conduit system. The term "conduit system" refers to any combination of ducts, conduits, manholes, and handholes joined to form an integrated whole. In this Attachment 8, the term refers to conduit systems owned or controlled by BellSouth.

1.8   Cost. The term "cost" as used herein refers to charges made by BellSouth to Licensee for specific work performed, and shall be (a) the actual charges made by subcontractors to BellSouth for work and/or, (b) if the work was performed by BellSouth employees, the rates set forth in the Price Schedule of the General Terms and Conditions of BellSouth.

1.9   Duct. The term "duct" refers to a single enclosed tube, pipe, or channel for enclosing and carrying cables, wires, and other facilities. As used in this Attachment 8, the term "duct" includes "inner ducts" created by subdividing a duct into smaller channels.

1.10   Facilities. The terms "facility" and "facilities" refer to any property or equipment utilized in the provision of telecommunication services.

1.11   The acronym "FCC" refers to the Federal Communications Commission.

1.12   Inner-Duct. The term "inner-duct" refers to a pathway created by subdividing a duct into smaller channels.

1.13   Joint User. The term "joint user" refers to a utility which has entered into an agreement with BellSouth providing reciprocal rights of attachment of facilities owned by each party to the poles, ducts, conduits and rights-of-way owned by the other party.

1.14   Licensee. The term "licensee" refers to a person or entity which has entered or may enter into an agreement or arrangement with BellSouth permitting such person or entity to place its facilities in BellSouth's conduit system or attach its facilities to BellSouth's poles or anchors.

1.15   Lashing. The term "lashing" refers to the attachment of a licensee's sheath or inner-duct to a supporting strand.

1.16   License. The term "license" refers to any license issued pursuant to this Attachment 8 and may, if the context requires, refer to conduit occupancy

or pole attachment licenses issued by BellSouth prior to the date of this Attachment 8.

1.17 Make-Ready work. The term "make-ready work" refers to all work performed or to be performed to prepare BellSouth's conduit systems, poles or anchors and related facilities for the requested occupancy or attachment of Licensee's facilities. "Make-Ready work" includes, but is not limited to, clearing obstructions (e.g., by "rodding" ducts to ensure clear passage), the rearrangement, transfer, replacement, and removal of existing facilities on a pole or in a conduit system where such work is required solely to accommodate Licensee's facilities and not to meet BellSouth's business needs or convenience. "Make-Ready work" may require "dig-ups" of existing facilities and may include the repair, enlargement or modification of BellSouth's facilities (including, but not limited to, conduits, ducts, handholes and manholes) or the performance of other work required to make a pole, anchor, conduit or duct usable for the initial placement of Licensee's facilities.

1.18 Manhole. The term "manhole" refers to an enclosure, usually below ground level and entered through a hole on the surface covered with a cast iron or concrete manhole cover, which personnel may enter and use for the purpose of installing, operating, and maintaining facilities in a conduit.

1.19 Occupancy. The term "occupancy" shall refer to the physical presence of telecommunication facilities in a duct, on a pole, or within a Right-of-way.

1.20 Person acting on Licensee's behalf. The terms "person acting on Licensee's behalf," "personnel performing work on Licensee's behalf," and similar terms include both natural persons and firms and ventures of every type, including, but not limited to, corporations, partnerships, limited liability companies, sole proprietorships, and joint ventures. The terms "person acting on Licensee's behalf," "personnel performing work on Licensee's behalf," and similar terms specifically include, but are not limited to, Licensee, its officers, directors, employees, agents, representatives, attorneys, contractors, subcontractors, and other persons or entities performing services at the request of or as directed by Licensee and their respective officers, directors, employees, agents, and representatives.

1.21 Person acting on BellSouth's behalf. The terms "person acting on BellSouth's behalf," "personnel performing work on BellSouth's behalf," and similar terms include both natural persons and firms and ventures of every type, including but not limited to corporations, partnerships, limited liability companies, sole proprietorships, and joint ventures. The terms

"person acting on BellSouth's behalf," "personnel performing work on BellSouth's behalf," and similar terms specifically include, but are not limited to, BellSouth, its officers, directors, employees, agents, representatives, attorneys, contractors, subcontractors, and other persons or entities performing services at the request or on behalf of BellSouth and their respective officers, directors, employees, agents, and representatives.

1.22   Pole. The term "pole" refers to both utility poles and anchors but only to those utility poles and anchors owned or controlled by BellSouth, and does not include utility poles or anchors with respect to which BellSouth has no legal authority to permit attachments by other persons or entities.

1.23   Pole Attachment Act. The terms "Pole Attachment Act" and "Pole Attachment Act of 1978" refer to those provisions of the Communications Act of 1934, as amended, now codified as 47 U.S.C. § 224.

1.24   Prelicense survey. The term "prelicense survey" refers to all work and activities performed or to be performed to determine whether there is adequate capacity on a pole or in a conduit or conduit system (including manholes and handholes) to accommodate Licensee's facilities and to determine what make-ready work, if any, is required to prepare the pole, conduit or conduit system to accommodate Licensee's facilities.

1.25   Right of Way (ROW). The term "right of way" refers to the right to use the land or other property of another party to place poles, conduits, cables, other structures and equipment, or to provide passage to access such structures and equipment. A Right of Way may run under, on, or above public or private property (including air space above public or private property) and may include the right to use discrete space in buildings, building complexes, or other locations.

1.26   Sheath. The term "sheath" refers to a single outer covering containing communications wires, fibers, or other communications media.

1.27   Spare Capacity. The term "spare capacity" refers to any pole attachment space, conduit, duct or inner-duct not currently assigned or subject to a pending application for attachment/occupancy. Spare capacity does not include an inner-duct (not to exceed one inner-duct per party) reserved by BellSouth, Licensee, or a third party for maintenance, repair, or emergency restoration.

1.28   State. When capitalized, the term "State" (as used in terms such as "this State") refers to the State in which the access to BellSouth poles, ducts, conduits or rights-of-way, granted pursuant to this Attachment 8, occurs or attachment is located.

1.29   Third Party. The terms "third party" and "third parties" refer to persons and entities other than Licensee and BellSouth. Use of the term "third party" does not signify that any such person or entity is a party to this Attachment 8 or has any contractual rights hereunder.

2.   **SCOPE OF AGREEMENT**

2.1   Undertaking of BellSouth. BellSouth shall provide Licensee with equal and nondiscriminatory access to pole space, conduits, ducts, and rights-of-way on terms and conditions equal to those provided by BellSouth to itself, subsidiaries or affiliates, or to any other telecommunications service provider. Further, BellSouth shall not withhold or delay assignment of such facilities to Licensee because of the potential or forecasted needs of itself or other parties.

2.2   Attachments and Occupancies Authorized by this Attachment 8. BellSouth shall issue one or more licenses to Licensee authorizing Licensee to attach facilities to BellSouth's owned or controlled poles and to place facilities within BellSouth's owned or controlled conduits, ducts or rights-of-way under the terms and conditions set forth in this Section and the Telecommunications Act of 1996.

2.2.1   Unless otherwise provided herein, authority to attach facilities to BellSouth's owned or controlled poles, to place facilities within BellSouth's owned or controlled conduits, ducts or rights-of-way shall be granted only in individual licenses granted under this Attachment 8 and the placement or use of such facilities shall be determined in accordance with such licenses and procedures established in this Attachment 8.

2.2.2   Licensee agrees that its attachment of facilities to BellSouth's owned or controlled poles, occupancy of BellSouth's owned or controlled conduits, ducts or rights-of-way shall take place pursuant to the licensing procedures set forth herein, and BellSouth agrees that it shall not unreasonably withhold or delay issuance of such licenses.

2.3   Licenses. Subject to the terms and conditions set forth in this Attachment 8, BellSouth shall issue to Licensee one or more licenses authorizing Licensee to place or attach facilities in or to specified poles, conduits, ducts or rights-of-way owned or controlled by BellSouth located within this state on a first come, first served basis. BellSouth may deny a license application if BellSouth determines that the pole, conduit or duct space specifically requested by Licensee is necessary to meet BellSouth's present needs, or is licensed by BellSouth to another licensee, or is otherwise unavailable based on reasonable engineering concerns. BellSouth shall provide written notice to Licensee within Forty-five (45) days of the request as per ¶ 1224 of the FCC Docket 96-98 specifying in

detail the reasons for denying Licensee's request. BellSouth shall have the right to designate the particular duct(s) to be occupied, the location and manner in which Licensee's facilities will enter and exit BellSouth's conduit system and the specific location and manner of installation for any associated equipment which is permitted by BellSouth to occupy the conduit system.

2.4   Access and Use of Rights-of-Way. BellSouth acknowledges that it is required by the Telecommunications Act of 1996 to afford Licensee access to and use of all associated rights-of-way to any sites where BellSouth's owned or controlled poles, manholes, conduits, ducts or other parts of BellSouth's owned or controlled conduit systems are located.

2.4.1   BellSouth shall provide Licensee with access to and use of such rights-of-way to the same extent and for the same purposes that BellSouth may access or use such rights-of-way, including but not limited to access for ingress, egress or other access and to construct, utilize, maintain, modify, and remove facilities for which pole attachment, conduit occupancy, or ROW use licenses have been issued, provided that any agreement with a third party under which BellSouth holds such rights expressly or impliedly grants BellSouth the right to provide such rights to others.

2.4.2   Where BellSouth notifies Licensee that BellSouth's agreement with a third party does not expressly or impliedly grant BellSouth the ability to provide such access and use rights to others, upon Licensee's request, BellSouth will use its best efforts to obtain the owner's consent and to otherwise secure such rights for Licensee. Licensee agrees to reimburse BellSouth for the reasonable and demonstrable costs incurred by BellSouth in obtaining such rights for Licensee.

2.4.3   In cases where a third party agreement does not grant BellSouth the right to provide access and use rights to others as contemplated in 2.4.1 and BellSouth, despite its best efforts, is unable to secure such access and use rights for Licensee in accordance with 2.4.2, or, in the case where Licensee elects not to invoke its rights under 2.4.1 or 2.4.2, Licensee shall be responsible for obtaining such permission to access and use such rights-of-way. BellSouth shall cooperate with Licensee in obtaining such permission and shall not prevent or delay any third party assignment of ROW's to Licensee.

2.4.4   Where BellSouth has any ownership or rights-of-way to buildings or building complexes, or within buildings or building complexes, BellSouth shall offer to Licensee through a license or other attachment:

2.4.4.1   The right to use any available space owned or controlled by BellSouth in the building or building complex to install Licensee equipment and facilities; and

2.4.4.2   Ingress and egress to such space.

2.4.5   Except to the extent necessary to meet the requirements of the Telecommunications Act of 1996, neither this Attachment 8 nor any license granted hereunder shall constitute a conveyance or assignment of any of either party's rights to use any public or private rights-of-way, and nothing contained in this Attachment 8 or in any license granted hereunder shall be construed as conferring on one party any right to interfere with the other party's access to any such public or private rights-of-way.

2.5   No Effect on BellSouth's Right to Convey Property. Nothing contained in this Attachment 8 or in any license issued hereunder shall in any way affect the right of BellSouth to convey to any other person or entity any interest in real or personal property, including any poles, conduit or ducts to or in which Licensee has attached or placed facilities pursuant to licenses issued under this Attachment 8 provided however that BellSouth shall give Licensee reasonable advance written notice of such intent to convey.

2.6   No Effect on BellSouth's Rights to Manage its Own Facilities. This Attachment 8 shall not be construed as limiting or interfering with BellSouth's rights set forth below, except to the extent expressly provided by the provisions of this Attachment 8 or licenses issued hereunder or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations:

2.6.1   To locate, relocate, move, replace, modify, maintain, and operate BellSouth's own facilities within BellSouth's conduits, ducts or rights-of way or any of BellSouth's facilities attached to BellSouth's poles at any time and in any reasonable manner which BellSouth deems appropriate to serve its customers, avail itself of new business opportunities, or otherwise meet its business needs; or

2.6.2   To enter into new agreements or arrangements with other persons or entities permitting them to attach or place their facilities to or in BellSouth's poles, conduits or ducts; provided, however, that such relocations, moves, replacements, modifications, maintenance and operations or new agreements or arrangements shall not substantially interfere with Licensee's pole attachment, conduit occupancy or ROW use, rights provided by licenses Issued pursuant to this Attachment 8.

2.7 <u>No Effect on Licensee's Rights to Manage its Own Facilities</u>. This Attachment 8 shall not be construed as limiting or interfering with Licensee's rights set forth below, except to the extent expressly provided by the provisions of this Attachment 8 or licenses issued hereunder or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations:

2.7.1 To locate, relocate, move, replace, modify, maintain, and operate its own facilities within BellSouth's conduits, ducts or rights-of-way or its facilities attached to BellSouth's poles at any time and in any reasonable manner which Licensee deems appropriate to serve its customers, avail itself of new business opportunities, or otherwise meet its business needs; or

2.7.2 To enter into new agreements or arrangements with other persons or entities permitting Licensee to attach or place its facilities to or in such other persons' or entities' poles, conduits or ducts, or rights-of-way; provided, however, that such relocations, moves, replacements, modifications, maintenance and operations or new agreements or arrangements shall not conflict with Licensee's obligations under licenses issued pursuant to this Attachment 8.

2.8 <u>No Right to Interfere with Facilities of Others</u>. The provisions of this Attachment 8 or any license issued hereunder shall not be construed as authorizing either party to this Attachment 8 to rearrange or interfere in any way with any of the other party's facilities, with the facilities of other persons or entities, or with the use of or access to such facilities by such other party or such other persons or entities, except to the extent expressly provided by the provisions of this Attachment 8 or any license issued hereunder or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations.

2.8.1 Licensee acknowledges that the facilities of persons or entities other than BellSouth and Licensee may be attached to or occupy BellSouth's poles, conduits, ducts and rights-of-way.

2.8.2 BellSouth shall not attach, or give permission to any third parties to attach facilities to, existing Licensee facilities without Licensee's prior written consent. If BellSouth becomes aware of any such unauthorized attachment to Licensee facilities, BellSouth shall use its best efforts to rectify the situation as soon as practicable.

2.8.3 With respect to facilities occupied by Licensee or the subject of an application for attachment by Licensee, BellSouth will give to Licensee 60 days' written notice for conduit extensions or reinforcements, 60 days' written notice for pole line extensions, 60 days' written notice for pole replacements, and 60 days' written notice of BellSouth's intention to

construct, reconstruct, expand or place such facilities or of BellSouth's intention not to maintain or use any existing facility and, in the case of an existing facility which BellSouth elects not to maintain or use, BellSouth will grant to Licensee a right to maintain and use such facility. If an emergency or provisions of an applicable joint use agreement require BellSouth to construct, reconstruct, expand or replace poles, conduits or ducts occupied by Licensee or the subject of an application for attachment by Licensee, BellSouth will notify Licensee as soon as reasonably practicable of such proposed construction, reconstruction, expansion or replacement to enable Licensee, if it so desires, to request that a pole, conduit or duct of greater height or capacity be utilized to accommodate an anticipated facility need of Licensee.

2.8.4   At Licensee's expense, BellSouth shall remove any retired cable from conduit systems to allow for the efficient use of conduit space within a reasonable period of time.

2.9   Assignment of Space. Assignment of space on poles, in conduits or ducts and within ROW's will be made pursuant to licenses granted by BellSouth on an equal basis to BellSouth, Licensee and other telecommunication service providers.

3.   REQUIREMENTS AND SPECIFICATIONS

3.1   Published Standards Incorporated in this Section by Reference. Licensee agrees that its facilities shall be placed, constructed, maintained, repaired, and removed in accordance with current (as of the date when such work is performed) editions of the following publications, each of which is incorporated by reference as part of this Section :

3.1.1   The Blue Book Manual of Construction Procedures, Special Report SR-TAP-001421, published by Bell Communications Research, Inc. ("BellCore"), and sometimes referred to as the "Blue Book";

3.1.2   The National Electrical Code (NEC); and

3.1.3   The National Electrical Safety Code (NESC).

3.2   Changes in Published Standards. Licensee agrees to rearrange its facilities in accordance with changes in the standards published in the publications specified in Article 3.1 of this Attachment 8 if required by law to do so or upon the mutual agreement of the parties.

3.3   Additional Electrical Design Specifications. Licensee agrees that, in addition to specifications and requirements referred to in Article 3.1 above, Licensee's facilities placed in BellSouth's conduit system shall meet all of the following electrical design specifications:

3.3.1   No facility shall be placed in BellSouth's conduit system in violation of FCC regulations.

3.3.2   Licensee's facilities placed in BellSouth's conduit system shall not be designed to use the earth as the sole conductor for any part of Licensee's circuits.

3.3.3   Licensee's facilities carrying more than 50 volts AC (rms) to ground or 135 volts DC to ground shall be enclosed in an effectively grounded sheath or shield.

3.3.4   No coaxial cable of Licensee shall occupy a conduit system containing BellSouth's cable unless such cable of Licensee meets the voltage limitations of Article 820 of the National Electrical Code.

3.3.5   Licensee's coaxial cable may carry continuous DC voltages up to 1800 volts to ground where the conductor current will not exceed one-half amperes and where such cable has two separate grounded metal sheaths or shields and a suitable insulating jacket over the outer sheath or shield. The power supply shall be so designed and maintained that the total current carried over the outer sheath shall not exceed 200 micro amperes under normal conditions. Conditions which would increase the current over this level shall be cleared promptly.

3.3.6   Neither party shall circumvent the other party's corrosion mitigation measures. Each party's new facilities shall be compatible with the other party's facilities so as not to damage any facilities of the other party by corrosion or other chemical reaction.

3.4   Additional Physical Design Specifications. Licensee's facilities placed in BellSouth's conduit system must meet all of the following physical design specifications:

3.4.1   Cables bound or wrapped with cloth or having any kind of fibrous coverings or impregnated with an adhesive material shall not be placed in BellSouth's conduit or ducts.

3.4.2   The integrity of BellSouth's conduit system and overall safety of BellSouth's personnel and other personnel working in BellSouth's conduit system requires that "dielectric cable" be required when Licensee's cable facility utilizes an alternative duct or route that is shared in the same trench by any current carrying facility of a power utility.

3.4.3   New construction splices in Licensee's fiber optic and twisted pair cables shall be located in manholes, pull boxes or handholes.

3.5   Additional Specifications Applicable to Connections. The following specifications apply to connections of Licensee's conduit to BellSouth's conduit system:

3.5.1   Licensee will be permitted to connect its conduit or duct only at the point of a BellSouth manhole. No attachment will be made by entering or breaking into conduit between manholes. All necessary work to install Licensee facilities will be performed by Licensee or its contractor at Licensee's expense. In no event shall Licensee or its contractor "core bore" or make any other modification to BellSouth manhole(s) without the prior written approval of BellSouth, which approval will not be unreasonably delayed or withheld.

3.5.2   BellSouth may monitor, at Licensee's expense, the entrance and exit of Licensee's facilities into BellSouth's manholes and the placement of Licensee's facilities in BellSouth's manholes.

3.5.3   If Licensee constructs or utilizes a duct connected to BellSouth's manhole, the duct and all connections between that duct and BellSouth's manhole shall be sealed, to the extent practicable, to prevent the entry of gases or liquids into BellSouth's conduit system. If Licensee's duct enters a building, it shall also be sealed where it enters the building and at all other locations necessary to prevent the entry of gases and liquids from the building into BellSouth's conduit system.

3.6   Requirements Relating to Personnel, Equipment, Material, and Construction Procedures Generally. Duct clearing, rodding or modifications required to grant Licensee access to BellSouth's conduit systems may be performed by BellSouth at Licensee's expense at charges which represent BellSouth's actual costs. Alternatively (at Licensee's option) such work may be performed by a contractor who demonstrates compliance with BellSouth certification requirements, which certification requirements shall be consistent with F.C.C. rules. The parties acknowledge that Licensee, its contractors, and other persons acting on Licensee's behalf will perform work for Licensee (e.g., splicing Licensee's facilities) within BellSouth's conduit system. Licensee represents and warrants that neither Licensee nor any person acting on Licensee's behalf shall permit any person to climb or work on or in any of BellSouth's poles or to enter BellSouth's manholes or work within BellSouth's conduit system unless such person has the training, skill, and experience required to recognize potentially dangerous conditions relating to pole or the conduit systems and to perform the work safely.

3.6.1   Licensee's facilities within BellSouth's conduit system shall be constructed, placed, rearranged, modified, and removed upon receipt of

license specified in 5.1. However, no such license will be required for the inspection, maintenance, repair or non-physical modifications of Licensee's facilities.

3.6.2 "Rodding" or clearing of ducts in BellSouth's conduit system shall be done only when specific authorization for such work has been obtained in advance from BellSouth, which authorization shall not be unreasonably delayed or withheld by BellSouth. The parties agree that such rodding or clearing shall be performed according to existing industry standards and practices. Licensee may contract with BellSouth for performance of such work or (at Licensee's option) with a contractor who demonstrates compliance with BellSouth certification requirements.

3.6.3 Personnel performing work on BellSouth's or Licensee's behalf in BellSouth's conduit system shall not climb on, step on, or otherwise disturb the other party's or any third party's cables, air pipes, equipment, or other facilities located in any manhole or other part of BellSouth's conduit system.

3.6.4 Personnel performing work on BellSouth's or Licensee's behalf within BellSouth's conduit system (including any manhole) shall, upon completing their work, make reasonable efforts to remove all tools, unused materials, wire clippings, cable sheathing and other materials brought by them to the work site.

3.6.5 All of Licensee's facilities shall be firmly secured and supported in accordance with BellCore and industry standards.

3.6.6 Licensee's facilities shall be plainly identified with Licensee's name in each manhole with a firmly affixed permanent tag that meets standards set by BellSouth for its own facilities.

3.6.7 Manhole pumping and purging required in order to allow Licensee's work operations to proceed shall be performed by a vendor approved by BellSouth in compliance with BellSouth Practice Sec. 620-145-011BT, "Manhole Contaminants, Water, Sediment or Debris Removal and Reporting Procedures," and any amendments, revisions or supplements thereto and in compliance with all regulations and standards established by the United States Environmental Protection Agency and by any applicable state or local environmental regulators.

3.6.8 Planks or other types of platforms shall not be installed using cables, pipes or other equipment as a means of support. Platforms shall be supported only by cable racks.

3.6.9   Any leak detection liquid or device used by Licensee or personnel performing work on Licensee's facilities within BellSouth's conduit system shall be of a type approved by BellSouth or BellCore.

3.6.10   When Licensee or personnel performing work on Licensee's behalf are working within or in the vicinity of any part of BellSouth's poles or conduit system which is located within, under, over, or adjacent to streets, highways, alleys or other traveled rights-of-way, Licensee and all personnel performing work on Licensee's behalf shall follow procedures which Licensee deems appropriate for the protection of persons and property. Licensee shall be responsible, at all times, for determining and implementing the specific steps required to protect persons and property at the site. Licensee will provide all traffic control and warning devices required to protect pedestrian and vehicular traffic, workers and property from danger. Licensee has sole responsibility for the safety of all personnel performing work on Licensee's behalf, for the safety of bystanders, and for insuring that all operations conform to current OSHA regulations and all other governmental rules, ordinances or statutes. BellSouth reserves the right to suspend Licensee's activities on, in or in the vicinity of BellSouth's poles or conduit system if, in BellSouth's reasonable judgment, any hazardous condition arises due to the activity (including both acts and omissions) of Licensee or any personnel performing work on Licensee's behalf, which suspension shall cease when the condition has been rectified.

3.6.11   Except for protective screens, no temporary cover shall be placed by Licensee or personnel performing work on Licensee's behalf over an open manhole unless it is at least four feet above the surface level of the manhole opening.

3.6.12   Smoking or the use of any open flame is prohibited in BellSouth's manholes, in any other portion of BellSouth's conduit system, or within 10 feet of any open manhole entrance; provided that this provision will not prohibit the use of spark producing tools such as electric drills, fusion splicers, etc.

3.6.13   Artificial lighting, when required, will be provided by Licensee. Only explosion-proof lighting fixtures shall be used.

3.6.14   Neither Licensee nor personnel performing work on Licensee's behalf shall allow any combustible gas, vapor, liquid, or material to accumulate in BellSouth's conduit system (including any manhole) during work operations performed within or in the vicinity of BellSouth's conduit system.

3.6.15   Licensee will abide by any laws, regulations or ordinances regarding the use of spark producing tools, equipment or devices in BellSouth's manholes, in any other portions of BellSouth's conduit system, or within 10 feet of any open manhole opening. This includes, but is not limited to, such tools as electric drills and hammers, meggers, breakdown sets, induction sets, and the like.

3.7   Opening of Manholes. The following requirements apply to the opening of BellSouth's manholes and the authority of BellSouth personnel present when work on Licensee's behalf is being performed within or in the vicinity of BellSouth's conduit system.

3.7.1   BellSouth's manholes shall be opened only as permitted by BellSouth's authorized employees or agents, which permission shall not be unreasonably denied or delayed.

3.7.2   Licensee shall notify BellSouth forty-eight (48) hours in advance of any routine work operation requiring entry into any of BellSouth's manholes.

3.7.3   Licensee shall be responsible for obtaining any necessary authorization from appropriate authorities to open manholes for conduit work operations therein.

3.7.4   BellSouth's authorized employee or agent shall not direct or control the conduct of Licensee's work at the work site. The presence of BellSouth's authorized employee or agent at the work site shall not relieve Licensee or personnel performing work on Licensee's behalf of their responsibility to conduct all work operations within BellSouth's conduit system in a safe and workmanlike manner.

3.7.5   Although BellSouth's authorized employee or agent shall not direct or control the conduct of Licensee's work at the work site, BellSouth's employee or agent shall have the authority to suspend Licensee's work operations within BellSouth's conduit system if, in the reasonable discretion of such BellSouth employee or agent, it appears that any hazardous conditions arise or any unsafe practices are being followed by Licensee or personnel performing work on Licensee's behalf.

3.7.6   **[When an emergency situation arises which necessitates Carrier access to a manhole, Carrier should call BellSouth's Access Customer Advocate Center (ACAC) or the Unbundled Network Element (UNE) Center. BellSouth will then contact the Maintenance Supervisor who will return the Carrier's call and will arrange for access with on-call maintenance field personnel during the emergency condition on an emergency basis. (A list of contact**

**telephone numbers is available to each CLEC for this purpose.)]
[OPEN-AT&T]**

3.8   <u>OSHA Compliance: Notice to BellSouth of Unsafe Conditions.</u> Licensee agrees that:

3.8.1   Its facilities shall be constructed, placed, maintained, repaired, and removed in accordance with the Occupational Safety and Health Act (OSHA) and all rules and regulations promulgated thereunder;

3.8.2   All persons acting on Licensee's behalf, including but not limited to Licensee's employees, agents, contractors, and subcontractors shall, when working on or within BellSouth's poles or conduit system, comply with OSHA and all rules and regulations thereunder;

3.8.3   Licensee shall establish appropriate procedures and controls to assure compliance with all requirements of this section; and

3.8.4   Licensee (and any person acting on Licensee's behalf) may report unsafe conditions on, in or in the vicinity of BellSouth's poles or conduit system to BellSouth.

3.9   <u>Compliance with Environmental Laws and Regulations.</u> Licensee acknowledges that, from time to time, environmental contaminants may enter BellSouth's conduit system and accumulate in manholes or other conduit facilities and that certain conduits (transite) are constructed with asbestos-containing materials. **[If BellSouth has knowledge of the presence of such contaminants in a conduit for which Licensee has applied for or holds a license, BellSouth will promptly notify Licensee of such fact.] [OPEN-AT&T]**

Notwithstanding any of BellSouth's notification requirements in this Attachment, Licensee acknowledges that some of BellSouth's conduit is fabricated from asbestos-containing materials. Such conduit is generally marked with a designation of "C Fiber Cement Conduit, " "Transite," or "Johns-Manville." Until proven otherwise, Licensee will presume that all conduit not fabricated of plastic, tile, or wood is asbestos-containing and will handle it pursuant to all applicable regulations relating to worker safety and protection of the environment. BellSouth makes no representations to Licensee or personnel performing work on Licensee's behalf that BellSouth's conduit system or any specific portions thereof will be free from environmental contaminants at any particular time. The acknowledgments and representations set forth in the two preceding sentences are not intended to relieve BellSouth of any liability which it would otherwise have under applicable law for the presence of environmental contaminants in its conduit facilities. Licensee agrees to

comply with the following provisions relating to compliance with environmental laws and regulations:

3.9.1 AT&T may, at its expense, perform such inspections and tests at the site of any pole, duct, conduit, or right-of-way occupied by or assigned to AT&T as AT&T may deem necessary to determine the presence at such sites of environmental contaminants. BellSouth will assist AT&T, at AT&T's request and expense, in the performance of such inspections and tests.

3.9.2 Licensee's facilities shall be constructed, placed, maintained, repaired, and removed in accordance with all applicable federal, state, and local environmental statutes, ordinances, rules, regulations, and other laws, including but not limited to the Resource Conservation and Recovery Act (42 U.S.C. §§ 9601 et. seq.), the Toxic Substance Control Act (15 U.S.C. §§ 2601-2629), the Clean Water Act (33 U.S.C. §§ 1251 et. seq.), and the Safe Drinking Water Act (42 U.S.C. §§ 300f-300j).

3.9.3 All persons acting on Licensee's behalf, including but not limited to Licensee's employees, agents, contractors, and subcontractors, shall, when working on, within or in the vicinity of BellSouth's poles or conduit system, comply with all applicable federal, state, and local environmental laws, including but not limited to all environmental statutes, ordinances, rules, and regulations.

3.9.4 Licensee shall establish appropriate procedures and controls to assure compliance with all requirements of this section. BellSouth will be afforded a reasonable opportunity to review such procedures and controls and provide comments that will be reasonably considered in advance of their implementation. Review and comment by BellSouth pursuant to this section will be provided in a timely manner.

3.9.5 Licensee and all personnel performing work on Licensee's behalf shall comply with such standards and practices as BellSouth and Licensee may from time to time mutually agree to adopt to comply with environmental laws and regulations including, without limitation, BellSouth Practice Sec. 620-145-011BT, "Manhole Contaminants, Water, Sediment or Debris Removal and Reporting Procedures". Pursuant to this practice, neither Licensee nor BellSouth nor personnel performing work on either party's behalf shall discharge water or any other substance from any BellSouth manhole or other conduit facility onto public or private property, including any storm water drainage system, without first testing such water or

substance for contaminants in accordance with mutually agreed standards and practices and determining that such discharge would not violate any environmental law, create any environmental risk or hazard, or damage the property of any person. No such waste material shall be deposited on BellSouth premises for storage or disposal.

3.10   Compliance with Other Governmental Requirements. Licensee agrees that its facilities attached to BellSouth's facilities shall be constructed, placed, maintained, and removed in accordance with the ordinances, rules, and regulations of any governing body having jurisdiction of the subject matter. Licensee shall comply with all statutes, ordinances, rules, regulations and other laws requiring the marking and lighting of aerial wires, cables and other structures to ensure that such wires, cables and structures are not a hazard to aeronautical navigation. Licensee shall establish appropriate procedures and controls to assure such compliance by all persons acting on Licensee's behalf, including but not limited to, Licensee's employees, agents, contractors, and subcontractors.

3.11   Differences in Standards or Specifications. To the extent that there may be differences in any applicable standards or specifications referred to in this Article 3, the most stringent standard or specification shall apply.

3.12   Licensee Solely Responsible for the Condition of Its Facilities. Licensee shall be responsible at all times for the condition of its facilities and its compliance with the requirements, specifications, rules, regulations, ordinances, and laws specified above. In this regard, BellSouth shall have no duty to Licensee to inspect or monitor the condition of Licensee's facilities (including but not limited to splices and other facilities connections) located within BellSouth's conduit and ducts or any attachment of Licensee's facilities to BellSouth's poles, anchors, anchor/guy strands or other pole facilities. BellSouth may, however, conduct such inspections and audits of its poles and conduit system as BellSouth determines reasonable or necessary. Such inspection and audits shall be conducted at BellSouth's expense with the exception of (1) follow-up inspection to confirm remedial action after an observed Licensee violation of the requirements of this Attachment 8; and (2) inspection of Licensee facilities in compliance with a specific mandate of appropriate governmental authority for which inspections the cost shall be borne by Licensee. Either party may audit the other party's compliance with the terms of this Section. Observed safety hazards or imminent facility failure conditions of another party shall be reported to the affected party where such party can be readily identified.

3.13   Efficient use of Conduit. BellSouth will install inner-ducts to increase duct space in existing conduit as facilities permit. The full complement of

inner-ducts will be installed which can be accommodated under sound engineering principles. The number of inner-ducts which can reasonably be installed will be determined by BellSouth.

4.	**ADDITIONAL LEGAL REQUIREMENTS**
4.1	Third Party Property Owners. Licenses granted under this Section authorize Licensee to place facilities in, or attach facilities to, poles, conduits and ducts owned or controlled by BellSouth but do not affect the rights of landowners to control terms and conditions of access to their property.
4.1.1	Licensee agrees that neither Licensee nor any persons acting on Licensee's behalf, including but not limited to Licensee's employees, agents, contractors, and subcontractors, shall engage in any conduct which damages public or private property in the vicinity of BellSouth's poles or conduit system, interferes in any way with the use or enjoyment of public or private property except as expressly permitted by the owner of such property, or creates a hazard or nuisance on such property (including, but not limited to, a hazard or nuisance resulting from any abandonment or failure to remove Licensee's facilities or any construction debris from the property, failure to erect warning signs or barricades as may be necessary to give notice to others of unsafe conditions on the premises while work performed on Licensee's behalf is in progress, or failure to restore the property to a safe condition after such work has been completed).
4.2	Required Permits, Certificates and Licenses. Licensee shall be responsible for obtaining any building permits or certificates from governmental authorities necessary to construct, operate, maintain and remove its facilities on public or private property.
4.2.1	Licensee shall not attach or place its facilities to or in BellSouth's poles, conduit or duct located on any property for which it or BellSouth has not first obtained all required authorizations.
4.2.2	BellSouth shall have the right to request evidence that all appropriate authorizations have been obtained. However, such request shall not delay BellSouth's prelicense survey work.
4.2.3	Lawful Purposes. All facilities placed by Licensee in BellSouth's conduit and ducts or on BellSouth's poles, anchors or anchor/guy strands must serve a lawful purpose and the uses made of Licensee's facilities must comply with all applicable federal, state, and local laws and with all federal, state, and local regulatory rules, regulations, and requirements. In this regard, Licensee shall not utilize any facilities occupying or

attached to BellSouth's conduits, ducts or poles for the purpose of providing any services which it is not authorized by law to provide or for the purpose of enabling any other person or entity to provide any such services.

5.   FACILITIES AND LICENSES

5.1   Licenses Required. Before placing any facilities in BellSouth's conduits or ducts or attaching any facilities to BellSouth's poles, anchors or anchor/guy strands, Licensee must first apply for and receive a written license from BellSouth. BellSouth shall not unreasonably deny or delay issuance of any license.

5.2   Provision of Records and Information to Licensee. In order to obtain information regarding facilities, Licensee shall make a written request to BellSouth, identifying with reasonable specificity the geographic area for which facilities are required, the types and quantities of the required facilities and the required in-service date. In response to such request, BellSouth shall provide Licensee with information regarding the types, quantity and location (which may be provided by provision of route maps) and availability of BellSouth poles, conduit and right-of-way located within the geographic area specified by Licensee. Provision of information under the terms of this section shall include the right of Licensee employees or agents to inspect and copy engineering records or drawings which pertain to those facilities within the geographic area identified in Licensee's request. Such inspection and copying shall be done at a time and place mutually agreed upon by the parties. See Exhibit B, attached hereto and incorporated herein by this reference, for records location centers.

5.3   No Warranty of Record Information. Licensee acknowledges that records and information provided by BellSouth pursuant to paragraph 5.2 may not reflect field conditions and that physical inspection is necessary to verify presence and condition of outside plant facilities and right of way. In providing such records and information, BellSouth assumes no liability to Licensee or any third party for errors/omissions contained therein.

5.4   Determination of Availability. BellSouth shall provide pole, conduit and right-of-way availability information in response to a request from Licensee which identifies with reasonable specificity the facilities for which such information is desired. Licensee may elect to be present at any field based survey of facilities identified pursuant to this paragraph and BellSouth shall provide Licensee at least forty-eight (48) hours notice prior to initiating such field survey. Licensee employees or agents shall be permitted to enter BellSouth manholes and inspect such structures to confirm usability and/or evaluate condition of the structure(s) with at least

forty-eight (48) hours notice to BellSouth, with a BellSouth representative present and at Licensee's expense.

6.   MAKE-READY WORK

6.1   Work Performed by BellSouth. If performed by BellSouth, make-ready work to accommodate Licensee's facilities shall be included in the normal work load schedule of BellSouth with construction responsibilities in the geographic areas where the relevant poles or conduit systems are located and shall not be subjugated to BellSouth work, nor entitled to priority, advancement, or preference over other work to be performed by BellSouth in the ordinary course of BellSouth's business.

6.1.1   If Licensee desires make-ready work to be performed on an expedited basis and BellSouth agrees to perform the work on such a basis, BellSouth shall recalculate the estimated make-ready charges. If Licensee accepts BellSouth's offer, Licensee shall pay such additional charges.

6.2   All charges for make-ready work performed by BellSouth are payable in advance, with the amount of any such advance payment to be due within sixty (60) days after receipt of an invoice from BellSouth.

6.3   Work Performed by Certified Contractor. In lieu of obtaining performance of make-ready work by BellSouth, Licensee at its option may arrange for the performance of such work by a contractor certified by BellSouth to work on or in its facilities. Certification shall be granted based upon reasonable and customary criteria employed by BellSouth in the selection of its own contract labor. Notwithstanding any other provisions of this Section, Licensee may not employ a contractor to accomplish make-ready work if BellSouth is likewise precluded from contractor selection under the terms of an applicable joint use agreement or collective bargaining agreement. In accordance with section 3.6.7, all manhole pumping and purging shall be performed by a vendor approved by BellSouth.

6.4   Completion of Make-Ready Work. BellSouth will issue a license to Licensee at the time all make-ready work necessary to Licensee's attachment or occupancy has been completed.

7.   APPLICATION FORM AND FEES

7.1   Application Process. To apply for a license under this Section, Licensee shall submit to BellSouth two signed copies of an Application and Conduit Occupancy License form or an Application and Pole Attachment License form. BellSouth will process license applications in the order in which they are received; provided, however, that when Licensee has multiple

applications on file with BellSouth, Licensee may designate its desired priority of completion of prelicense surveys and make-ready work with respect to all such applications.

7.1.1   Each application for a license under this Section shall specify the proposed route of Licensee's facilities and identify the conduits and ducts or poles and pole facilities along the proposed route in which Licensee desires to place or attach its facilities, and describe the physical size, weight and jacket material of the cable which Licensee desires to place in each conduit or duct or the number and type of cables, apparatus enclosures and other facilities which Licensee desires to attach to each pole.

7.1.2   Each application for a license under this Section shall be accompanied by a proposed (or estimated) construction schedule containing the information specified below in Section 10.1 of this Attachment 8, and an indication of whether Licensee will, at its option, perform its own make-ready work.

7.2   Multiple Cables, Multiple Services, Lashing or Placing Additional Cables, and Replacement of Facilities. Licensee may include multiple cables in a single license application and multiple services (e.g., CATV and non-CATV services) may be provided by Licensee in the same cable sheath. Licensee's lashing additional cable to existing facilities and placing additional cables in conduits or ducts already occupied by Licensee's facilities shall be permitted, and no additional fees will be applied; provided, however, that if Licensee desires to lash additional cable to existing facilities of a third party Licensee shall provide BellSouth with reasonable notice, and shall obtain written permission from the owner of the existing facilities. If BellSouth determines that the requested lashing would violate safety or engineering requirements, BellSouth shall provide written notice to Licensee within a reasonable time specifying in detail BellSouth's findings. If Licensee desires to place additional cables in conduits or ducts which are already occupied, or to replace existing facilities with new facilities substantially different from those described in licenses in effect, Licensee must apply for and acquire a new license specifically describing the physical size, weight and jacket material of the cable to be placed in BellSouth's conduits and ducts or the physical size, weight, and jacket type of cables and the size and weight of apparatus enclosures and other facilities to be attached to BellSouth poles.

7.3   Each party hereby designates the employees named below as their single point of contact for any and all purposes of this Section, including, but not limited to, processing licenses and applications and providing records and

information. Each party may at any time designate a new point of contact by giving written notice of such change.

7.4 OPEN

	Notices	Billing Address
To Licensee as follows: *[OPEN-AT&T to provide]*		
Contact		
Title		
Company		
Address		
Address		
City, State, and Zip Code		
Telephone		
Facsimile		
with a copy to:		
and to Licensor as follows:		
Contact	John T. Chaucer	
Title	Manager	
Company	BellSouth Telecommunications, Inc.	
Address	North W3D2	
Address	3535 Colonnade Parkway	
City, State, and Zip Code	Birmingham, AL 35243	
Telephone	(205) 977-2631	
Facsimile	(205) 977-7997	

8. PROCESSING OF APPLICATIONS (INCLUDING PRELICENSE SURVEYS AND FIELD INSPECTIONS)

8.1 Licensee's Priorities. When Licensee has multiple applications on file with BellSouth, Licensee shall designate its desired priority of completion of

prelicense surveys and make-ready work with respect to all such applications.

8.2   <u>Prelicense Survey</u>. After Licensee has submitted its written application for a license, a prelicense survey (including a field inspection) will be performed by either party, in the company of a representative of the other party as mutually agreed, to determine whether BellSouth's poles, anchors and anchor/guy strands, or conduit system, in their present condition, can accommodate Licensee's facilities, without substantially interfering with the ability of BellSouth or any other authorized person or entity to use or access the pole, anchor or anchor/guy strand or any portion of BellSouth's conduit system or facilities attached to BellSouth's pole or placed within or connected to BellSouth's conduit system. If Licensee gives its prior written consent in writing, the determination of duct availability may include the "rodding" of ducts at Licensee's expense.

8.2.1   The purpose of the prelicense survey is to determine whether Licensee's proposed attachments to BellSouth's poles or occupancy of BellSouth's conduit and ducts will substantially interfere with use of BellSouth's facilities by BellSouth and others with facilities occupying, connected or attached to BellSouth's pole or conduit system; and to provide information to Licensee for its determination of whether the pole, anchor, anchor/guy strand, conduit, duct, or right-of-way is suitable for its use.

8.2.2   Based on information provided by BellSouth and the survey, Licensee shall determine whether BellSouth's pole, anchor, anchor/guy strand, conduit and duct facilities are suitable to meet Licensee's needs.

8.2.3   BellSouth may not unreasonably refuse to continue to process an application based on BellSouth's determination that Licensee's proposed use of BellSouth's facilities will not be in compliance with applicable requirements, specifications, rules, regulations, ordinances, and laws. Licensee shall be responsible for making its own, independent determination that its use of such facilities will be in compliance with such requirements, specifications, rules, regulations, ordinances and laws. Licensee acknowledges that BellSouth is not explicitly or implicitly warranting to Licensee that Licensee's proposed use of BellSouth's facilities will be in compliance with applicable requirements, specifications, rules, regulations, ordinances, and laws.

8.3   <u>Administrative Processing</u>. The administrative processing portion of the prelicense survey (which includes without limitation processing the application, preparing make-ready work orders, notifying joint users and other persons and entities of work requirements and schedules, coordinating the relocation/rearrangement of BellSouth and/or other

licensed facilities) will be performed by BellSouth at Licensee's expense. Anything to the contrary herein notwithstanding, BellSouth shall bear no responsibility for the relocation, rearrangement or removal of facilities used for the transmission or distribution of electric power.

9. **ISSUANCE OF LICENSES**

9.1 Obligation to Issue Licenses. BellSouth shall issue a license to Licensee pursuant to this Article 9. BellSouth and Licensee acknowledge that each application for a license shall be evaluated on an individual basis. Nothing contained in this section shall be construed as abridging any independent pole attachment rights or conduit or duct access rights which Licensee may have under the provisions of any applicable federal or state laws or regulations governing access to BellSouth's poles, conduits and ducts, to the extent the same are not inconsistent with the Telecommunications Act of 1996. Each license issued hereunder shall be for an indefinite term, subject to Licensee's compliance with the provisions applicable to such license and further subject to Licensee's right to terminate such license at any time for any reason upon at least thirty (30) days' prior written notice.

9.2 Multiple Applications. Licensee acknowledges that multiple parties including BellSouth may seek to place their facilities in BellSouth's conduit and ducts at or about the same time, that the make-ready work required to prepare BellSouth's facilities to accommodate multiple applicants may differ from the make-ready work required to accommodate a single applicant, that issues relating to the proper apportionment of costs arise in multi-applicant situations that do not arise in single-applicant situations, and that cooperation and negotiations between all applicants and BellSouth may be necessary to resolve disputes involving multiple applications for permission to place facilities in/on the same pole, conduit, duct, or right-of-way.

9.2.1 All applications will be processed on a first-come, first-served basis.

9.3 Agreement to Pay for All Make-Ready Work Completed. Licensee's submission of written authorization for make-ready work shall also constitute Licensee's agreement to pay additional cost-based charges, if any, for completed make-ready work.

9.4 Payments to Others for Expenses Incurred in Transferring or Arranging Their Facilities. Licensee shall make arrangements with the owners of other facilities located in or connected to BellSouth's conduit system or attached to BellSouth's poles, anchors or anchor/guy strands regarding reimbursement for any expenses incurred by them in transferring or

rearranging their facilities to accommodate the placement or attachment of Licensee's facilities in or to BellSouth's structures.

9.5   Make-Ready Work on an Expedited Basis. If Licensee is willing to authorize BellSouth to perform make-ready work on an expedited basis, and if BellSouth agrees to perform the work on such a basis, BellSouth shall recalculate the estimated make-ready charges. If Licensee accepts BellSouth's offer, Licensee shall pay such additional charges, if any.

9.6   License. When Licensee's application for a pole attachment or conduit occupancy license is approved, and all required make-ready work completed, BellSouth will execute and return a signed authorization to Licensee, as appropriate, authorizing Licensee to attach or place the specified facilities on BellSouth's poles or in BellSouth's conduit or ducts.

9.6.1   Each license issued under this Section shall authorize Licensee to attach to BellSouth's poles or place or maintain in BellSouth's conduit or ducts only those facilities specifically described in the license, and no others.

9.6.2   Except as expressly stated to the contrary in individual licenses issued hereunder, each license issued pursuant to this Section shall incorporate all terms and conditions of this Section whether or not such terms or conditions are expressly incorporated by reference on the face of the license itself.

10.   CONSTRUCTION OF LICENSEE'S FACILITIES

10.1   Construction Schedule. Licensee shall submit with Licensee's license application a proposed or estimated construction schedule. Promptly after the issuance of a license permitting Licensee to attach facilities to BellSouth's poles or place facilities in BellSouth's conduit or ducts, Licensee shall provide BellSouth with an updated construction schedule and shall thereafter keep BellSouth informed of significant anticipated changes in the construction schedule. Construction schedules required by this Section shall include, at a minimum, the following information:

10.1.1 The name, title, business address, and business telephone number of the manager responsible for construction of the facilities;

10.1.2 The names of each contractor and subcontractor which will be involved in the construction activities;

10.1.3 The estimated dates when construction will begin and end; and

10.1.4 The approximate dates when Licensee or persons acting on Licensee's behalf will be performing construction work in connection with the placement of Licensee's facilities in BellSouth's conduit or ducts.

10.2   Additional Pre-construction Procedures for Facilities Placed in Conduit System. The following procedures shall apply before Licensee places facilities in BellSouth's conduit system:

10.2.1   Licensee shall give written notice of the type of facilities which are to be placed; and

10.2.2   BellSouth shall designate the particular duct or ducts or inner ducts (if available) to be occupied by Licensee's facilities, the location and manner in which Licensee's facilities will enter and exit BellSouth's conduit system, and the specific location and manner of installation of any associated equipment which is permitted by BellSouth to occupy the conduit system. Licensee may not occupy a duct other than the specified duct without the express written consent of BellSouth. BellSouth shall provide to Licensee space in manholes for racking and storage of up to fifty (50) feet of cable, provided space is available.

10.3   BellSouth Not Responsible for Constructing or Placing Facilities. BellSouth shall have no obligation to construct any facilities for Licensee or to attach Licensee's facilities to, or place Licensee's facilities in, BellSouth's poles or conduit system, except as may be necessary to facilitate the interconnection of unbundled network elements or except to the extent expressly provided in this Section, any license issued hereunder, or by the Telecommunications Act of 1996 or any other applicable law.

10.4   Licensee Responsible for Constructing, Attaching and Placing Facilities. Except where otherwise mutually agreed by Licensee and BellSouth, Licensee shall be responsible for constructing its own facilities and attaching those facilities to, or placing them in BellSouth's poles, conduit or ducts at Licensee's sole cost and expense. Licensee shall be solely responsible for paying all persons and entities who provide materials, labor, access to real or personal property, or other goods or services in connection with the construction and placement of Licensee's facilities and for directing the activities of all persons acting on Licensee's behalf while they are physically present on BellSouth's pole, in any part of BellSouth's conduit system or in the vicinity of BellSouth's poles or conduit system.

10.5   Compliance with Applicable Standards, Health and Safety Requirements, and Other Legal Requirements. Licensee shall construct its facilities in accordance with the provisions of this Section and all licenses issued hereunder.

10.5.1   Licensee shall construct, attach and place its facilities in compliance with all Requirements and Specifications set forth above in this Attachment 8.

10.5.2   Licensee shall satisfy all Legal Requirements set forth above in this Attachment 8.

10.5.3   Licensee shall not permit any person acting on Licensee's behalf to perform any work on BellSouth's poles or within BellSouth's conduit system without first verifying, to the extent practicable, on each date when such work is to be performed, that the condition of the pole or conduit system is suitable for the work to be performed. If Licensee or any person working on Licensee's behalf determines that the condition of the pole or conduit system is not suitable for the work to be performed, Licensee shall notify BellSouth of the condition of the pole or conduit system in question and shall not proceed with construction activities until Licensee is satisfied that the work can be safely performed.

10.6   Construction Notices. If requested to do so, Licensee shall provide BellSouth with information to reasonably assure BellSouth that construction has been performed in accordance with all applicable standards and requirements.

10.7   Points for Attachment. BellSouth shall specify, using the same selection criteria it uses for its own operating company, the point of attachment of each pole or anchor to be occupied by Licensee's facilities. When the facilities of more than one applicant are involved, BellSouth will attempt, to the extent practicable, to designate the same relative position on each pole or anchor for each applicant's facilities.

10.8   Manhole and Conduit Break-Outs. Licensee shall be permitted to add conduit ports to BellSouth manholes when existing conduits do not provide the pathway connectivity needed by Licensee; provided the structural integrity of the manhole is maintained, and sound engineering judgment is employed.

11.   USE AND ROUTINE MAINTENANCE OF LICENSEE'S FACILITIES

11.1   Use of Licensee's Facilities. Each license granted under this Section authorizes Licensee to have access to Licensee's facilities on or in BellSouth's poles, conduits and ducts as needed for the purpose of serving Licensee's customers, including, but not limited to, powering electronics, monitoring facilities, or transporting signaling.

11.2   Routine Maintenance of Licensee's Facilities. Each license granted under this Section authorizes Licensee to engage in routine maintenance of Licensee's facilities located on or in BellSouth's poles, conduits, ducts and ROW pursuant to such license. Licensee shall give reasonable notice to the affected public authority or private landowner as appropriate before commencing the construction or installation of its attachments or making

any material alterations thereto. Licensee shall give reasonable notice to BellSouth before performing any work, whether or not of a routine nature, in BellSouth's conduit system.

11.3   Licensee Responsible for Maintenance of Licensee's Facilities. Licensee shall maintain its facilities in accordance with the provisions of this Section (including but not limited to all requirements set forth above in this Attachment 8) and all licenses issued hereunder. Licensee shall be solely responsible for paying all persons and entities who provide materials, labor, access to real or personal property, or other goods or services in connection with the maintenance of Licensee's facilities and for directing the activities of all persons acting on Licensee's behalf while they are physically present on BellSouth's poles, within BellSouth's conduit system or in the immediate vicinity of such poles or conduit system.

11.4   BellSouth Not Responsible for Maintaining Licensee's Facilities. BellSouth shall have no obligation to maintain any facilities which Licensee has attached or connected to, or placed in, BellSouth's poles, conduits, ducts or any portion of BellSouth's conduit system, except to the extent expressly provided by the provisions of this Section or any license issued hereunder, or by the Telecommunications Act of 1996 or other applicable laws, rules or regulations.

11.5   Information Concerning the Maintenance of Licensee's Facilities. Promptly after the issuance of a license permitting Licensee to attach facilities to, or place facilities in BellSouth's poles, conduits or ducts, Licensee shall provide BellSouth with the name, title, business address, and business telephone number of the manager responsible for routine maintenance of Licensee's facilities, and shall thereafter notify BellSouth of changes to such information. The manager responsible for routine maintenance of Licensee's facilities shall, on BellSouth's request, identify any contractor, subcontractor, or other person performing maintenance activities on Licensee's behalf at a specified site and shall, on BellSouth's request, provide such additional documentation relating to the maintenance of Licensee's facilities as reasonably necessary to demonstrate that Licensee and all persons acting on Licensee's behalf are complying with the requirements of this Section and licenses issued hereunder.

11.6   Identification of Personnel Authorized to Have Access to Licensee's Facilities. All personnel authorized to have access to Licensee's facilities shall, while working on BellSouth's poles, in its conduit system or ducts or in the vicinity of such poles, ducts or conduit systems, carry with them suitable identification and shall, upon the request of any BellSouth employee, produce such identification.

12.   **MODIFICATION AND REPLACEMENT OF LICENSEE'S FACILITIES**

12.1   Notification of Planned Modification or Replacement of Facilities. Licensee shall, when practicable, notify BellSouth in writing at least 60 days before adding to, relocating, replacing or otherwise modifying its facilities attached to a BellSouth pole, anchor or anchor/guy strand or located in any BellSouth conduit or duct. The notice shall contain sufficient information to enable BellSouth to determine whether the proposed addition, relocation, replacement, or modification is permitted under Licensee's present license or requires a new or amended license.

12.2   New or Amended License Required. A new or amended license will be required if the proposed addition, relocation, replacement, or modification:

12.2.1   Requires that Licensee use additional space on BellSouth's poles or in its conduits or ducts (including but not limited to any additional ducts, inner ducts, or substantial space in any handhole or manhole) on either a temporary or permanent basis; or

12.2.2   Results in the size or location of Licensee's facilities on BellSouth's poles or in its conduit or ducts being appreciably different from those described and authorized in Licensee's present license (e.g. different duct or size increase causing a need to re-calculate storm loadings, guying, or pole class).

13.   **REARRANGEMENT OF FACILITIES AT THE REQUEST OF ANOTHER**

13.1   Make-Ready Work at the Request of Licensee. If, prior to the issuance of a license, Licensee determines that any pole, anchor, anchor/guy strand, conduit or duct is inadequate to accommodate Licensee's proposed pole attachment or conduit occupancy or that it will be necessary or desirable for BellSouth or any other person or entity to rearrange existing facilities or structures to accommodate Licensee, Licensee shall promptly advise BellSouth of the make-ready work it believes necessary to enable the accommodation of Licensee's facilities.

13.1.1   BellSouth shall determine, in the exercise of sound engineering judgment, whether or what make-ready work is necessary or possible. In determining whether make-ready work is necessary or what make-ready work is necessary, BellSouth shall endeavor to minimize its costs to Licensee. If it is determined that such make-ready work is required, BellSouth shall provide Licensee with the estimated costs for make-ready work and a Make Ready Due Date.

13.1.2   Licensee shall be solely responsible for negotiating with persons or entities other than BellSouth for the rearrangement of such persons' or entities' facilities or structures and, except where such rearrangement is for the benefit of BellSouth and/or other licensees as well as Licensee, shall be solely responsible for paying all charges attributable to the rearrangement of such facilities; provided, however, that if facilities rearrangements require new licenses from BellSouth, BellSouth shall issue such licenses in conjunction with the issuance of the applied-for license to Licensee.

13.2   Rearrangement of Licensee's Facilities at BellSouth's Request. Licensee acknowledges that, from time to time, it may be necessary or desirable for BellSouth to change out poles, relocate, reconstruct, or modify portions of its conduit system or rearrange facilities contained therein or connected thereto and that such changes may be necessitated by BellSouth's business needs or authorized application of another entity seeking access to BellSouth's poles or conduit systems. Licensee agrees that Licensee will, upon BellSouth's request, and at BellSouth's expense, but at no cost to Licensee, participate with BellSouth (and other licensees) in the relocation, reconstruction, or modification of BellSouth's conduit system or facilities rearrangement. Licensee acknowledges that, from time to time, it may be necessary or desirable for BellSouth to change out poles, relocate, reconstruct, or modify portions of its conduit system or rearrange facilities contained therein or connected thereto as a result of an order by a municipality or other governmental authority. Licensee shall, upon BellSouth's request, participate with BellSouth (and other licensees) in the relocation, reconstruction, or modification of BellSouth's conduit system or facilities rearrangement and pay its proportionate share of any costs of such relocation, reconstruction, or modification that are not reimbursed by such municipality or governmental authority.

13.2.1   Licensee shall make all rearrangements of its facilities within such period of time as is jointly deemed reasonable by the parties based on the amount of rearrangements necessary and a desire to minimize chances for service interruption or facility-based service denial to a Licensee customer.

13.2.2   If Licensee fails to make the required rearrangements within the time prescribed or within such extended periods of time as may be granted by BellSouth in writing, BellSouth may perform such rearrangements with written notice to Licensee, and Licensee shall reimburse BellSouth for actual costs and expenses incurred by BellSouth in connection with the rearrangement of Licensee's facilities; provided, however, that nothing contained in this Section or any license issued hereunder shall be

construed as requiring Licensee to bear any expenses which, under the Telecommunications Act of 1996 or other applicable federal or state laws or regulations, are to be allocated to persons or entities other than Licensee; and provided further, however, that Licensee shall have no responsibility for rearrangement costs and expenses relating to rearrangements performed for the purpose of meeting BellSouth's business needs.

14.   EMERGENCY REPAIRS AND POLE REPLACEMENTS

14.1   Licensee Responsible for Emergency Repairs to its Own Facilities. In general, Licensee shall be responsible for making emergency repairs to its own facilities and for formulating appropriate plans and practices which will enable it to make such emergency repairs. BellSouth shall be under no obligation to perform any repair or service restoration work of any kind with respect to Licensee's facilities.

15.   INSPECTION BY BELLSOUTH OF LICENSEE'S FACILITIES

15.1   BellSouth's Right to Make Periodic or Spot Inspections. BellSouth shall have the right to make periodic or spot inspections at any time of any part of Licensee's facilities attached to BellSouth's poles, anchors or anchor/guy strands or occupying any BellSouth conduit or duct for the limited purpose of determining whether Licensee's facilities are in compliance with the terms of this Section and licenses hereunder; provided that such inspections must be non-invasive (e.g., no splice cases may be opened).

15.1.1   BellSouth will give Licensee advance written notice of such inspections, and Licensee shall have the right to have a representative attend such inspections, except in those instances where safety considerations justify the need for such inspection without the delay of waiting until written notice has been forwarded to Licensee.

15.1.2   Such inspections shall be conducted at BellSouth's expense; provided, however, that Licensee shall bear the cost of inspections as delineated in 3.12.

15.2   No Duty to Licensee. Neither the act of inspection by BellSouth of Licensee's facilities nor any failure to inspect such facilities shall operate to impose on BellSouth any liability of any kind whatsoever or to relieve Licensee of any responsibility, obligations or liability under this Section or otherwise existing.

16.   NOTICE OF NONCOMPLIANCE

16.1   Notice of Noncompliance. If, at any time, BellSouth determines that Licensee's facilities or any part thereof have not been placed or

maintained or are not being used in accordance with the requirements of this Attachment 8, BellSouth may send written notice to Licensee specifying the alleged noncompliance. Licensee agrees to acknowledge receipt of the notice as soon as practicable. If Licensee does not dispute BellSouth's assertion that such facilities are not in compliance, Licensee agrees to provide BellSouth with a schedule for bringing such facilities into compliance, to bring the facilities into compliance within a reasonable time, and to notify BellSouth in writing when the facilities have been brought into compliance.

16.2   Disputes over Alleged Noncompliance. If Licensee disputes BellSouth's assertion that Licensee's facilities are not in compliance, Licensee shall notify BellSouth in writing of the basis for Licensee's assertion that its facilities are in compliance.

16.3   Failure to Bring Facilities into Compliance. If Licensee has not brought the facilities into compliance within a reasonable time or provided BellSouth with proof sufficient to persuade BellSouth that BellSouth erred in asserting that the facilities were not in compliance, and if BellSouth determines in good faith that the alleged noncompliance causes or is likely to cause material damage to BellSouth's facilities or those of other users, BellSouth may, at its option and Licensee's expense, take such non-service affecting steps as may be required to bring Licensee's facilities into compliance, including but not limited to correcting any conditions which do not meet the specifications of this Attachment 8.

16.4   Correction of Conditions by BellSouth. If BellSouth elects to bring Licensee's facilities into compliance, the provisions of this Section shall apply.

16.4.1 BellSouth will, whenever practicable, notify Licensee in writing before performing such work. The written notice shall describe the nature of the work to be performed and BellSouth's schedule for performing the work.

16.4.2 If Licensee's facilities have become detached or partially detached from supporting racks or wall supports located within a BellSouth manhole, BellSouth may, at Licensee's expense, reattach them but shall not be obligated to do so. If BellSouth does not reattach Licensee's facilities, BellSouth shall endeavor to arrange with Licensee for the reattachment of any facilities affected.

16.4.3 BellSouth shall, as soon as practicable after performing the work, advise Licensee in writing of the work performed or action taken. Upon receiving such notice, Licensee shall inspect the facilities and take such steps as Licensee may deem necessary to insure that the facilities meet Licensee's performance requirements.

16.5   <u>Licensee to Bear Expenses</u>. Licensee shall bear all expenses arising out of or in connection with any work performed to bring Licensee's facilities into compliance with this Section; provided, however that nothing contained in this Section or any license issued hereunder shall be construed as requiring Licensee to bear any expenses which, under applicable federal or state laws or regulations, must be borne by persons or entities other than Licensee.

17.   **UNAUTHORIZED OCCUPANCY OR UTILIZATION OF BELLSOUTH'S FACILITIES**

17.1   <u>Licensing or Removal of Unauthorized Attachments</u>. If any of Licensee's attachments shall be found attached to pole(s) or occupying conduit systems for which no license is outstanding, BellSouth, without prejudice to its other rights or remedies under this Attachment 8, including termination of licenses, may impose a charge and require Licensee to submit in writing, within thirty (30) days after receipt of written notification from BellSouth of the unauthorized attachment or conduit occupancy, a pole attachment or conduit occupancy license application. If such application is not received by BellSouth within the specified time period, Licensee may be required at BellSouth's option to remove its unauthorized attachment or occupancy within sixty (60) days of the final date for submitting the required application, or BellSouth may at BellSouth's option remove Licensee's facilities without liability, and the expense of such removal shall be borne by Licensee. Charges for any such unauthorized occupancy shall be equal to the applicable license fees and charges which would have been payable from and after the date such facilities were first placed on BellSouth's poles or in BellSouth's conduit system, if Licensee provides reasonable documentation of such placement. If Licensee is unable to provide such reasonable documentation, then Licensee will pay two years worth of the applicable charges.

17.1.1   Nothing contained in the Attachment 8 or any license issued hereunder shall be construed as requiring Licensee to bear any expenses which, under applicable federal or state laws or regulations, must be borne by persons or entities other than Licensee.

17.2   <u>Prompt Payment of Applicable Fees and Charges</u>. Fees and charges for pole attachments and conduit system occupancies, as specified herein and as modified from time to time, shall be due and payable immediately whether or not Licensee is permitted to continue the pole attachment or conduit occupancy. See Exhibit A, attached hereto and incorporated herein by this reference, for applicable annual rental fees.

17.3   <u>No Implied Waiver or Ratification of Unauthorized Use</u>. No act or failure to act by BellSouth with regard to said unlicensed use shall be deemed as a ratification of the unlicensed use; and if any license should be subsequently issued, said license shall not operate retroactively or constitute a waiver by BellSouth of any of its rights or privileges under this Attachment 8 or otherwise; provided, however, that Licensee shall be subject to all liabilities, obligations and responsibilities of this Attachment 8 in regard to said unauthorized use from its inception.

18.   **REMOVAL OF LICENSEE'S FACILITIES**

18.1   <u>Pole Attachments</u>. Licensee, at its expense, will remove its attachments from any of BellSouth's poles within thirty (30) days after termination of the license covering such attachments. If Licensee fails to remove its attachments within such thirty (30) day period, BellSouth shall have the right to remove such attachments at Licensee's expense and without any liability on the part of BellSouth for damage or injury to Licensee's attachments unless caused by the negligence or intentional misconduct of BellSouth.

18.2   <u>Conduit Occupancy</u>. Licensee, at its expense, will remove its communications facilities from a conduit system within sixty (60) days after:

18.2.1   Termination of the license covering such conduit occupancy; or

18.2.2   The date Licensee replaces its existing facilities in one duct with substitute facilities in another duct.

18.2.3   If Licensee fails to remove its facilities within the specified period, BellSouth shall have the right to remove such facilities at Licensee's expense and without any liability on the part of BellSouth for damage or injury to such facilities unless caused by the negligence or intentional misconduct of BellSouth.

18.3   <u>Continuing Responsibility for Fees and Charges</u>. Licensee shall remain liable for and pay to BellSouth all fees and charges pursuant to provisions of this Attachment 8 until all of Licensee's facilities are physically removed from BellSouth's poles or conduit system.

19.   **FEES, CHARGES, AND BILLING**

19.1   <u>License Charges</u>. License charges commence on the first day of the calendar month following the date a license is issued. Such charges cease as of the final day of the calendar month preceding the month in which the attachment or occupancy is physically removed or the utilization is discontinued. A one-month minimum charge is applicable to all licenses.

19.2   Notice of Rate and Computation of Charges. On or about November 1 of each year, BellSouth will notify Licensee by certified mail, return receipt requested, of the rental rate and pole transfer rate to be applied in the subsequent calendar year. The letter of notification shall be incorporated in, and governed by, the terms and conditions of this Attachment 8. Attachment and occupancy rates shall be applied to the number of pole(s) and duct feet of conduit for which licenses have been issued before December 1 of each calendar year. Charges for attachment(s) and occupancy which commenced during the preceding twelve (12) month period will be prorated accordingly.

20.   ADVANCE PAYMENT AND IMPUTATION

20.1   Attachment and Occupancy Fees. Fees for pole attachment and conduit occupancy shall be based on the facilities for which licenses have been issued as of the date of billing by BellSouth, shall be computed as set forth herein.

20.1.1   Charges associated with newly licensed attachments or occupancies and other attachments or occupancies of less than the entire annual billing period shall be prorated.

20.1.2   Charges shall be prorated retroactively in the event of the removal of Licensee's facilities.

20.1.3   The amount of any advance payment required shall be due within sixty (60) days after receipt of an invoice from BellSouth.

20.2   Imputation. BellSouth shall impute to its costs of providing telecommunications services (and charge any affiliate, subsidiary, or associate company engaged in the provision of such services) an equal amount to the charges set forth in this Section for all of the conduits, ducts, and poles it occupies and uses.

21.   ASSURANCE OF PAYMENT

21.1   Necessity and Level of Security. In the event Licensee fails to demonstrate credit worthiness, Licensee may be required to furnish a bond, letter of credit or other evidence of financial security having a minimum face amount of $10,000.00 per state or $50,000.00 per region. Such bond, letter of credit or other security shall be in a form satisfactory to BellSouth and may be increased from time to time as reasonably required by BellSouth to guarantee the performance of all obligations of Licensee hereunder. The amount of the bond, letter of credit or other security shall not operate as a limitation upon the obligations of Licensee hereunder.

22.   INSURANCE

22.1   Licensee shall obtain and maintain insurance (or provide written evidence of being self-insured), including endorsements insuring the contractual liability and indemnification provisions of this Attachment 8, issued by an insurance carrier reasonably satisfactory to Licensor to protect the Licensor, other authorized Licensees, and Joint User(s) from and against all claims demands, causes of action, judgments, costs, including reasonable attorneys' fees, expenses and liabilities of every kind and nature which may arise or result, directly or indirectly from or by reason of such loss, injury or damage as covered in this Attachment 8 including Article XIV preceding.

22.2   Licensee shall maintain the following amounts of insurance in compliance with Section 22.1 above:

22.2.1   Commercial General Liability Insurance with limits of not less than $1,000,000 per occurrence and $1,000,000 annual aggregate.

22.2.2   Umbrella or Excess Liability Insurance with limits of not less than $10,000,000 per occurrence and in the aggregate.

22.3   Licensee shall submit to Licensor certificates by each company insuring Licensee with respect to any insurance required hereunder, such certificate(s) to specify the coverage provided and that such company will not cancel or change any such policy of insurance issued to Licensee except after sixty (60) days written notice to Licensor.

22.4   Licensee shall also carry such insurance as will protect it from all claims under any Worker's Compensation Law in effect that may be applicable to it as a result of work performed pursuant to this Attachment 8.

22.5   All insurance required in accordance with Sections 22.2 and 22.3 preceding must be effective before Licensor will authorize attachment to a Pole and/or Anchor, or occupancy of a Conduit System and shall remain in force until such Licensee's facilities have been removed from all such Pole(s), Anchor(s), Conduit System, or Right of Way. In the event that the Licensee shall fail to maintain the required insurance coverage, Licensor may pay any premium thereon falling due, and the Licensee shall forthwith reimburse the Licensor for any such premium paid.

22.6   Licensee may self-insure any or all of the insurance coverages required in this Attachment 8.

23. **AUTHORIZATION NOT EXCLUSIVE**

23.1 Nothing herein contained shall be construed as a grant of any exclusive authorization, right or privilege to Licensee. BellSouth shall have the right to grant, renew and extend rights and privileges to others not parties to this Attachment 8, by contract or otherwise, to use any Pole, Anchor, or Conduit System covered by this Attachment 8 and Licensee's rights hereunder.

24. **ASSIGNMENT OF RIGHTS**

24.1 Any assignment by either party of any right, obligation, or duty, in whole or part, or of any interest, without the written consent of the other party (such consent not to be unreasonably withheld) shall be void. Notwithstanding the above, either party, upon written notice to the other party, may assign this agreement and any of its rights and privileges under this Attachment 8, in whole or in part, to: (1) its parent, partners or their respective subsidiaries, affiliates or successors; (2) any entity which controls, is under the control of, or is under common control with the assigning party; or 3) any entity that purchases all or substantially all of the assets of the assigning party by way of merger, acquisition, or consolidation.

24.2 In the event such consent or consents are granted by BellSouth, then the provisions of this Attachment 8 shall apply to and bind the successors and assigns of the Licensee. Form NT-13 shall be used for this purpose.

25. **FAILURE TO ENFORCE**

25.1 Failure of BellSouth to enforce or insist upon compliance with any of the terms or conditions of this Attachment 8 or to give notice or declare this Attachment 8 or any authorization granted hereunder terminated shall not constitute a general waiver or relinquishment of any term or condition of this Attachment 8, but the same shall be and remain at all times in full force and effect.

26. **DISPUTE RESOLUTION**

[When a dispute arises under this Attachment, either Party may avail itself of the complaint procedures set forth in 47 C.F.R. Ch. I, Subpart J--Pole Attachment Complaint Procedures, ¶¶ 1.1401-1.1416.] [OPEN-AT&T]

26.1   Termination of this Attachment 8 or any licenses issued hereunder shall not affect Licensee's liabilities and obligations incurred hereunder prior to the effective date of such termination.

27.   SUPERSEDURE OF PREVIOUS AGREEMENT(S)

27.1   This Attachment 8 supersedes all previous agreements, whether written or oral, between BellSouth and Licensee for attachment and maintenance of Licensee's Communications Facilities on Pole(s), Anchor(s), and in Conduit Systems within the geographical area covered by this Attachment 8; and there are no other provisions, terms or conditions to this Attachment 8 except as expressed herein. All currently effective licenses heretofore granted pursuant to such previous agreements shall be subject to the terms and conditions of this Attachment 8.

2000 FCC Formula Supported Fees
for attachments and/or occupancy effective 1/1/2000
(Re-calculated annually)

Licensee shall pay to Licensor the following fees:

State	Poles	Anchors	Conduit	
	(ea. / yr.)	*(ea. / yr.)*		*($ / ft. / yr.)*
Alabama	$ 3.35	$ 4.89		$ 0.23
Kentucky ①				0.70
2-user	9.45	$ 12.90		
3-user	5.35	8.60		
Louisiana	6.90 ②			0.44
Mississippi	4.30			2.50 ③
Tennessee ④	4.57			0.30
Florida	3.74			0.36
		Miami River crossing		17.13
Georgia ⑤	4.69			0.35
North Carolina	3.55			0.35
South Carolina	2.93			0.30

①   All rates in Kentucky are by tariff

② March 12, 1999 order placed a freeze on existing, approved rate until December 31, 2002. Therefore, $6.90 rate remains in effect.

③ Tariff rate in Mississippi

④ Tennessee rates are negotiated with CATV Association; conduit rates were established in 1998 and fixed indefinitely

⑤ FCC formula calculated rates; differs from Docket 7061-U

Conduit rates have been developed using the one-half (1/2) duct convention for 2000. This rate will apply to each passageway (innerduct).

i) For the purpose of determining the Duct feet chargeable, the Duct considered occupied shall be measured from the center to center of adjacent Manhole(s), or from the center of a Manhole to the end of a Duct not terminated in a Manhole.

ii) The above rates are not applicable for crossings of any navigable waterway. Rates for navigable waterway crossings will be calculated on an individual case basis.

Pole Attachment Transfer Rate
Per pole (throughout BellSouth region) $41.00

Records Maintenance Centers

For **Alabama** plant and right of way records:

Records Maintenance Center
S04
1876 Data Drive
Birmingham, AL 35244

For **Kentucky** plant and right of way records:

Records Maintenance Center
Room 2-SW
601 W. Chestnut Street
Louisville, KY 40203

For **Louisiana** plant and right of way records:

Records Maintenance Center
2nd Floor North
6767 Bundy Road
New Orleans, LA 70140

For **Mississippi** plant and right of way records:

Records Maintenance Center
5723 Hwy. 18 S

ATTACHMENT 9

DISAGREE

The Parties disagree to the terms and conditions of Attached 9 in the entirety.

AT&T Proposal – Contained in Tab A

BST Proposal – Contained in Tab B

ATTACHMENT 9

PERFORMANCE MEASUREMENTS

PERFORMANCE MEASUREMENT

1.   PURPOSE

2.   DEFINITIONS

3.   REPORTING AND DATA RETENTION

4.   COMPARISON OF RESULTS

5.   VERIFICATION AND AUDITING

6.   MODIFICATION OF PERFORMANCE MEASURES

7.   COMPLIANCE AND REMEDIES

APPENDIX A   SERVICE QUALITY MEASUREMENTS

APPENDIX B   STATISTICAL METHODOLOGY

APPENDIX C   SERVICE QUALITY MEASUREMENTS:
                REPORTING EXPECTATIONS AND REPORT FORMAT

APPENDIX D   NON-EXCLUSIVE CONSEQUENCES FOR NON-
                COMPLIANT PERFORMANCE

1.   PURPOSE

1.1   This Attachment 9 and its associated appendices provide for robust
      Performance Measurements and procedures applicable to monitoring the
      quality, timeliness and accuracy of resale of BellSouth retail services,
      unbundled network elements, unbundled network element combinations,
      physical interconnection and operational support systems that BellSouth
      provides to AT&T. This Support must comply with minimum performance
      expectations. Where Performance Measurement Results are evaluated in
      comparison to a retail analog, performance levels provided to AT&T must
      be at least equal in quality to that provided by BellSouth to itself, its
      subsidiaries and affiliates and to any other party to which BellSouth
      provides the same or similar services. Where Performance Measurement

Results are evaluated in comparison to a benchmark, performance levels provided to AT&T must not be worse than the level reflected by the benchmark. Results that do not achieve the Performance Standard will be considered a performance failure.

1.2   The parties agree that this Attachment 9, and related appendices, shall govern:

1.2.1   Monitoring and statistical testing of service quality measurements for performance parity between the service provided by BellSouth to AT&T and service provided by BellSouth to itself, its affiliates and others.

1.2.2   Reporting of performance and comparison to established retail analogs and benchmarks.

1.2.3   The definitions, computational methodology and business rules applicable to all measurements.

1.2.4   Self-enforcing non-exclusive remedies (or incentives), including remedies, in the nature of liquidated damages, in the event that BellSouth fails to meet its performance obligations.

2.   DEFINITIONS

2.1   For the purpose of this Attachment 9, "Performance Measurement" shall be defined as the methodology for characterizing the quality, timeliness and accuracy of Support delivered by BellSouth to AT&T.   The methodology for each Performance Measurement is specified in **Appendix A *[Service Quality Measurements].***

2.2   For the purpose of this Attachment 9, "Performance Measurement Results" shall be defined as the numerical value (mean, proportion, or rate) produced through application of the appropriate methodology to the monthly data captures.

2.3   For the purpose of this Attachment 9, "Performance Standard" is defined as the minimal performance criteria by which a process, service or operational support system Performance Result is judged as good (pass) or bad (fail).

2.4   For the purpose of this Attachment 9, "Support" is defined as the functions that BellSouth provides to competing carriers such as, computer systems, databases and personnel.

2.5   For the purpose of this Attachment 9, "Benchmark" is defined as a preset and minimally acceptable absolute value for a Performance Measurement. Benchmarks shall be established for all Performance Measurements for which there is no retail analog. The parties may, by mutual agreement, employ a benchmark standard even when a retail analog may exist for comparison.

2.6   For the purpose of this Attachment 9, "Mini Audit" is defined as an audit for which an individual Performance Measurement is evaluated.

3.   REPORTING AND DATA RETENTION

3.1   BellSouth shall capture and retain all the necessary data and perform all calculations in a manner consistent with the business rules specified in **Appendix A** and provide AT&T with:

3.1.1   data on a monthly basis for each state and region totals.

3.1.2   the disaggregated Performance Measurement Results specific to AT&T for each Performance Measurement at the level of detail specified for each Performance Measurements as specified in **Appendix A**; and

3.1.3   the disaggregated Performance Measurement Results specific to BellSouth for each Performance Measurement specified in **Appendix A** that has a Performance Standard. Specifically, BellSouth must report on its performance as detailed below:

3.1.3.1   its own customers, including, where appropriate, carrier customers,

3.1.3.2   any of its subsidiaries and affiliates that provide local service, and

3.1.3.3   competing carriers (CLECs) in aggregate.

3.2   In addition to the Performance Measurement Results, BellSouth shall also apply statistical testing to Performance Results and report conclusions according to the methodology specified in the **Appendix B** *[Statistical Methodology],* based upon the type of measurement specified in **Appendix B**. BellSouth shall also provide, for benchmark measures, sufficient underlying detail to permit AT&T to determine how many individual data points failed to achieve the identified benchmark level of performance.

3.2.1   BellSouth shall supply at a minimum the reports that are provided to AT&T as of December 31, 1999. The reports will include each measure specified in **Appendix A.** Such reports and data files will be provided to AT&T no later than ten (10) calendar days following the end of the previous (calendar/measurement) month. **Appendix C *[*Service Quality Measurements: Reporting Expectations And Report Format*]*** reflects the reporting format and data file content and structure for such reports.

3.2.2   Reports regarding BellSouth's performance to AT&T shall be considered "Confidential Information" of AT&T. Absent written permission from AT&T, BellSouth shall not disclose any Performance Measurement Results developed under this Agreement to any third party other than as provided in Section __ (General Terms and Conditions). BellSouth shall not use any individually identifiable carrier information relating to AT&T for any purpose other than providing and reporting on its provision of Support to AT&T or an appropriate state or federal regulatory agency that provides appropriate levels of proprietary protection.

3.2.3   Reports of BellSouth performance to itself and its subsidiaries and affiliates shall be considered "Confidential Information" of BellSouth. Absent written permission from BellSouth, except as provided below, AT&T shall not use or disclose to any third party any Performance Measurement Results relating to BellSouth performance to itself and its affiliates developed by BellSouth under this Agreement other than provided for in Section __ (General Terms and Conditions).

3.2.3.1   AT&T shall not be precluded from disclosing to relevant regulators, the courts, or appointed representatives of either party, performance data that BellSouth would otherwise consider proprietary if the disclosure is for the purpose of seeking a remedy for non-compliant performance.

4.   <u>COMPARISON OF RESULTS</u>

4.1   Each month BellSouth shall compare the results for each Performance Measurement specified in **Appendix A** to the Performance Standard specified in this Attachment 9. For each Performance Measurement, BellSouth shall indicate if the Performance Measurement Results specific to AT&T (a) meets or exceeds or (b) does not meet the specified Performance Standard and by how much.

4.2 The statistical methodology for making this comparison for Performance Measurements is defined in **Appendix B**.

4.3 The methodology for determining the consequences for failing to meet the specified Performance Standard is set forth in **Appendix D** *[Non-Exclusive Consequences For Non-Compliant Performance]*.

5. VERIFICATION AND AUDITING

5.1 BellSouth shall fully document, implement and test its capability to generate all the Performance Measurement Results, perform comparisons and generate reports and data files in a manner that conforms to the terms of this Agreement as soon as feasible and in all events no later than thirty (30) calendar days of Commission approval of the Agreement. During the implementation of the measurement reporting, BellSouth will allow AT&T to participate in the necessary validation of the Performance Measurement system, including but not limited to, data collection, Performance Measurement Result computation, report production and data retention. Such activities by AT&T do not constitute an audit under the terms of this Agreement, and by participating in these initial verification activities, AT&T in no way waives its rights to perform audits as provided in the Agreement.

5.2 Upon the implementation of BellSouth Performance Measurement system, AT&T may initiate an annual audit of the Performance Measurement system including, but not limited to, documentation, data, software and processes, that BellSouth uses to collect, calculate, compare, store, retrieve and retain Performance Measurement Results under this Agreement. Such audit shall be performed by an independent certified public accountants selected and paid for by AT&T.

5.3 Any annual audits shall evaluate whether the Performance Measurement system conforms to the definitions, exclusions and disaggregations set forth in **Appendix A**; that the data collection is timely, accurate and complete; that the calculation of Performance Measurement Results conforms to the methods set forth in this Agreement; and that the data reflected in the reports and the data store is complete, accurate, timely and readily accessible to AT&T. BellSouth shall not oppose AT&T coordinating with other CLECs for the purposes of conducting a joint audit.

5.4 AT&T may audit the data, systems, software and processes that BellSouth uses to develop, compare, report and retain Performance

Measurement Results if a Performance Measurement is changed or added.

5.5   The Parties agree that the Change Control Process attached to this Agreement will be used to manage changes to existing data collection, systems, software and processes that BellSouth uses to develop, compare and report Performance Measurement Results.

5.6   AT&T may request an audit of the individual measure (hereafter referred to as a "Mini-Audit"). Such requests will be limited to no more than five (5) requests in each calendar year. The cost of Mini-Audits shall be paid for by AT&T unless the audit determines that BellSouth is not in compliance with the terms of the Agreement, in which case the cost shall be borne by BellSouth.

5.7   A mutually agreeable electronic format shall be used by BellSouth to retain all data necessary to calculate each AT&T monthly Performance Measurement Result, to establish the Performance Standard for each measurement and to compare the results pursuant to this Attachment 9.

6.   MODIFICATION OF PERFORMANCE MEASURES

6.1   New Performance Measures may be added, modified or deleted by mutual agreement of AT&T and BellSouth. Reporting on new measures shall begin within thirty (30) days of the agreement to add such measure.

6.3   Disputes regarding the addition, modification or deletion of a Performance Measure shall be resolved pursuant to the Alternative Dispute Resolution procedures set forth in Section __ (General Terms and Conditions) of this Agreement.

7.   COMPLIANCE AND REMEDIES

7.1   **Appendix D** contains procedures for determining if individual Performance Measurement Results for AT&T fail to meet the minimum level of performance specified in this Agreement. **Appendix D** also identifies the remedies that are applicable when one or more Performance Standards are not met or when other terms of this Attachment 9 are not satisfied.

Attachment 9,
Appendix A

Performance Measurements

TABLE OF CONTENTS

PRE-ORDERING - OSS

Report/Measurement :
Average OSS Response Time and Response Interval

Definition:
~~Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).~~ As an initial step of establishing service, the customer service agent must determine such basic facts as availability of desired features, service delivery intervals, telephone numbers to be assigned, the customer's current products and features, qualification of the customer's loop for advanced digital services, and/or the validity of the street address. This type of information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Because pre-ordering activities are the first tangible contact a customer may have with a CLEC, it is critical that the CLEC be perceived as equally competent, knowledgeable and fast as an ILEC customer service agent. This measure is designed to monitor the time required for CLECs to obtain the pre-ordering information necessary to establish and modify service. Comparisons to ILEC results indicate whether a CLEC has an equal opportunity to deliver a comparable customer experience when a retail customer calls the CLEC with a service inquiry.

Exclusions:
None

Business Rules:
~~The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.~~

For CLEC Results:

Average Response Interval: The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period.

For ILEC Results:

The ILEC computation is identical to that for the CLEC with the clarifications noted below:

Other Clarifications and Qualification:
- The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent.
- As additional pre-ordering functionality is established by the industry, for example with respect to unbundled network elements, the reporting dimensions may be expanded.
- Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.
- Elapsed time is to be measured through automated rather than manual monitoring and logging.
- The ILEC service agent entry of a request for pre-ordering information (to the ILEC OSS) is considered to be the equivalent of the ILEC receipt of a query from the CLEC.
- The ILEC OSS return of information to the ILEC customer service agent, whether in hard copy or by display on a terminal, is considered equivalent to the return of requested information to the CLEC.

Level of Disaggregation:
Company
Interface Type
Pre-Ordering Query Types (See Appendix A)
RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses

RSAG – TN (Regional Street Address Guide- Telephone Number) – contains information about facilities available and telephone numbers working at a given address.

ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers.

COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability.

DSAP (DOE Support Application) – provides due date information.

HAL (Hands-Off Assignment Logic) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems.

P/SIMS (Product/Services Inventory Management System) – provides information on capacity, tariffs, inventory and service availability.

OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability. 0

Calculation:
~~Σ[(Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period) X 100~~   **Average Response Interval** = Σ[(Query Response Date & Time) - (Query Submission Date & Time)]/(Number of Queries Submitted in Reporting Period)

Report Structure:
~~Not~~ CLEC Specific   CLEC Aggregate   Not product/service specific   Regional Level

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
Report Month Interface Type (specific to pre-ordering) Query Identifier (e.g., unique tracking number) Query Receipt Date by ILEC Query Receipt Time by ILEC Query Type (per reporting dimension) Response Return Date Response Return Time Legacy Contract (per reporting dimension) Response Interval Regional Scope	Report Month Interface Type Query Type (per reporting dimension) Query Count Standard Error of the mean response interval Legacy Contract (per reporting dimension) Response Interval Regional Scope

Retail Analog/Benchmark
CLEC Specific and Aggregate Average Response Intervals ~~is~~ are comparable to BST Average Response Interval If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation, then result(s) related to the CLEC operation should meet or exceed the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Other than a query requesting 30 or more telephone numbers, the response interval will be less than or equal 2 seconds for 98% of the CLEC's queries received by the ILEC during the reporting period and no query will take longer than 5 seconds.   • For queries requesting 30 or more telephone numbers, the response interval is never to exceed two hours.

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TEN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

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

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

PRE-ORDERING - OSS

Report/Measurement:
OSS Interface Availability
Definition:
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured
Exclusions:
None
Business Rules:
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience. **For CLEC Results:** Percent System Availability: The total "number of hours functionality was scheduled to be available" is the cumulative number of hours (by date and time on a 24-hour clock) over which the ILEC planned to offer and support CLEC access to ILEC OSS functionality during the reporting period. The ILEC must provide a minimum advance notice of one reporting period regarding availability plans and such plans must be interface-specific. If scheduled availability is not provided with at least one report period's advance notice, then the default availability for the subsequent reporting period will be seven days per week, 24 hours per day. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the ILEC gateway or interface is capable of accepting CLEC transactions or data files for processing in the gateway / interface and supporting OSS. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. The "Percent system availability" measure is required for each unique interface type offered by the ILEC. **For ILEC Results:** Each OSS of the ILEC that is employed in the support of CLEC operations must first be identified by supported functional area (e.g., pre-ordering, ordering and provisioning, repair and maintenance and billing) with such mapping disclosed to the CLECs. The "available time" and "scheduled available time" is gathered for each of the identified ILEC OSS during the report period. The OSS function availability is computed based upon the weighted average availability of the subtending support OSS. That is, the available time for each OSS supporting a functional area is accumulated over the report period and then divided by the summation of the scheduled available time for those same supporting OSS. **Other Clarifications and Qualification:** • The ILEC analogs for this performance measure are the internal measures of system downtime (or up time) typically established between the ILEC Systems Management Organization and the client organizations. • OSS scheduled and available time may be utilized in the computation of more than one functional area. • Parity exists if the CLEC "Percent system availability" > ILEC function availability for the functionality accessed by the CLEC. • "Capable of accepting" must have a meaning consistent with the ILEC definition down time, whether planned or unplanned, for internal ILEC systems having a comparable potential for customer impact. • Time is measured in hours and tenths of hours rounded to the nearest tenth of an hour.
Level of Disaggregation:
• Company • Interface type offered for each functional area • Business Period (8:00AM to 8:00PM local time versus 8:00PM to 8:00AM , weekends and holidays) Regional Level
Calculation:

(Number of Hours Functionality is Availabile~~ity~~ to CLECs During Report Period) / (Number of Hours Functionality was Scheduled to be Availabile~~ity~~ During the Report Period) X 100	
Report Structure:	
~~Not~~ CLEC Specific CLEC Aggregate Not product/service specific Regional Level	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
Report Month Legacy contract type (per reporting dimension) Regional Scope Interface Type (Identifies each unique interface available to CLECs) Business Period Scheduled Hour Available Actual Hours Available	Report Month Legacy contract type (per reporting dimension) Regional Scope Functionality Identification Business Period Percent Availability of Functionality
Retail Analog/Benchmark:	
CLEC OSS Interface Availability is comparable to BST OSS Interface Availability If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: Less than 0.1% of unplanned down time, by interface type, during either business period.	

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

ORDERING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Percent Flow Through Service Requests (Summary)
Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention
Exclusions:
Fatal Rejects Auto Clarification ~~Manual Fallout~~ CLEC System Fallout Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale and Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).~~, or are not designed to flow through, i.e., Manual Fallout.~~ **Definitions:** Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. ~~Manual Fallout: errors that occur 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, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.~~ ~~Complex services*~~ ~~Expedites (requested by the CLEC)~~ ~~Special pricing plans~~ ~~Denials-restore and conversion, or disconnect and conversion orders~~ ~~Partial migrations~~ ~~Class of service invalid in certain states with some types of service~~ ~~New telephone number not yet posted to BOCRIS~~ ~~Low volume such as activity type "T" (move)~~ ~~Pending order review required~~ ~~More than 25 business lines~~ ~~Restore or suspend for UNE combos~~ ~~Transfer of calls option for the CLEC's end users~~ ~~CSR inaccuracies such as invalid or missing CSR data in CRIS~~ * Attached is a list of services, including complex services, ~~and whether LSRs issued for the services are eligible to~~ that can currently 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 system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.~~

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:
Percent Flow Through Service Requests = Σ[(Total number of valid service requests that flow-through to SOCS)] / (Total number of valid service requests delivered ~~to SOCS~~Electronically) X 100

Description:
Percent Flow Through = (The total number of LSRs that flow through LESOG to the SOCS) / (the number of LSRs passed from LEO to LESOG) – Σ[(~~the number of LSRs that fall out for manual processing) +~~ (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100. |

Report Structure:
• CLEC Aggregate
➢ Region

Level of Disaggregation:
• Company
• Interface Type
• Standard Service Order Activities (See Appendix A)
• Geography
➢ Region
• ~~Product (Under Development)~~
• Standard Service Groupings (See Appendix A)
☐~~Residence~~
☐~~Business~~
☐~~UNE~~
~~Special~~

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report month
• Total number of LSRs received, by interface, by CLEC:
➢ TAG
➢ EDI
➢ LENS
• Total number of errors by type, by CLEC:
➢ Fatal rejects
➢ ~~Total fallout for manual processing~~
➢ Auto clarification
➢ CLEC caused system fallout
• Total number of errors by error code
• Count of Orders Completed Without Manual Intervention
• Count of Firm Order Confirmations
• Count of Syntax Rejects
• Count of Legacy System Rejects
• Count of Orders Submitted
• Order Activity Type
• Original order date for rejected orders
• Rejection Notice Date and Time
• Service Type
• Volume Category
• Manual Fallout (for Mechanized Orders Only)	• Report month
• Total number of errors by type:
➢ BST system error
• Count of Orders Completed Without Manual Intervention
• Count of Order Confirmations
• Count of Syntax Rejects
• Count of Legacy System Rejects
• Count of Orders Submitted
• Order Activity
• Service Type
• Volume Category

Retail Analog/Benchmark:
CLEC Flow Through/benchmark comparison (Under Development)
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.
- Completed CLEC orders, by reporting dimension, are accurate no less than 99% of the time.   - Mechanized flow through of orders occurs at least 98% of the time.

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.
Exclusions:

•   Fatal Rejects
   •   Auto Clarification
   •   ~~Manual Fallout~~
   •   CLEC System Fallout
   •   Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under   development)

Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS 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) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).~~, or are not designed to flow through, i.e., Manual Fallout.~~ **Definitions:** **Fatal Rejects:** Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. **Auto-Clarification:** errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. ~~Manual Fallout: errors that occur 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, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:~~ ~~1.Complex services*~~ ~~2.Expedites (requested by the CLEC)~~ ~~3.Special pricing plans~~ ~~4.Denials-restore and conversion, or disconnect and conversion orders~~ ~~5.Partial migrations~~ ~~6.Class of service invalid in certain states with some types of service~~ ~~7.New telephone number not yet posted to BOCRIS~~ ~~8.Low volume such as activity type "T" (move)~~ ~~9.Pending order review required~~ ~~10.More than 25 business lines~~ ~~11.Restore or suspend for UNE combos~~ ~~12.Transfer of calls option for the CLEC's end users~~ ~~13.CSR inaccuracies such as invalid or missing CSR data in CRIS~~ *Attached is a list of services, including complex services~~, and whether LSRs issued for the services are eligible to~~ that can currently 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 system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.~~

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered ~~to SOCS~~Electronically) X 100

Description:
Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / (the number of LSRs passed from LEO to LESOG) – Σ[(~~the number of LSRs that fall out for manual processing +~~ the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

• Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  ➤ CLEC (by alias designation)
  ➤ Number of fatal rejects
  ➤ Mechanized interface used
  ➤ Total mechanized LSRs
  ➤ ~~Total manual fallout~~
  ➤ Number of auto clarifications returned to CLEC
  ➤ Number of validated LSRs
  ➤ Number of BST caused fallout
  ➤ Number of CLEC caused fallout
  ➤ Number of Service Orders Issued
  ➤ Base calculation
  ➤ CLEC error excluded calculation

Level of Disaggregation:

• CLEC Specific (by alias designation to protect CLEC specific proprietary data)
• Interface Type
• Standard Service Order Activities (See Appendix A)
• Geographic:
  ➤ Region
• ~~Product (Under development)~~
• Standard Service Groupings (See Appendix A)
  ~~☐ Residence~~
  ~~☐ Business~~
  ~~☐ UNE~~
  ~~☐ Special~~

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE

• Report month
• Total number of LSRs received, by interface, by CLEC
  ➤ TAG
  ➤ EDI
  ➤ LENS
• Total number of errors by type, by CLEC
  ➤ Fatal rejects
  ➤ ~~Total fallout for manual processing~~
  ➤ Auto clarification
  ➤ CLEC errors
• Total number of errors by error code
• Count of Orders Completed Without Manual Intervention
• Count of Firm Order Confirmations
	• Report month
	• Total number of errors by type:
	  ➤ BST system error
	• Count of Orders Completed Without Manual Intervention
	• Count of Order Confirmations
	• Count of Syntax Rejects
	• Count of Legacy System Rejects
	• Count of Orders Submitted
	• Order Activity
	• Service Type
	• Volume Category

• Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	

Retail Analog/Benchmark:

CLEC Flow Through/benchmark comparison (Under development)
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.

• Completed CLEC orders, by reporting dimension, are accurate no less than 99% of the time.
• Mechanized flow through of orders occurs at least 98% of the time.

ORDERING

Report/Measurement:
Flow Through Error Analysis
Definition:
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.
Exclusions:
Each Error Analysis is error code specific; therefore exclusions are not applicable.
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS 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). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).
Calculation:
Σ Of errors by type.
Report Structure:
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➤ Error Type (by error code) ➤ Count of each error type ➤ Percent of each error type ➤ Cumulative percent ➤ Error Description ➤ CLEC Caused Count of each error code ➤ Percent of aggregate by CLEC caused count ➤ Percent of CLEC by CLEC caused count ➤ BST Caused Count of each error code ➤ Percent of aggregate by BST caused count ➤ Percent of BST by BST caused count
Level of Disaggregation:
Region

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➤ CLEC caused error	• Report month • Total number of errors by type (by error code) ➤ BST system error

Retail Analog/Benchmark:
Not Applicable

Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	No*	UNE	Yes	no	* yes as of OSS'99

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

ORDERING

Report/Measurement:
Percent Rejected Service Requests
Definition:
Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.
Exclusions:
Service Requests canceled by the CLEC prior to being rejected/clarified.
Business Rules:
Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category: • A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. • An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs. **Non Mechanized:** An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative. **LNP:** Under Development **For CLEC Results:** Percent Orders Rejected: The percentage of orders rejected is the count of (1) order submissions where the ILEC returns a Fatal Reject notice to the CLEC and (2) order submissions where the ILEC returns an Auto Clarification to the CLEC. The resulting combined count of rejections is divided by the count of orders submitted (For EDI interfaces, the orders submitted would be the combined count of positive and negative 997 messages issued upon receipt of the CLEC order.) **For ILEC Results:** Same computation as for the CLEC.
Calculation
Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.
Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • State and Region • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
☐Resale Residence ☐Resale Business ☐Resale Specials ☐UNE ☐UNE Loop with NP ☐Other ☐Trunks • Interface Type

- Standard Service Groupings (See Appendix A)
- Standard Service Order Activities (See Appendix A)
- Volume Category

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Orders Completed Without Manual Intervention • Count of Firm Order Confirmations • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count Orders Completed Without Manual Intervention • Count of Order Confirmations • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

RETAIL ANALOG/BENCHMARK:
BENCHMARK IS UNDER DEVELOPMENT. RETAIL ANALOG ALSO UNDER DEVELOPMENT If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete. • Percent Rejects occur no more than 2% of the time.

ORDERING

Report/Measurement:
Reject Interval
Definition:
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.
Exclusions:
Service Requests canceled by CLEC prior to being rejected/clarified
Business Rules:
Fully Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until the LSR is rejected (date and time stamp of reject in ~~LEO~~EDI, TAG). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.   **Partially Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via ~~LEO~~EDI, TAG.   **Total Mechanized** Combination of Fully Mechanized and Partially Mechanized LSRs.   **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp from FAX ~~stamp~~Server) until notice of the reject is returned to the CLEC via ~~LON~~FAX Server.   **LNP**: Under development.   Reject Interval: Reject Interval *(syntax)* is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a syntax rejection to the CLEC. The time measurement starts when the ILEC receives the order from the CLEC. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of rejected orders associated with the particular order type. Reject Interval: Reject Interval *(legacy system)* is the elapsed time between the ILEC's acknowledgement /acceptance of an order from the CLEC to the ILEC's return of a rejection notice to the CLEC. The time measurement starts when the ILEC accepts or acknowledges the order from the CLEC as syntactically correct. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of rejected orders associated with the particular service and order type. **Other Clarifications and Qualification:**   - When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.   - All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.   - Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.   "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.   - The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.   - The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.   - Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.   - Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.   - Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC.
Calculation:

Reject Interval = Σ[(Date and Time of Service Request Rejection) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks

Level of Disaggregation:

- Company
- Interface Type
- ~~Product Reporting Levels~~
- BellSouth Products & Services Interval Guide Categories and Service Types
  - ~~Interconnection Trunks~~
  - ~~Resale – Residence~~
  - ~~Resale – Business~~
  - ~~Resale – Design~~
  - ~~UNE Design~~
  - ~~UNE Non- Design~~
  - ~~UNE Loop with and w/o NP~~
- BST Interval Guide Target Interval for FOC
- Standard Service Order Activities (See Appendix A)
- Geographic Scope
  - ➤ State, Region and further geographic disaggregation as required by State Commission Order
- Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours.
- Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours
- Average Interval in ~~Days~~Hours.
- Trunks

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Order Submission Date • Order Submission Time • Standard Order Activity • Status Type • Status Notice Date • Status Notice Time • Number of Statuses Provided •	• Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Standard Error of Status Interval • Standard Order Activity • Status Type • Status Notice Date • Status Notice Time • Number Of Statuses Provided

Retail Analog/Benchmark:

Benchmark is under development. Retail Analog also under development.
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- no less than 97% of Rejects in any category for a reporting period are returned within 15 seconds

ORDERING

Report/Measurement:
Firm Order Confirmation Timeliness
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.
Exclusions:
~~☐Rejected LSRs~~ • ~~Partially-Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.~~ • None.
Business Rules:
• **Mechanized** - The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS <u>and the FOC is sent to the CLEC from LENS, EDI, TAG.</u> • **Partially Mechanized** – The elapsed time from receipt of a valid electronically submitted LSR <u>(date and time stamp in LENS, EDI, TAG)</u> which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS <u>and the FOC is sent to the CLEC from LENS, EDI, TAG.</u> • **Total Mechanized** - Combination of Fully Mechanized and Partially Mechanized LSRs • **Non-Mechanized** - The elapsed time from receipt of a valid LSR (~~fax~~<u>FAX Server</u> receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS <u>and the FOC is sent to the CLEC from the FAX Server.</u> • **LNP** – Under development. <u>Firm Order Confirmation (FOC) Interval: Interval for Return of a Firm Order Confirmation is the elapsed time between the ILEC acceptance of a syntactically correct order and the return of a confirmation to the CLEC that the order will be worked as submitted or worked with the modifications specified on the confirmation. The time measurement starts when the ILEC accepts (acknowledges) the order from the CLEC. The time measurement stops when the ILEC returns a valid firm order confirmation to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of orders associated with the particular order type.</u> **Other Clarifications and Qualification:** • <u>When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.</u> • <u>All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.</u> • <u>Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.</u> • <u>"Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.</u> • <u>The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.</u> • <u>The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.</u> • <u>Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.</u> • <u>Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.</u>   <u>Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC.</u>
Calculation:
Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of

| Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period) |

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Company
- Interface Type
- ~~Product Reporting Levels~~
- BellSouth Products & Services Interval Guide Categories and Service Types
    - ~~Interconnection Trunks~~
    - ~~Resale – Residence~~
    - ~~Resale – Business~~
    - ~~Resale – Design~~
    - ~~UNE Design~~
    - ~~UNE Non- Design~~
    - ~~UNE Loop with and w/o NP~~
    - ~~Trunks~~
- BST Interval Guide Target Interval for FOC
- Standard Service Order Activities (See Appendix A)
- Geographic Scope
    - ➤ State, Region and further geographic disaggregation (MSA) as required by State Commission Order
- ~~Mechanized: 0-15 minutes, 15-30 minutes, 30-45 minutes, 45-60 minutes, 60-90 minutes, 90-120 minutes, 120-240 minutes, 4-8 hours, 8-12 hours, 12-16 hours 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours.~~
- ~~Non-mechanized: 0-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours.~~
- ~~Trunks: 0-5 days, 6-8 days, 9-11 days, 12-14 days, 15-17 days, 18-20 days, > 20 days~~
- < 10 and > 10 Circuits/Lines
- Average Interval in ~~Days~~Hours.

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
- Report Month - Interval for FOC - Total number of LSRs - State and Region - Number of Orders Reflected in Result - Interface Type - Average Status Interval - Order Submission Date - Order Submission Time - Standard Order Activity - Status Type - Status Notice Date - Status Notice Time - Number of Statuses Provided	- Report Month - Interval for FOC - Total Number of LSRs - State and Region - Number of Orders Reflected in Result - Interface Type - Average Status Interval - Standard Error of Status Interval - Standard Order Activity - Status Type - Status Notice Date - Status Notice Time - Number Of Statuses Provided

Retail Analog/Benchmark:

Benchmark is under development. Retail Analog also under development.
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- all Mechanized and Partially Mechanized Firm Order Confirmations are returned within 4 hours 98% of the time.
- all Non-Mechanized Firm Order Confirmations are returned within 24 hours 98% of the time.

ORDERING

Report/Measurement:
Speed of Answer in Ordering Center
Definition:
Measures the average time a customer is in queue.
Exclusions:
None
Business Rules:
~~The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.~~
For CLEC Results:
Mean Time to Answer Calls: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the ILEC call management system until the CLEC call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance. The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. The accumulated elapsed time is divided by the count of calls transferred to ILEC agents for accuracy.
For ILEC Results:
Mean Time to Answer Calls: Speed of Answer, as it relates to the ILEC, will be measured in an identical manner as described for the CLEC. The results for the ILEC business office operations and its repair bureau operations should be separately accumulated, computed and retained. If further distinctions are made or more discrete tracking is performed within the ILEC call receipt centers (e.g., by business and residence), then results should be reported at the lowest possible level of detail. Where call receipt for such operations are commingled and inseparable, then only a single result for each measure will be generated and serve as the comparative result for both the CLEC repair support and the CLEC provisioning support results.
Other Clarifications and Qualification:
•   Speed of Answer minimum service standards, established in many states for business office, maintenance center, and/or operator services represent a similar ILEC measure and are derived from identical data (although the result displayed may be in comparison to a pre-established standard performance minimum).
•   For ILEC and CLEC calls, an ILEC Agent answering and placing the caller on hold does not stop timing for purposes of the speed of answer interval.
•   An interactive voice response (IVR) unit does not stop the timing for purposes of the speed of answer interval. For a call to be considered answered, the live ILEC Agent must handle the CLEC request.
•   Results may be reported for the CLEC industry in aggregate to the extent that separate carrier-specific support centers are not provided. If separate centers are provided (either for an individual CLEC or a group of CLECs) then results should be gathered and supplied for each center and reported to the CLEC(s) based upon the center providing the specific CLEC's support.
•   If the ILEC call management technology cannot measure speed of answer on a call-specific basis, then an alternate methodology that simulates speed of answer based upon the average time for component parts of the call (e.g., queue to IVR + IVR to queue + queue to agent answer) can be utilized by mutual consent of the ILEC and CLECs.
Calculation:
~~(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.~~
Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)]/(Total Calls Answered by Center)
Report Structure:
•   BST Aggregate (Combination of Residence Service Center and Business Service Center data under development.)
Level of Disaggregation:
•   CLEC Aggregate
•   BST Aggregate (Combination of Residence Service Center and Business Service Center data under

development.)
- Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
- Mechanized tracking through LCSC Automatic Call Distributor - Month - Center Identifier - Center Type - Mean Speed of Answer - Standard Error for Mean Speed of Answer	- Mechanized tracking through BST Retail center support systems - Month - Center Identifier - Center Type - Mean Speed of Answer - Standard Error for Mean Speed of Answer

Retail Analog/Benchmark:

For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices.

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC's operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- Greater than 95% of calls, by center, are answered within 20 seconds.
- All calls are answered within 30 seconds.

PROVISIONING

Report/Measurement:
Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Exclusions:
• ~~Any order canceled by the CLEC will be excluded from this measurement.~~
• Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
For CLEC Results: **Mean Held Order Interval:** This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days. **Held Order Distribution Interval:** This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days). **For ILEC Results:** Same computation as for the CLEC with the clarifications provided below. **Other Clarifications and Qualification:** • The "held order" measure established by some state commissions as part of minimum service standards is analogous to this proposed measure but, because it is typically limited to monitoring only those orders held because of facility shortages, needs to be expanded to include all reasons that an order is pending and past due. • Order Supplements - If the CLEC initiates a supplement to the originally submitted order for the purpose of reflecting changes in customer requirements, then the due date returned on the FOC will be the basis for the preceding calculations. No other supplemental order activities will result in an update to the committed due date. • See "Order Status" measurement definitions for discussion of the ILEC analog for a completion notice. • The held order interval is measured in calendar rather than business days.
Calculation:
Mean Held Order Interval: Σ (Reporting Period Close Date – Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date. **Held Order Distribution Interval:** (# of Orders Held for $\geq$ 90 days) / (Total # of Orders Pending But Not Completed) X 100 (# of Orders Held for $\geq$ 15 days) / (Total # of Orders Pending But Not Completed) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

~~Product Reporting Levels~~
   ~~POTS - Residence~~
   ~~POTS - Business~~
   ~~DESIGN~~
   ~~PBX~~
   ~~CENTREX~~

~~ISDN~~
~~UNE 2 Wire Loop with NP (Design and Non-Design)~~
~~UNE 2 Wire Loop without NP (Design and Non-Design)~~
~~UNE Loop Other with NP (Design and Non-Design)~~
~~UNE Loop Other without NP (Design and Non-Design)~~
~~UNE Other (Design and Non-Design)~~
~~Switching   (Under development)~~
~~Local Transport (Under development)~~
~~Combos (Under development)~~
~~NP (Under development as separate category)~~
~~Local Interconnection Trunks~~

- Standard Service Groupings (See Appendix A)
- Reason for Hold
- Company
- Geographic Scope
  - ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - CLEC Order Number and PON (PON) - Order Submission Date (TICKET_ID) - Committed Due Date (DD) - Service Type(CLASS_SVC_DESC) - Hold Reason - Total line/circuit count (under development) - Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	- Report Month - BST Order Number - Order Submission Date - Committed Due Date - Service Type - Hold Reason - Geographic Scope - Average Held Order - Standard Error for Average Held Order Interval - Number of Orders Rejected

Retail Analog/Benchmark:

CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Design / BST Design
CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN
Interconnection Trunks-CLEC / Interconnection Trunks –BST
UNEs-Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- Less than 0.1% of orders held for more than 15 calendar days.
- No orders held for more than 90 calendar days.

PROVISIONING

Report/Measurement:
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice

Definition:
When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.

Exclusions:
• ~~Any order canceled by the CLEC will be excluded from this measurement~~
• Orders held for CLEC end user reasons
• ~~Orders submitted to BST through non-mechanized methods~~

Business Rules:
When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.

For CLEC Results:
Jeopardy Interval: Jeopardy Interval is the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date. The scheduled order completion time will be assumed to be 5:00 p.m. local time unless other information is communicated in the FOC. The date and time of the jeopardy notice delivered by the ILEC is subtracted from the scheduled completion date to establish the jeopardy interval for any order placed in jeopardy before its scheduled due date. The jeopardy interval is accumulated by standard order activity with the resulting accumulated time then divided by the count of orders placed in jeopardy before the due date for each order activity.

Percent Jeopardies: Percent Jeopardies is the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. The measurement result is derived by dividing the count of jeopardy notices the ILEC issues to the CLEC by the count of FOCs returned by the ILEC during the identical period. Both the "Number of Orders Jeopardized in Reporting Period" and "Number of Orders Confirmed in Reporting Period" are utilized in other status measurement computations and have identical meaning and derivation for this measurement.

For ILEC Results:
Same computation as the CLEC with the clarifications outlined below:

Other Clarifications and Qualification:
• When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
• All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
• Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
• "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
• The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
• The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
• Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
• Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC. |

Calculation:
Average Jeopardy Interval $=\Sigma$ [(Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period). <u>For all orders jeopardized on or before the scheduled due date.</u> **Percent of Orders Given Jeopardy Notice** = Σ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)

Report Structure:
• CLEC Specific and CLEC Aggregate • BST Aggregate (under development with estimated release date of 8/15/99 for June reporting)

Level of Disaggregation:

~~Product Reporting Levels~~
- ~~POTS – Residence~~
- ~~POTS – Business~~
- ~~DESIGN~~
- ~~PBX~~
- ~~CENTREX~~
- ~~ISDN~~
- ~~UNE 2 Wire Loop with NP (Design and Non-Design)~~
- ~~UNE 2 Wire Loop without NP (Design and Non-Design)~~
- ~~UNE Loop Other with NP (Design and Non-Design)~~
- ~~UNE Loop Other without NP (Design and Non-Design)~~
- ~~UNE Other (Design and Non-Design)~~
- ~~Switching (Under development)~~
- ~~Local Transport (Under development)~~
- ~~Combos (Under development)~~
- ~~NP (Under development as separate category)~~
- ~~Local Interconnection Trunks~~
- ➤ Standard Service Groupings (See Appendix A)
- ➤ Company
- ➤ Standard Order Activities (See Appendix A)
- ➤ Interface Type
- ➤ Geographic Scope
- ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Standard Service ~~Type~~ Groupings • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Order Submission Date • Order Submission Time • Standard Service Order Activity • Status Type • Status Notice Date • Status Notice Time • Number of Statuses Provided **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • ~~CLEC~~ ILEC Order Number ~~and PON~~ • Date and Time Jeopardy Notice sent • ~~Committed~~ Due Date • Standard Service ~~Type~~Groupings • Number of Orders Reflected in Result • Interface Type • Average Status Interval • Standard Error of Status Interval • Standard Service Order Activity • Status Type • Status Notice Date • Status Notice Time • Number Of Statuses Provided **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:
Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- no less than 97% of Jeopardies for any category are returned to the CLEC a minimum of 2 business days in advance of the due date indicated on the most recent FOC
- no more than 5% of the total number of orders should result in a Jeopardy in any given report period.

PROVISIONING

Report/Measurement:
~~Percent Missed Installation Appointments~~   Percent Orders Completed On Time
Definition:
~~"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.~~   The "orders completed on time" measure monitors the reliability of ILEC commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customers. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.
Exclusions:
• Canceled Service Orders   • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)   • ~~Disconnect (D) & From (F) orders~~   • ILEC Orders associated with internal or administrative use of local services   • Orders where CLEC has selected a longer due date than requested.
Business Rules:
~~Percent Missed Installation Appointments (MA) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.~~   **For CLEC Results:**   Percent Orders Completed On Time: The percentage of orders completed on time is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting interval and the number of orders completed by the committed due date (as specified on the initial FOC returned to the CLEC). For each reporting dimension, the resulting count of orders completed no later than the committed due date is divided by the total number of orders completed with the resulting fraction expressed as a percentage.   **For ILEC Results:**   Same as for CLEC with the clarifications noted below.   **Other Clarifications and Qualification:**   • The elapsed time for an ILEC order is measured from the point in time when the ILEC customer service agent enters the order into the ILEC order processing system until the date and time that the ILEC personnel log actual completion of all work necessary to permit service initiation, whether or not the ILEC initiates customer billing at that point in time.   • Results for the CLECs are captured and retained at the order level (e.g., unique PON).   • The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC.   • If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement.   • No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.   • See "Order Status" measurement detail for a discussion of ILEC analogs, receipt of a syntactically correct order and return of a valid completion notice.   • Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.   • The accumulation of elapsed time continues through off-schedule, weekends and holidays.
Calculation:

~~Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100~~

Percent Orders Completed on Time = (Count of Orders Completed within ILEC Committed Due Date) / (Count of Orders Completed in Reporting Period) x 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate **Report explanation:** The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user.
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch ~~☐Product Reporting Levels~~ ~~☐POTS – Residence~~ ~~☐POTS – Business~~ ~~☐DESIGN~~ ~~☐PBX~~ ~~☐CENTREX~~ ~~☐ISDN~~ ~~☐UNE 2 Wire Loop with NP (Design and Non-Design)~~ ~~☐UNE 2 Wire Loop without NP (Design and Non-Design)~~ ~~☐UNE Loop Other with NP (Design and Non-Design)~~ ~~☐UNE Loop Other without NP (Design and Non-Design)~~ ~~☐UNE Other (Design and Non-Design)~~ ~~☐Switching (Under development)~~ ~~☐Local Transport (Under development)~~ ~~☐Combos (Under development)~~ ~~☐NP (Under development as separate category)~~ ~~☐Local Interconnection Trunks~~ • BellSouth Products & Services Interval Guide Categories and Service Types • BST Interval Guide Target Interval for FOC • Company • Standard Service Order Activities (See Appendix A) • Volume Category ➢ Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number and PON ~~(PON)~~ • Order Submission Date • Order Submission Time • Committed Due Date ~~(DD)~~ • Completion Date ~~(CMPLTN DD)~~ • Order Completion Time • Status Type • Status Notice Date • Standard Order Activity (See Appendix 1) • Geographic Scope • Average Order Completion Interval • Service Type (See Appendix 1)	• Report Month • BST Order Number • Committed Due Date • Completion Date • Status Type • Status Notice Date • Standard Order Activity (See Appendix 1) • Geographic Scope • Average Order Completion Interval • Standard Error for the Order Completion Interval • Count of Orders Completed • Count of Orders Completed by the Due Date • Service Type (See Appendix 1) • Volume Category

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

Retail Analog/Benchmark:

   CLEC Residence Resale / BST Residence Retail
   CLEC Business Resale / BST Business Retail
   CLEC Design / BST Design
   CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN
   Interconnection Trunks-CLEC / Interconnection Trunks –BST
   UNEs-Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Unless otherwise noted, the order completion interval for installations that do not require a premise visit and do not require anything beyond software updates is 1 business day 98.5% of the time.
- Unless otherwise noted, the order completion intervals for installations that involve a premise visit or physical work is three business days 98.5% of the time.
- Installation Interval Exceptions:
  - UNE Platform (at least DS0 loop + local switching + common transport elements) installation interval is 1 business day 98.5% of the time whether or not premise work is required.
  - The installation interval for unbundled loops is always 1 business day 98.5% of the time.
  - UNE Channelized DS1 (DS1 unbundled loop + multiplexing) installation interval is within 2 business days 98.5% of the time.
  - Unbundled Switching Element installation interval is within 2 business days 98.5% of the time.
  - DS0/DS1 Dedicated Transport installation interval is within 3 business days 98.5% of the time (See Network Performance measurement detail for related standards on interconnect trunks and augment inbound trunk provisioning thresholds)
  - The installation interval for All Other Dedicated Transport is within 5 business days 98.5% of the time.
  - Access DS3s used for local interconnects within 10 days 98.5% of the time.
- The installation interval for all orders involving only feature modification is 5 hours 98.5% of the time.
- Order completion interval for all disconnection orders is 1 business day 98.5% of the time.
- Interconnect Augment Trunks: ILECs must meet relevant tariff, service level agreement or contract intervals for T-1s/DS0s and DS1 provisioning 98% of the time

Although CLECs do not order them per se, ILECs must also provide inbound trunk augments in line with CLEC capacity projections. CLECs require these augments at utilization thresholds that are lower than the ILEC's own thresholds to reflect the differences in network size and the impact of growth in CLEC customer numbers on inbound as well as outbound capacity needs. The threshold below for augment trunk provisioning will afford CLECs a reasonable opportunity to compete. Individual CLECs may agree to different thresholds in negotiation with ILECs on inbound trunk augments:

- DEOTS REPRESENT LESS THAN 50% OF COMBINED INBOUND/ OUTBOUND CAPACITY – augment trunk orders must be provided when utilization reaches 60% on the Erlang-B.01 scale.

- DEOTS REPRESENT MORE THAN 50% OF TOTAL CAPACITY – augment trunk orders may be placed when utilization is at 75% on the Erlang-B.01 scale.

PROVISIONING

| **Report/Measurement :** |
| Average Completion Interval (OCI) & Order Completion Interval Distribution & Average Offered Interval |
| **Definition:** |
| The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods. The "average offered interval" indicates whether both ILEC and CLEC have the same scheduling opportunities for service delivery. |
| **Exclusions:** |
| • Canceled Service Orders
• Order Activities of BST or the CLEC associated with internal or administrative use of local services
• (Record Orders, Test Orders, etc.)
• ~~D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).~~
• "L" Appointment coded orders (where the customer has requested a later than offered interval) |
| **Business Rules:** |
| **For CLEC Results:**
• The actual completion interval is determined for each order processed during the reporting period. The Completion interval is the elapsed time from when the order is electronically ~~enter~~entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS, whether or not the ILEC initiates customer billing at that point in time.. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Average Offered Interval: The offered interval is the due date that an ILEC provides the CLEC on a firm order confirmation (i.e. the earliest date on which the CLEC's customer can obtain service without paying for an escalation).

For ILEC Results:
Same as for CLEC with the clarifications noted below.

Other Clarifications and Qualification:
• Results for the CLECs are captured and retained at the order level (e.g., unique PON).
• The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC.
• If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement.
• No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.
• See "Order Status" measurement detail for a discussion of ILEC analogs, receipt of a syntactically correct order and return of a valid completion notice.
• Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.
• The accumulation of elapsed time continues through off-schedule, weekends and holidays. |
| **Calculation :** |
| **Average Completion Interval:**
Σ [(Completion Date & Time) - (Order Issue Date & Time)] / Σ (Count of Orders Completed in Reporting Period)
Order Completion Interval Distribution:
Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100
Average Offered Interval:
= [(Date & Time Due Date) – (Date &Time of Receipt of Service Request)]/(Number of Committed Due Dates) |
| **Report Structure:** |
| • CLEC Specific |

Version 3Q99:10/29/99

- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, 30+
- All Levels are reported <10 line/circuits; >10 line/circuits

~~Product Reporting Levels~~
~~POTS – Residence~~
~~POTS – Business~~
~~DESIGN~~
~~PBX~~
~~CENTREX~~
~~ISDN~~
~~UNE 2 Wire Loop with NP (Design and Non-Design)~~
~~UNE 2 Wire Loop without NP (Design and Non-Design)~~
~~UNE Loop Other with NP (Design and Non-Design)~~
~~UNE Loop Other without NP (Design and Non-Design)~~
~~UNE Other (Design and Non-Design)~~
~~Switching (Under development)~~
~~Local Transport (Under development)~~
~~Combos (Under development)~~
~~NP (Under development as separate category)~~
~~➢ Local Interconnection Trunks~~

- BellSouth Products & Services Interval Guide Categories and Service Types
- BST Interval Guide Target Interval for FOC
- Standard Service Order Activities (See Appendix A)
- Geographic Scope
- Volume Category
    ➢ Geographic Scope
    ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - CLEC Company Name - Order Number (PON) - Submission Date & Time (TICKET_ID) - Completion Date & Time (CMPLTN_DT) - Service Type (CLASS_SVC_DESC) - Geographic Scope - Activity Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	- Report Month - CLEC Order Number - Order Submission Date & Time - Order Completion Date & Time - Service Type - Geographic Scope - Average Order Completion Interval - Standard Error for the Order Completion Interval - Count of Orders Completed - Count of Orders Completed by the Due Date - Average Offered Interval - Activity Type - Volume Category
RETAIL ANALOG/BENCHMARK	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)	

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Unless otherwise noted, the order completion interval for installations that do not require a premise visit and do not require anything beyond software updates is 1 business day 98.5% of the time.
- Unless otherwise noted, the order completion intervals for installations that involve a premise visit or physical work is three business days 98.5% of the time.
- Installation Interval Exceptions:
    - UNE Platform (at least DS0 loop + local switching + common transport elements) installation interval is 1 business day 98.5% of the time whether or not premise work is required.
    - The installation interval for unbundled loops is always 1 business day 98.5% of the time.
    - UNE Channelized DS1 (DS1 unbundled loop + multiplexing) installation interval is within 2 business days 98.5% of the time.
    - Unbundled Switching Element installation interval is within 2 business days 98.5% of the time.
    - DS0/DS1 Dedicated Transport installation interval is within 3 business days 98.5% of the time (See Network Performance measurement detail for related standards on interconnect trunks and augment inbound trunk provisioning thresholds)
    - The installation interval for All Other Dedicated Transport is within 5 business days 98.5% of the time.
    - Access DS3s used for local interconnects within 10 days 98.5% of the time.
- The installation interval for all orders involving only feature modification is 5 hours 98.5% of the time.
- Order completion interval for all disconnection orders is 1 business day 98.5% of the time.
- Interconnect Augment Trunks: ILECs must meet relevant tariff, service level agreement or contract intervals for T-1s/DS0s and DS1 provisioning 98% of the time

Although CLECs do not order them per se, ILECs must also provide inbound trunk augments in line with CLEC capacity projections. CLECs require these augments at utilization thresholds that are lower than the ILEC's own thresholds to reflect the differences in network size and the impact of growth in CLEC customer numbers on inbound as well as outbound capacity needs. The threshold below for augment trunk provisioning will afford CLECs a reasonable opportunity to compete. Individual CLECs may agree to different thresholds in negotiation with ILECs on inbound trunk augments:

- DEOTS REPRESENT LESS THAN 50% OF COMBINED INBOUND/ OUTBOUND CAPACITY – augment trunk orders must be provided when utilization reaches 60% on the Erlang-B.01 scale.

- DEOTS REPRESENT MORE THAN 50% OF TOTAL CAPACITY – augment trunk orders may be placed when utilization is at 75% on the Erlang-B.01 scale.

PROVISIONING

Report/Measurement:
Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
• ~~Non-mechanized Orders~~ • Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • ~~D & F orders~~
Business Rules:
~~Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC by telephone the work was complete and then he enters the completion information and completion time in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.~~

For CLEC Results:

Completion Notice Interval is the elapsed time between the ILEC technician's reported completion of physical work and the issuance of a valid completion notice to the CLEC. Where physical work is not required, such as in the case of software-only changes, the elapsed time will be measured beginning at 5:00 p.m. local time of the date for the committed completion and will end when the ILEC returns a valid completion notice to the CLEC. If a valid completion notice is returned before 5:00 p.m. on the committed completion date and no physical work is involved, then the elapsed time will be recorded as 1/10 hour. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of completion notices returned for each service and order type.

For ILEC Results:

Same computation as the CLEC with the clarifications outlined below:

Other Clarifications and Qualification:
- When the ILEC processes orders for a CLEC via different interfaces (e.g., ASR and EDI) then the preceding measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
- Automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise, is considered the equivalent of the return of a completion notice to the CLEC.

Calculation:
Σ (Date and Time of Notice of Completion Issued to the CLEC) – (Date and Time of Work Completion by ILEC) /

(Number of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate (in development-expected release date 08/15/99 reporting)

Level of Disaggregation:

- Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval
- Reported in categories of <10 line/circuits; > 10 line/circuits
- ~~Product Reporting Levels~~
    - ~~POTS - Residence~~
    - ~~POTS - Business~~
    - ~~DESIGN~~
    - ~~PBX~~
    - ~~CENTREX~~
    - ~~ISDN~~
    - ~~UNE 2 Wire Loop with NP (Design and Non-Design)~~
    - ~~UNE 2 Wire Loop without NP (Design and Non-Design)~~
    - ~~UNE Loop Other with NP (Design and Non-Design)~~
    - ~~UNE Loop Other without NP (Design and Non-Design)~~
    - ~~UNE Other (Design and Non-Design)~~
    - ~~Switching (Under development)~~
    - ~~Local Transport (Under development)~~
    - ~~Combos (Under development)~~
    - ~~NP (Under development as separate category)~~
    - ~~Local Interconnection Trunks~~
- Standard Service Groupings (See Appendix A)
- Standard Service Order Activities (See Appendix A)
- Company
- Interface Type
    - ➢ Geographic Scope
    - ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Average Completion Notice Interval- Continued)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Work Completion Date • Work Completion Time • Completion Notice ~~Availability~~ Delivery Date • Completion Notice ~~Availability~~ Delivery Time • Service Type • Activity Type • Geographic Scope • Interface Type • Status Type (Rejection, FOC, Jeopardy Type, Completion Notice) • Standard Order Activity • Order Due Date **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• • Report Month • Service Order Number • Work Completion Date • Work Completion Time • Completion Notice ~~Availability~~ Delivery Date • Completion Notice ~~Availability~~ Delivery Time • Service Type • Standard Order Activity ~~Type~~ • Geographic Scope • Interface Type • Status Type (Rejection, FOC, Jeopardy Type, Completion Notice) • Average Status interval • Standard error of status interval • Number of Orders Reflected In Result • Number of Statuses Provided **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:
Retail Analog If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • no less than 97% of order completions in any category are returned within 30 minutes of work completion

PROVISIONING

Report/Measurement:
Coordinated Customer Conversions

Definition:
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch termination connector and cross connect it to a CLEC's equipment termination connector. This measurement applies to service orders with and without NP, and where the CLEC has requested BST to provide a coordinated cutover.

Exclusions:
~~Any order canceled by the CLEC will be excluded from this measurement.~~ ~~Delays due to CLEC following disconnection of the unbundled loop~~ • ~~Unbundled Loops where there is no existing subscriber loop~~ • None

Business Rules:
~~Where the service order includes NP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.~~ Average Coordinated Conversion Interval: The elapsed time between the disconnection of an access line (for a retail customer of the ILEC) from the switch port of the ILEC to the time that the ILEC finishes both the physical work necessary to re-terminate the loop (at the point of re-termination specified by the CLEC) and receives CLEC confirmation that electrical continuity exists. The elapsed time is accumulated for the reporting period and divided by the number of loops that were re-terminated on a coordinated basis.

Calculation:
~~Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop Items for the reporting period.~~ Σ[(Date & Time Re-termination is Completed by ILEC) – Date & Time of Initial Service Interruption (disconnect for Customer Transferring Service)]/(Count of Completed Coordinated Conversions in Reporting Period)

Report Structure:
• CLEC Specific • CLEC Aggregate •

Level of Disaggregation:
• Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval ~~Product Reporting Levels~~ 　　~~UNE Loops without NP~~ 　　~~UNE Loops with NP~~ • Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Standard Service Groupings (Appendix A) • Standard Service Order Activities (See Appendix A) • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services) 　　➤ Geographic Scope 　　　➤ State, Region, and further geographic disaggregation as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number • Committed Due Date ~~(DD)~~ • Service Type ~~(CLASS_SVC_DESC)~~ • Cutover Start Date & Time	• ~~No BST Analog Exists~~ • Report Month • Number of Early Conversions • Total Number of Conversions • Average Conversion Interval

•   Cutover Completion <u>Date & t</u>Time   •   Standard Error of Conversion Interval •   Portability start and completion times (NP Orders)   •   Geographic Scope •   Total Items   •   Volume Category

<table>
<tr>
<td>

-   Cutover Completion <u>Date & t</u>Time
-   Portability start and completion times (NP Orders)
-   Total Items
- Order Activity
- Geographic Scope
- Volume Category
- Record Type or Invoice Type
- Number of Records With Errors

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

</td>
<td>

- Standard Error of Conversion Interval
- Geographic Scope
- Volume Category
- Record Type or Invoice Type
- Number of Records With Errors
-    Number of Records Created

</td>
</tr>
</table>

Retail Analog/Benchmark:

There is no retail analog for this measurement because it measures cutting loops to the CLEC.
   Benchmark under development.
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
•   98% of coordinated cutovers have ILEC and CLEC work completed within 5 minutes of one another and 100%
      within 15 minutes.

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity

Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.

Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders

Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect. **For CLEC Results:** Percent Troubles Within 30 Days of Installation: The results are computed by accumulating the number of trouble tickets submitted by a CLEC to the ILEC for a service arrangement that had at least one install or service order activity within the 30 calendar days preceding the creation of the current trouble ticket. The count of troubles is divided by the count of service-affecting orders completed by the ILEC for the CLEC during the report period. Non-parity results for Percent Trouble Rate within 30 Days of Install and Other Order Activity may require further reporting to determine root cause issues. For instance, reports on whether facilities provided on new installations tested to industry standard per interconnection contract, tariff or regulatory requirements may be required if results indicate a poorer performance of facilities and supporting network equipment provided to CLECs. ILECs also may need to cooperate with CLECs on comparative mechanized line testing (through respective ILEC and CLEC switches) of the transmission quality of ILEC loops versus CLEC unbundled loops obtained from the ILEC. Reporting dimensions of copper versus fiber deployment may show that CLEC install troubles result from a disparity in use of underlying transmission media for install of ILEC vs. CLEC facilities. The broadening of the measure to include more than just new installs will detect new service activations (hunt group changes, other feature additions) that cause troubles versus network transmission quality. **For ILEC Results:** Calculations are similar to those for CLECs.

Calculation:
% Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on all completed ~~orders~~ lines ≤ 30 days following service order(s) completion) / (All Service Orders completed in the ~~calendar month~~report period) X 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:

• Reported in categories of <10 line/circuits; > 10 line/circuits
• Dispatch / No Dispatch
~~☐Product Reporting Levels~~
    ~~☐POTS - Residence~~
    ~~☐POTS - Business~~
    ~~☐DESIGN~~

~~☐PBX~~
~~☐CENTREX~~
~~☐ISDN~~
~~☐UNE 2 Wire Loop with NP (Design and Non-Design)~~
~~☐UNE 2 Wire Loop without NP (Design and Non-Design)~~
~~☐UNE Loop Other with NP (Design and Non-Design)~~
~~☐UNE Loop Other without NP (Design and Non-Design)~~
~~☐UNE Other (Design and Non-Design)~~
~~☐Switching (Under development)~~
~~☐Local Transport (Under development)~~
~~☐Combos (Under development)~~
~~☐NP (Under development as separate category)~~
~~☐Local Interconnection Trunks~~
- Standard Service Groupings (See Appendix A)
- Company
  - ➤ Geographic Scope
  - ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • CLEC Ticket Number • Ticket Submission Time • Ticket Submission Date • Trouble Resolution Time • Trouble Resolution Date • Service Type (See Appendix 1) • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • Service Type (See Appendix 1) • Trouble Type • Number of Tickets • Number of Service Access Lines

Retail Analog/Benchmark:

CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Design / BST Design
CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN
Interconnection Trunks-CLEC / Interconnection Trunks –BST
UNEs-Retail Analog (Under Development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- Less than 0.5% of lines, by service type, regardless of disposition and cause, experience a trouble in a report period for both the "trouble rate" and "percent troubles on new installations and order activity measures."

PROVISIONING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement :
Total Service Order Cycle Time (TSOCT)   (under development 3Q99)
Definition:
This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services • (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.
Business Rules:
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
Total Service Order Cycle Time (under development)
Report Structure: .
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

• ISDN Orders included in Non Design - GA Only
• Dispatch/No Dispatch categories applicable to all levels except trunks.
• Intervals under development
• Product Reporting Levels
  ➢ Interconnection Trunks
  ➢ POTS – Residence
  ➢ POTS – Business
  ➢ DESIGN
  ➢ PBX
  ➢ CENTREX
  ➢ ISDN
  ➢ UNE 2 Wire Loop with NP (Design and Non-Design)
  ➢ UNE 2 Wire Loop without NP (Design and Non-Design)
  ➢ UNE Loop Other with NP (Design and Non-Design)
  ➢ UNE Loop Other without NP (Design and Non-Design)
  ➢ UNE Other (Design and Non-Design)
  ➢ Switching   (Under development)
  ➢ Local Transport (Under development)
  ➢ Combos (Under development)
  ➢ NP (Under development as separate category)
  ➢ Local Interconnection Trunks
➢ Geographic Scope
  ➢ State, Region and further geographic disaggregation as required by State Commission Order

PROVISIONING – (Total Service Order Cycle Time (TSOCT) – Continued

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Interval for FOC • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • -Service Type • Geographic Scope
Retail Analog/Benchmark	
Under development (BST retail analog available at this time would be Average Completion Interval)	

MAINTENANCE & REPAIR
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Missed Repair Appointments
Definition:
The percent of trouble reports not cleared by the committed date and time.
Exclusions:
• Trouble tickets canceled at the CLEC request.   • BST trouble reports associated with internal or administrative service.   • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Business Rules:
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.
Calculation:
Percentage of Missed Repair Appointments =Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100
Report Structure:
• CLEC Specific   • CLEC Aggregate   • BST Aggregate
Level of Disaggregation:

ISDN Troubles included in Non-Design – GA ONLY
 • Product Reporting Levels
     ➢ POTS – Residence, Business
     ➢ Design
     ➢ PBX, CENTREX and ISDN
     ➢ UNE 2 Wire Loop (Design and Non – Design)
     ➢ UNE Loop Other (Design and Non Design)
     ➢ UNE Other (Design and Non – Design)
     ➢ Switching, Local Transport and Combos (under development)
     ➢ Local Interconnection Trunks
 • Dispatch/No Dispatch categories applicable to all product levels
 • Geographic Scope
     ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

header found in the raw data file.	
Retail Analog/Benchmark	
CLEC Residence-Resale / BST Residence-Retail	
CLEC Business-Resale / BST Business-Retail	
CLEC Design-Resale / BST Design-Retail	
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail	
CLEC Trunking-Resale / BST Trunking-Retail	
UNEs - Retail Analog (under development at this time.)	

MAINTENANCE & REPAIR

Report/Measurement:
Customer Trouble Report Rate
Definition:
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.
Exclusions:
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with administrative service. • ~~Customer provided Equipment (CPE) troubles or CLEC equipment troubles.~~ • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring • Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers) • Tickets used to track referrals of misdirected calls
Business Rules:
~~Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.~~ **For CLEC Results:** The frequency of trouble metric is computed by accumulating, by standard service grouping and disposition and cause, the total number of maintenance tickets logged by a CLEC (with the ILEC) during the reporting period. The resulting number of tickets for each trouble type is accumulated within each standard service grouping, and trouble type is divided by the total number of "service access lines" existing for the CLEC at the end of the report period **For ILEC Results:** Same calculation as for the CLEC with the clarifications provided below. **Other Clarifications and Qualification:** • Unbundled loops or UNE combinations involving unbundled loops would be counted as a "service access line." • A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters. • See the "Time to Restore" measurement for a discussion of the ILEC equivalent of "trouble tickets" and "trouble logging".
Calculation:
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate.
Level of Disaggregation:
~~ISDN Troubles included in Non Design — GA Only~~ ~~Product Reporting Levels~~ ~~POTS Residence and Business~~ ~~Design~~ ~~PBX, CENTREX, and ISDN~~ ~~UNE 2 Wire Loop (Design and Non Design)~~ ~~UNE Loop Other (Design and Non Design)~~ ~~UNE Other (Design and Non Design)~~ ~~Switching, Local Transport, and Combos (under development)~~

~~Local Interconnection Trunks~~
- Standard Service Groupings (See Appendix A)
- Company
- Trouble Types (See Appendix A)
  - Dispatch/No Dispatch categories applicable to all product levels
  - Geographic Scope
    - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report Month - CLEC Company Name - CLEC Ticket Number - Ticket Submission Date & Time (TICKET_ID) - Ticket Completion Date (CMPLTN_DT) - Trouble Resolution Time - Trouble Resolution Date - Service Type (CLASS_SVC_DESC) - Disposition and Cause (CAUSE_CD & CAUSE_DESC) # Service Access Lines in Service at the end of period - Geographic Scope - WTN or CKTID (a unique identifier for elements combined in a service configuration) - Trouble Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	- Report Month - BST Company Code - Ticket Submission Date & Time - Ticket Completion Date - Service Type - Disposition and Cause (Non-Design / Non-Special Only) - Trouble Code (Design and Trunking Services) # Service Access Lines in Service at the end of period - Geographic Scope - Number of Tickets - Trouble Type - Number of Tickets - Number of Service Access Lines

Retail Analog/Benchmark:

CLEC Residence-Resale / BST Residence -Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- Less than 0.5% of lines, by service type, regardless of disposition and cause, experience a trouble in a report period for both the "trouble rate" and "percent troubles on new installations and order activity measures."

MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration

Definition:

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions:

- Trouble reports canceled at the CLEC request
- BST trouble reports associated with administrative service
- ~~Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles.~~
- ~~Trouble reports greater than 10 days~~
- Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring
- Subsequent Reports (additional reports on an already open ticket)
- Any trouble type tracking that parties agree are technically unfeasible or operationally prohibitive
- A trouble ticket created for tracking and/or monitoring requests for clarifying information (e.g. confirmation of customer ownership from CLEC support centers.
- Tickets used to track referrals of misdirected calls

Business Rules:

- For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops ~~on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).~~ when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.

For CLEC Results:

Mean Time To Restore: The restoral interval for resolution of customer requested maintenance and repair is the elapsed time, measured in hours and tenths of hours, measured from the CLEC submission of a customer trouble to the ILEC, regardless of the ultimate resolution of the trouble, to the time the ILEC returns a valid trouble resolution notification to the CLEC. The elapsed time is accumulated by service type and trouble disposition for the reporting period. The accumulated time is divided by the count of maintenance tickets reported as resolved by the ILEC (by service type and trouble type) during the report period.

For ILEC Results:

Same computation as for the CLEC.

Other Clarifications and Qualification:

- Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis. The time is measured in hours and hundredths of hours rounded to the nearest hundredth hour.
- Multiple reports for the same customer service are treated as the same incident only when a subsequent report is received for a customer service arrangement that already has an open ticket.
- "Restore" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable.
- A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters.
- A trouble ticket or trouble report is any record (whether paper or electronic) used by the ILEC for the purpose of monitoring action and disposition of a service repair or maintenance situation.
- ILEC acceptance of a trouble by the call receipt agent is considered equivalent to the CLEC logging or submitting a trouble to the ILEC.
- The ILEC closure of a trouble ticket (whether automatic or manual) is considered equivalent to returning a trouble resolution notice to the CLEC.

Calculation:

Maintenance Average Duration = Σ(Date and Time of ~~Service Restoration~~Trouble Ticket Resolution Returned to

CLEC) – (Date and Time Trouble Ticket was ~~Opened~~Referred to ILEC) / Σ(Total Closed Troubles Tickets Resolved in the reporting period)

Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only
~~☐Product Reporting Levels~~
    ~~☐POTS - Residence and Business~~
    ~~☐Design~~
    ~~☐PBX, CENTREX, and ISDN~~
    ~~☐UNE 2 Wire Loop (Design Non – Design)~~
    ~~☐UNE Loop Other (Design Non – Design)~~
    ~~☐UNE Other (Design Non – Design)~~
    ~~☐Switching, Local Transport and Combos (under development)~~
    ~~☐Local Interconnection Trunks~~
• Dispatch/No Dispatch categories applicable to all product levels
• Standard Service Groupings (See Appendix A)
• Trouble Types (See Appendix A)
• Geographic Scope
    ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

DATA RETAINED RELATING TO CLEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• Report Month • CLEC Ticket Number • Total Tickets ~~(LINE_NBR)~~ • CLEC Company Name • Ticket Submission Date & Time ~~(TIME_ID)~~ • Ticket Completion Date & Time ~~(CMPLTN_DT~~ • Trouble Resolution Date & Time • Service Type ~~(CLASS_SVC_DESC)~~ • Disposition and Cause ~~(CAUSE_CD &~~ ~~CAUSE_DESC)~~ • Geographic Scope • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type (See Appendix 1) **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope • Standard Error for the Average Restoral Interval • Trouble Type (See Appendix 1)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time) If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

1. Out of Service conditions where dispatch is required:
    - >90% resolved within 4 hours
    - >95% resolved within 8 hours
    - >99% resolved within 16 hours
2. Out of Service conditions where no dispatch is required:
    - >85% resolved within 2 hours
    - >95% resolved within 3 hours
    - >99% resolved within 4 hours
> all other troubles resolved within 24 hours

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • ~~Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.~~ • Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring. • Subsequent trouble report(s) on a maintenance ticket that has (have) not been reported as resolved (or closed) • Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers) • Tickets used to track referrals of misdirected calls.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report. **For CLEC Results:** The repeat trouble rate measure is computed by accumulating the number of instances where a trouble ticket is submitted by a CLEC to the ILEC for a service arrangement that had at least one prior trouble ticket any time in the 30 calendar days preceding the creation of the current trouble ticket. The number of repeat troubles are accumulated for the reporting period by service type and trouble type. The count of repeat troubles, by service type, is divided by the count of initial trouble reports (by service type) received during the report period. **For ILEC Results:** Same computation as for CLECs. **Other Clarifications and Qualification:** • Unbundled loops or UNE combinations involving and unbundled loops are considered a "service access line". • A trouble is "resolved" when the ILEC issues notice to the CLEC that the Customer's service is restored to normal operating parameters. • The "same service arrangement" means a trouble report being reported for the same telephone number or the same circuit identifier. • The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports ~~Closed~~ in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only
• ~~Product Reporting Levels~~
  ‐ ~~POTS Residence and Business~~
  ‐ ~~Design~~
  ‐ ~~PBX, CENTREX and ISDN~~
  ‐ ~~UNE 2 Wire Loop (Design and Non – Design)~~
  ‐ ~~UNE Loop Other (Design and Non – Design)~~

~~UNE Other (Design Non - Design)~~
~~Switching, Local Transport and Combos (under development)~~
➤ ~~Local Interconnection Trunks~~
- Standard Service Grouping (See Appendix A)
- Company
- Trouble Types (See Appendix A)
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  ➤ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE

• Report Month
• Total Tickets ~~(LINE_NBR)~~
• CLEC Company Name
• Ticket Submission Date & Time ~~(TICKET_ID)~~
• Ticket Completion Date & Time ~~(CMPLTN_DT)~~
• Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT)
• Service Type
⊟Disposition and Cause ~~(CAUSE_CD & CAUSE_DESC)~~
• Geographic Scope
  • CLEC Ticket Number
  • Service Type
• WTN or CKTID (a unique identifier for elements combined in a service configuration)
  • Trouble Type
 	
NOTE: Code parentheses is the corresponding header format found in the raw data file.
	• Report Month
	• Total Tickets
	• BST Company Code
	• Ticket Submission Date
	• Ticket Submission Time
	• Ticket Completion Date
	• Ticket Completion Time
	• Total and Percent Repeat Trouble Reports within 30 Days
	• Service Type
	• Disposition and Cause (Non – Design/ Non-Special only)
	• Trouble Code (Design and Trunking Services)
	• Geographic Scope

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence-Retail CLEC Business- Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale / BST Trunking-Retail UNEs - Retail Analog (under development at this time) If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Less than 1% of trouble reports, by service type, experience a repeat report, regardless of the trouble disposition, within a 30-day period.

MAINTENANCE & REPAIR
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Out of Service (OOS) > 24 Hours

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

Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

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

Calculation:
Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100

Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate.

Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only • Product Reporting Levels ➢ POTS Residence and Business ➢ Design ➢ PBX and CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non – Design) ➢ UNE Loop Other (Design and Non – Design) ➢ UNE Other (Design and Non – Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:
• CLEC Residence-Resale / BST Residence- Retail
• CLEC Business- Resale / BST Business-Retail
• CLEC Design-Resale / BST Design-Retail
• CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
• CLEC Trunking-Resale /BST Trunking- Retail
• UNEs Retail Analog (under development at this time.)

MAINTENANCE & REPAIR

Report/Measurement:
OSS Interface Availability
Definition:
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.
Exclusions:
None
Business Rules:
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems. **For CLEC Results:** Percent System Availability: The total "number of hours functionality was scheduled to be available" is the cumulative number of hours (by date and time on a 24-hour clock) over which the ILEC planned to offer and support CLEC access to ILEC OSS functionality during the reporting period. The ILEC must provide a minimum advance notice of one reporting period regarding availability plans and such plans must be interface-specific. If scheduled availability is not provided with at least one report period's advance notice, then the default availability for the subsequent reporting period will be seven days per week, 24 hours per day. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the ILEC gateway or interface is capable of accepting CLEC transactions or data files for processing in the gateway / interface and supporting OSS. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. The "Percent system availability" measure is required for each unique interface type offered by the ILEC. **For ILEC Results:** Each OSS of the ILEC that is employed in the support of CLEC operations must first be identified by supported functional area (e.g., pre-ordering, ordering and provisioning, repair and maintenance and billing) with such mapping disclosed to the CLECs. The "available time" and "scheduled available time" is gathered for each of the identified ILEC OSS during the report period. The OSS function availability is computed based upon the weighted average availability of the subtending support OSS. That is, the available time for each OSS supporting a functional area is accumulated over the report period and then divided by the summation of the scheduled available time for those same supporting OSS. **Other Clarifications and Qualification:** • The ILEC analogs for this performance measure are the internal measures of system downtime (or up time) typically established between the ILEC Systems Management Organization and the client organizations. • OSS scheduled and available time may be utilized in the computation of more than one functional area. • Parity exists if the CLEC "Percent system availability" > ILEC function availability for the functionality accessed by the CLEC. • "Capable of accepting" must have a meaning consistent with the ILEC definition down time, whether planned or unplanned, for internal ILEC systems having a comparable potential for customer impact. • Time is measured in hours and tenths of hours rounded to the nearest tenth of an hour.
Calculation:
OSS Interface Availability = (~~Actual System~~ Number of Hours Functionality is Availab~~ility~~ to CLECs During Report Period) / (~~Actual planned System~~ Number of Hours Functionality was Scheduled to be Availab~~ility~~ During the Report Period) X 100
Report Structure:
•   CLEC Specific   •   CLEC Aggregate

- BST Aggregate
- BST/CLEC

Level of Disaggregation:

- Company
- Interface type offered for each functional area
- Business Period (8:00AM to 8:00PM local time versus 8:00PM to 8:00AM , weekends and holidays)
- Region

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Availability of CLEC TAFI - Availability of LMOS HOST, MARCH and SOCS - CRIS, PREDICTOR, LNP, and OSPCM (under development at this time) - Report Month - Interface Type (Identifies each unique interface available to CLECs) - Business Period - Scheduled Hour Available - Actual Hours Available	- Availability of BST TAFI - Availability of LMOS HOST, MARCH and SOCS - Report Month - Functionality Identification - Business Period - Percent Availability of Functionality

Retail Analog/Benchmark:

Parity by design; Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Less than 0.1% of unplanned down time, by interface type, during either business period.

MAINTENANCE & REPAIR

Report/Measurement:
OSS Response Interval and Percentages

Definition:
~~The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.~~ Maintenance customer service agents must obtain real-time information in order to log customer troubles. In Maintenance information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Because customers already may be dissatisfied when they report a trouble, it is critical that the CLEC be perceived as equally competent, knowledgeable and fast as and ILEC customer service agent. This measure is designed to monitor the time required for CLECs to obtain maintenance information necessary to log trouble reports. Comparisons to ILEC results indicate whether a CLEC has an equal opportunity to deliver a comparable customer experience when a retail customer calls the CLEC with a service inquiry.

Exclusions:
Queries received during scheduled system maintenance time.

Business Rules:
~~This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.~~

For CLEC Results:
The response interval for each query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data (or reject notification) to the CLEC. Elapsed time is accumulated for each major query or transaction type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period.

For ILEC Results:
The ILEC computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:
- The elapsed time for an ILEC query is measured from the point in time when the ILEC customer service agent submits the request for identical or similar information into the ILEC OSS until the time when the ILEC OSS returns the requested information to the ILEC customer service agent.
- Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.
- Elapsed time is to be measured through automated rather than manual monitoring and logging.
- The ILEC service agent entry of a request for repair information (to the ILEC OSS) is considered to be the equivalent of the ILEC receipt of a query from the CLEC.
- The ILEC OSS return of information to the ILEC customer service agent, whether in hard copy or by display on a terminal, is considered equivalent to the return of requested information to the CLEC.

Calculation:
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, ≥ 4 to 10, ≥ 10, ≥ 30 seconds.

Report Structure:
- CLEC   - BST Residence   - BST Business (BST Total is under development at this time) by interface for each legacy system and function as appropriate.

Level of Disaggregation:
• Company

| • Interface Type |
| • Pre-Ordering Query Types (See Appendix A) |
| • Maintenance Query Types (See Appendix A) — |
| • Region |

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• CLEC Transaction Intervals • Report Month • Interface Type (specific to pre-ordering or maintenance and repair) • Query Identifier (e.g., unique tracking number) • Query Receipt Date by ILEC • Query Receipt Time by ILEC • Query Type (per reporting dimension) • Response Return Date • Response Return Time	• BST Business and Residence transaction Intervals • Report Month • Interface Type • Query Type (per reporting dimension) • Mean response interval • Query Count • Standard error of the mean response interval

Retail Analog/Benchmark:

Retail Analog
Audit Verification

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation, then result(s) related to the CLEC operation should meet or exceed the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
  • The response interval will be less than or equal 2 seconds for 98% of the CLEC's queries received by the ILEC during the reporting period and no query will take longer than 5 seconds.

MAINTENANCE & REPAIR

Report/Measurement:
Average Answer Time – Repair Centers
Definition:
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.
Exclusions:
None
Business Rules:
~~This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.~~
For CLEC Results:
Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the ILEC call management system until the CLEC call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance. The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. The accumulated elapsed time is divided by the count of calls transferred to ILEC agents for accuracy.
For ILEC Results:
Mean Time to Answer Calls: Speed of Answer, as it relates to the ILEC, will be measured in an identical manner as described for the CLEC. The results for the ILEC business office operations and its repair bureau operations should be separately accumulated, computed and retained. If further distinctions are made or more discrete tracking is performed within the ILEC call receipt centers (e.g., by business and residence), then results should be reported at the lowest possible level of detail. Where call receipt for such operations are commingled and inseparable, then only a single result for each measure will be generated and serve as the comparative result for both the CLEC repair support and the CLEC provisioning support results.
Other Clarifications and Qualification:
• Speed of Answer minimum service standards, established in many states for business office, maintenance center, and/or operator services represent a similar ILEC measure and are derived from identical data (although the result displayed may be in comparison to a pre-established standard performance minimum).
• For ILEC and CLEC calls, an ILEC Agent answering and placing the caller on hold does not stop timing for purposes of the speed of answer interval.
• An interactive voice response (IVR) unit does not stop the timing for purposes of the speed of answer interval. For a call to be considered answered, the live ILEC Agent must handle the CLEC request.
• Results may be reported for the CLEC industry in aggregate to the extent that separate carrier-specific support centers are not provided. If separate centers are provided (either for an individual CLEC or a group of CLECs) then results should be gathered and supplied for each center and reported to the CLEC(s) based upon the center providing the specific CLEC's support.
If the ILEC call management technology cannot measure speed of answer on a call-specific basis, then an alternate methodology that simulates speed of answer based upon the average time for component parts of the call (e.g., queue to IVR + IVR to queue + queue to agent answer) can be utilized by mutual consent of the ILEC and CLECs.
Level of Disaggregation:
• Region. CLEC/BST Service Centers and BST Repair Centers are regional.
• Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)
Calculation:
~~Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)~~
Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)]/(Total Calls

Answered by Center)	
Report Structure:	
• CLEC Aggregate	
• BST/CLEC Aggregate	
DATA RETAINED RELATING TO CLEC EXPERIENCE	**DATA RETAINED RELATING TO BST EXPERIENCE**
• CLEC Average Answer Time	• BST Average Answer Time
• Month	• Month
• Center Identifier	• Center Identifier
• Center Type	• Center Type
• Standard Error for Mean Speed of Answer	• Standard Error for Mean Speed of Answer
Retail Analog/Benchmark:	
Retail Analog	
Audit Verification	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC's operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:	
• Greater than 95% of calls, by center, are answered within 20 seconds.	
• All calls are answered within 30 seconds.	

BILLING
AT&T Proposes That This Measure Be Replaced By The Following Measures:
- **Percent Mechanized Billing Format Accuracy**   **NB-5**
- **Percent Process Accuracy of Current Billing Activity**   **NB-6**
- **Percent Switched Local Billing Accuracy**   **NB-7**

Report/Measurement:
Invoice Accuracy
Definition:
This measure provides the percentage accuracy of the billing invoices rendered to CLECs during the current month.
Exclusions:
• Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer).
Business Rules:
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. This bill verification process draws from a mix of different customer billing options and types of service. An end-to-end process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.
Calculation:
Invoice Accuracy = (Total Billed Revenues during current month) - (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100
Report Structure:
☐CLEC Specific
☐CLEC Aggregate
• BST Aggregate
Level of Disaggregation :
☐Product / Invoice Type
☐Resale
☐UNE
☐Interconnection
☐Geographic Scope
➢ Region

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
☐Report Month	☐Report Month
☐Invoice Type	☐Invoice Type
☐	☐CRIS
☐Total Billed Revenue	☐CABS
• Billing Related Adjustments	☐Total Billed Revenue
	• Billing Related Adjustments

Retail Analog/Benchmark
Retail Analog

BILLING
AT&T Proposes That This Measure Be Replaced By The Following Measures:

- **Percent On-Time Mechanized Local Services Invoice Delivery**   **NB-8**
- **Percent On-Time Service Order Billing**   **NB-9**
- **Percent On-Time Correction/Adjustment D**   **NB-10**
- **Percent On-Time Switched Local Charges**   **NB-11**

Report/Measurement:
Mean Time to Deliver Invoices
Definition:
This measure provides the mean interval for billing invoices
Exclusions:
Any invoices rejected due to formatting or content errors.
Business Rules:
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.
Calculation:
Mean Time To Deliver Invoices = Σ [(Invoice Transmission Date) - (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)
Report Structure:
☐CLEC Specific
☐CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
☐Product / Invoice Type
☐Resale
☐UNE
☐Interconnection
☐Geographic Scope
➢ Region

DATA RETAINED RELATING TO CLEC EXPERIENCE:	**DATA RETAINED RELATING TO BST PERFORMANCE:**
☐Report Month	☐Report Month
☐Invoice Type	☐Invoice Type
☐	☐CRIS
☐Invoice Transmission Count	☐CABS
• Date of Scheduled Bill Close	☐Invoice Transmission Count
	• Date of Scheduled Bill Close

Retail Analog/Benchmark:
CRIS-based invoices will be released for delivery within six (6) business days
CABS-based invoices will be released for delivery within eight (8) calendar days.

BILLING

Report/Measurement:
Usage Data Delivery Accuracy

Definition:
This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.

Exclusions:
None

Business Rules:

For CLEC Results:
The completeness of content, accuracy of information/charges and conformance of formatting will be determined based upon the terms of the individual CLEC interconnection agreements with the ILECs. The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. The measurement is expressed as a ratio (expressed as a percentage) of accurate records/charges to the total records/charges delivered.

For ILEC Results:
The computation for the ILEC is identical to that described for the CLEC. The usage accuracy determination is based upon comparison of the usage records, following format conversion to the EMR (or equivalent) format as compared to the internally established content and formatting requirements.

Other Clarifications and Qualification:
- The usage accuracy measures identified here are similar to the type of measures that ILECs commonly institute in service contracts with long distance service suppliers who use ILEC billing services.

Calculations:
Usage Data Delivery Accuracy = Σ [(Total number of usage ~~data packs sent~~ records delivered during current ~~month~~ reporting period that reflected complete information content and proper formating) ~~(Total number of usage data packs requiring retransmission during current month)~~] / (Total number of usage ~~data packs sent~~ records transmitted during ~~current month~~ reporting period) X 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:

• Product / Invoice Type
  ➤ Resale
  ➤ UNE
  ➤ Interconnection
• Geographic Scope
  ➤ Region
• Company

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:

• Report Month
• Record Type
  ➤ BellSouth Recorded
  ➤ Non BellSouth Recorded
Number of Records With Errors
Number of Records Delivered
	• Report Month
	• Record Type
	• Number of Records With Errors
	• Number of Records Created

Retail Analog/Benchmark:
Retail analog If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: •   Greater than 98% of usage records transmitted, by usage type, reflect the agreed upon format and contain complete information.

BILLING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Usage Data Delivery Completeness
Definition:
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for ~~biling~~billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.
Exclusions:
None
Business Rules:
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.
Calculation:
Usage Data Delivery Completeness = Σ(Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date) / Σ(Total number of Recorded usage records delivered during the current month) X 100
REPORT STRUCTURE
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
➢   • Geographic Scope   ➢ Region

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Monthly • Record Type

Retail Analog/Benchmark:
Retail Analog

BILLING
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Usage Data Delivery Timeliness
Definition:
This measurement provides percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.
Exclusions:
None
Business Rules:
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.
Calculation:
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100
Report Structure:
• CLEC Aggregate • CLEC Specific • BST Aggregate
Level of Disaggregation:
• • Geographic Scope   ➢ Region

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:

• Report Month
• Record Type
  ➢ BellSouth Recorded
  ➢ Non-BellSouth Recorded
	• Report Monthly
	• Record Type

Retail Analog/Benchmark:
Retail Analog

BILLING

Report/Measurement:
Mean Time to Deliver Usage

Definition:
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions:
None

Business Rules:
The purpose of this measurement is to demonstrate the average number of days it takes to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

For CLEC Results:

Usage Records: This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or by CLEC access customers (by the AMA recording equipment associated with the ILEC switch) and the time when the data set, in a compliant format, is successfully transmitted to the CLEC. For each usage record, the calendar date and time of usage recording is compared to the calendar date and time of successful completion of data set transmission to the CLEC. The number of hours and tenths of hours elapsed between message recording and data set transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each usage record with the resulting total number of hours accumulated being divided by the number of complete usage records in all the data sets transmitted.

For ILEC Results: Identical computations are made for the ILEC with the clarifications provided below.

Other Clarifications and Qualification:

- The elapsed time for delivery of ILEC usage records is measured from the time of message recording, as captured on the ILEC's AMA tape, to the time the AMA tape is converted to billing format (EMR format or equivalent).
- Mean time to deliver usage records is to be reported separately for end user usage and access related usage.

Calculation:
~~Mean Time to Deliver Usage = Σ (Record volume X estimated number of days to deliver the Usage Record) / total record volume~~
Mean Time to Provide Recorded Usage Records ={ Σ[(Data Set Transmission Date)-(Date of Message Recording)]}/(Count of All Messages Transmitted in Reporting Period)

Report Structure:
• CLEC Aggregate • CLEC Specific • BST Aggregate

Level of Disaggregation:
• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services) • Geographic Scope   ➤ Region

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:

• Report Month
• Record Type
   ➤ BellSouth Recorded
   ➤ Non-BellSouth Recorded
• Mean Delivery Interval
• Standard Error of Delivery Interval
• Number of Messages or Invoices Delivered
	• Report Monthly
	• Record Type
	• Mean Delivery Interval
	• Standard Error of Delivery Interval
	• Number of Messages or Invoices Delivered

Retail Analog/Benchmark:
Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
 •   For usage records, separately for access usage and end user usage:
     1.   Greater than 99.9% records received within 24 hours or usage recording.
     2.   All usage is received within 48 hours of usage recording.
 •   100% of mechanized local services (Resale, UNE, UNE Combinations, Physical Interconnection) invoices received within 10 calendar days of bill cycle date.

OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Proposes One OS/DA Measure:
Mean Time To Answer With Separate Reporting For OS And DA

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None
Business Rules:
~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.~~ Mean Time To Answer: Speed of Answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC retail customer call into the ILEC call management system queue until the CLEC retail customer call is transferred to the ILEC personnel assigned to handling CLEC calls for assistance (whether DA or OS). The elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second.
Calculation:
~~The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.~~ **Mean Time To Answer =[Σ(Date and Time of Call Answer) – (Date and Time of Call Receipt)]/(Total Calls Answered on Behalf of the CLECs in Reporting Period)**
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
~~None~~ • Company • Operator Services By Center • Directory Assistance By Center • Directory Listings By Directory • Note: OS/DA Speed to Answer is to be CLEC-specific if technically feasible.
DATA RETAINED (ON AGGREGATE BASIS)
~~For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.~~ ◻~~Month~~ ◻~~Call Type (Toll)~~ • ~~Average Speed of Answer~~

DATA RETAINED RELATING TO CLEC EXPERIENCE:	DATA RETAINED RELATING TO BST PERFORMANCE:
• Month	• Month
• Type of Measurement (OS Calls, DA Calls or Directory Listing	• Type of Measurement (OS Calls, DA calls or Directory Listings)
• Center Identifier (or Directory ID for DL)	• Center Identifier (or Directory ID for DL)
• Mean Speed of Answer (OS & DA only)	• Mean Speed of Answer (OS & DA only)
• Standard Error for Mean Speed of Answer (OS	• Standard Error for Mean Speed of Answer (OS & DA

& DA only) • Number of Calls Answered (OS & DA only) • Directory Close Date (DL only) • List Availability Date (DL only)	only) • Standard Error for Mean Speed of Answer (OS & DA only) • Directory Close Date (DL only) • Listing Availability Date (DL only)

Retail Analog/Benchmark

Parity by Design

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- More than 90% of calls answered by a "live" agent, separately for OS and DA services, within 10 seconds.
- All calls answered by a Voice Response Unit, separately for OS and DA services, within 2 seconds.
  Directory Listing review time may be no more than 4 hours less than the ILEC's.

OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
• State
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
• Month
• Call Type (Toll)
• Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Proposes One OS/DA Measure:
Mean Time To Answer With Separate Reporting For OS And DA
See "Speed to Answer Performance/Average Speed to Answer – Toll"

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
DATA RETAINED (ON AGGREGATE BASIS)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

E911
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Timeliness = Σ (Number of batch orders processed within 24 hours ÷ Total number of batch orders submitted) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Levels of Disaggregation:
None
DATA RETAINED
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

E911
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ(Number of record individual updates processed with no errors ÷ Total number of individual record updates) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
DATA RETAINED
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

TRUNK GROUP PERFORMANCE
Note: AT&T Does Not Include This Measure In Its Proposal

Report/Measurement:
Trunk Group Service Report
Definition:
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.
Exclusions:
• Trunk groups for which valid traffic data is not available • High use trunk groups
Business Rules:
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.
Calculation:
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100
Report Structure:

• BST Aggregate
   ➤ CTTG
   ➤ Local
• CLEC Aggregate
   ➤ BST Administered CLEC Trunk
   ➤ CLEC Administered CLEC Trunk
• CLEC Specific
   ➤ BST Administered CLEC Trunk
   ➤ CLEC Administered CLEC Trunk

Level of Disaggregation:
State

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:
Retail Analog

TRUNK GROUP PERFORMANCE

Report/Measurement:
Trunk Group Service Detail
Definition:
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.
Exclusions:
~~Trunk groups for which valid traffic data is not available~~ • ~~High use trunk groups~~ • None.
Business Rules:
~~Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.~~ **For CLEC Results:** <u>Percent Call Completion: For determining outbound call blocking, the number of CLEC customer call attempts, where the customer dials a valid telephone number, is accumulated for the reporting period. The number of blocked call attempts experienced by CLEC customers, where a call to a valid telephone number was not completed by the network because of ILEC-controlled capacity limitations or other ILEC network trouble, also is accumulated during the reporting period. At the end of the reporting period, the total number of blocked attempts is divided by the total number of attempts, and the ratio is expressed as a percentage. For inbound calling, the results will measure calls originating on the ILEC's network and blocked from terminating on the CLEC's network.</u> **For ILEC Results:** <u>The approach is identical to that described for the CLEC, except that the network performance is measured only for representative ILEC service configurations.</u> **Other Clarifications and Qualifications:** <u>CLECs may agree to call completion reports in lieu of or in addition to blocking reports.</u>
Calculation:
<u>Measured Blocking = (Total number of blocked ~~calls~~ attempts (separate measure for inbound and outbound) during the busy hour / (Total number of attempted calls during busy hour) X 100</u>

Report Structure:	
• BST Specific ➤ Traffic Identity ➤ TGSN ➤ Tandem ➤ End Office ➤ Description ➤ Observed Blocking ➤ Busy Hour ➤ Number Trunks ➤ Valid study days ➤ Number reports ➤ Remarks	• CLEC Specific ➤ Traffic Identity ➤ TGSN ➤ Tandem ➤ CLEC POT ➤ Description ➤ Observed Blocking ➤ Busy Hour ➤ Number Trunks ➤ Valid study days ➤ Number reports ➤ Remarks

Level of Disaggregation:

- Trunk Capacity Type (DSO, DS1, DS3, etc.)
- Dedicated Trunk Groups
- Common Trunk Groups Where CLEC/LD Traffic Share Common ILEC Trunks.
- Common Trunk Groups where CLEC traffic traverses a separate common network from ILEC traffic.
- Availability of 7-digit call back-up to PSAP location
- E911/911 Trunk Groups
- OS/DA Trunk Groups
- By Switch (Serving CLEC) for CLEC
- By Switch (Serving CLEC) for ILEC
- Company
- Geographic Scope
  - State

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
- Report month - Total trunk groups - Total trunk groups for which data is available - Trunk groups with blocking greater than the MBT - Percent of trunk groups with blocking greater than the MBT - Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports - By Switch (Serving CLEC) for CLEC - Trunk Capacity Type - Trunk Group Identifier - Geographic Identifier - Busy Hour and Day - Calls Attempted - Calls Blocked	- Report month - Total trunk groups - Total trunk groups for which data is available - Trunk groups with blocking greater than the MBT - Percent of trunk groups with blocking greater than the MBT - Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports - By Switch (Serving CLEC) for ILEC - Trunk Capacity Type - Trunk Group Identifier - Geographic Identifier - Busy Hour and Day - Calls Attempted - Calls Blocked

Retail Analog/Benchmark:

Retail Analog

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

Engineering Parameters:
- Dedicated Trunk Groups: Not to exceed blocking standard of B.01
- Common Trunk Groups:
  (1) Where CLEC/LD traffic share common ILEC trunks: No more than 1% of end offices may have more than 2% blockage a month based on the Erlang-B.01 scale.
- Where CLEC traffic traverses a separate common network from LEC traffic: No more than 2% of end offices may have more than 2% blocking.

COLLOCATION

Report/Measurement:
Collocation/Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
~~☐Requests to augment previously completed arrangements~~ • Any application cancelled by the CLEC or CLEC requested delays
Business Rules:
~~The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.~~ **For CLEC Results:** Mean Time to Respond to Collocation Request: The response interval for each space request is determined by computing the elapsed time from the ILEC receipt of a collocation request (or inquiry) from the CLEC, to the time the ILEC returns the requested information or commitment to the CLEC. Elapsed time is accumulated for each type of collocation space request, and then divided by the associated total number of collocation requests received by the ILEC during the report period. **For ILEC Results:** The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog. **Other Clarifications and Qualifications:** • Elapsed time is measured in days and hours. • A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient). • Questions about the CLEC's collocation request also do not count as a "received response."
Calculation:
Average Response Time = Σ(Request Response Date) − (Request Submission Date) / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• Company • State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
~~**DATA RETAINED:**~~
~~☐Report period~~ • ~~Aggregate data~~

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC. • Request type (per reporting dimension)	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC • Response Date and Time

• Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Response Date and Time • Geographic Scope	• Committed Delivery Date and Time • Actual Delivery Date and Time • Geographic scope
Retail Analog/Benchmark:	
Under development If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • All responses must be provided in 5 business days unless contract/tariff interval is shorter.	

COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC or CLEC requested delays   ☐Bona Fide firm orders to augment previously completed arrangements   ☐Time for BST to obtain permits   • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.   **For CLEC Results:**   Mean Time To Provide Collocation Arrangements: The interval is the elapsed time from the ILEC's receipt of an order for collocation (from the CLEC) to the ILEC's return of a valid completion notification to the CLEC. Elapsed time for each order is then divided by the associated total number of collocation orders completed within the reporting period for each type of collocation. The measurement is similar to the Average Completion Interval for resold services and unbundled network element orders and could be reflected as a separate category of that measurement.   **For ILEC Results:**   The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog.   **Other Clarifications and Qualifications:**   • Elapsed time is measured in days and hours.   • A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient).   • Questions about the CLEC's collocation request also do not count as a "received response."
Calculation:
Average Arrangement Time = Σ(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted) / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate   • Aggregate of all CLECs
Level of Disaggregation:
• Company   • State, Region and further geographic disaggregation as required by State Commission Order   • Virtual   • Physical
DATA RETAINED:
☐Report period   • Aggregate data

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC. • Request type (per reporting dimension) • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Response Date and Time • Geographic Scope	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC • Response Date and Time • Committed Delivery Date and Time • Actual Delivery Date and Time • Geographic scope

Retail Analog/Benchmark:

Under development

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• All collocations must be provided within the applicable contract or tariff intervals.

COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC or CLEC requested delays ☐Bona Fide firm orders to augment previously completed arrangements ☐Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement. **For CLEC Results:** Percent Due Dates Missed: For each type of collocation, both the total numbers of orders completed within the reporting interval and the number of orders completed but missing the committed due date (as specified on the initial confirmation returned to the CLEC) are counted. The resulting count of orders completed later than the committed due date is divided by the total number of orders completed. The measurement is similar to the Percent Completed on Time for resold services and unbundled network element orders and could be reflected as a separate category within the Percent Completed on Time measurement. **For ILEC Results:** The ILEC computation is identical to that for the CLEC for provision of collocations to ILEC affiliates. Largely, however, tariff and contract standards will be the benchmarks that ILECs must meet for a parity determination. Their vast number of end offices compared to CLECs' switch deployment make it difficult to develop the appropriate analog. **Other Clarifications and Qualifications:** • Elapsed time is measured in days and hours. • A response to the collocation request will only be considered to be "received" if it is a thorough and actionable plan (i.e., a simple "yes" or "no" is not sufficient). Questions about the CLEC's collocation request also do not count as a "received response."
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• Company • State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
DATA RETAINED: ☐Report period • Aggregate data

DATA RETAINED RELATING TO CLEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Request Identifier (e.g., unique tracking number) • Date and Time of Request receipt by ILEC.	• Report Month • Request Identifier • Date and Time of Request Receipt by ILEC

• Request type (per reporting dimension)	• Response Date and Time
• Response Date and Time	• Committed Delivery Date and Time
• Committed Delivery Date and Time	• Actual Delivery Date and Time
• Actual Delivery Date and Time	• Geographic scope
• Response Date and Time	
• Geographic Scope	

Retail Analog/Benchmark:

Under development

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

• No less than 98% of commitments must be met for Physical, Virtual and other alternative collocation offerings.

Report/Measurement:
Percent Mechanized Billing Format Accuracy
Definition:
The purpose of this measurement is to monitor the accuracy of the mechanized billing format.
Exclusions:
• None
Business Rules:
The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records and invoices delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. If a sampling process is used to monitor accuracy, then the study results must be reconfirmed no less than quarterly.
Calculation:
Percent Mechanized Billing Format Accuracy = [(Total Number of Accurate Mechanized Local Bills)/(Total Number of Mechanized Local Bills Processed)] x 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Company • Invoice (resale, UNE or interconnection services) • Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Accurate Mechanized Local Bills • Number of Mechanized Local Bills	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Number of Messages or Invoices Delivered • Number of Accurate Mechanized Local Bills • Number of Mechanized Local Bills

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 99.5 Percent Of All Mechanized Bills Are Formatted Accurately.

Report/Measurement:
Percent Process Accuracy of Current Billing Activity
Definition:
The purpose of this measurement is to monitor the process accuracy of the current billing activity.
Exclusions:
• None
Business Rules:
Calculation:
Percent Process Accuracy of Current Billing Activity = {[(|Total Other Charges &Credits Billed Dollars|)+(|Total Detail Of Adjustments Billed Dollars|)]-(|Total Correction & Correction Adjustment Dollars|)}/[(|Total Other Charges & Credits Billed Dollars|)+(|Total DOA Billed Dollars|)] x 100
Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
• Company
• Invoice (resale, UNE or interconnection services)
• Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charges & Credits Billed Dollars • Adjustment Billed Dollars • Correction Adjustment Dollars	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Charges & Credits Billed Dollars • Adjustment Billed Dollars • Correction Adjustment Dollars

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Performance Standards In This Area Are Yet To Be Published.

Report/Measurement:
Percent Switched Local Billing Accuracy

Definition:
The purpose of this measurement is to monitor the switched local billing accuracy.

Exclusions:
• None

Business Rules:
The ILEC will establish a quality control process that is disclosed to CLECs and that is no less rigorous than the most rigorous quality monitoring established in the ILEC billing service contracts for long distance service providers. The quality monitoring process must be disclosed in advance and process auditing must be permitted. The records and invoices delivered by the ILEC must simultaneously meet the standards relating to content, accuracy and formatting in order to be counted as accurate. If a sampling process is used to monitor accuracy, then the study results must be reconfirmed no less than quarterly

Calculation:
Percent Switched Local Billing Accuracy = [(|Total Switched Billed Dollars|)-(|Switched Adjustment Dollars|)]/(|Total Switched Billed Dollars|) x 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Invoice (resale, UNE or interconnection services)
• Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Switched Billed Dollars • Switched Adjustment Dollars	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Switched Billed Dollars • Switched Adjustment Dollars

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Performance Standards In This Area Are Yet To Be Published.

Report/Measurement:
Percent On-Time Mechanized Local Services Invoice Delivery
Definition:
The purpose of this measurement is to monitor the percent of invoices successfully transmitted to the CLEC within 10 calendar days of the close of a bill cycle.
Exclusions:
• Any invoices rejected due to formatting or content errors
Business Rules:
This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. For each invoice, the calendar date of the scheduled close of Bill Cycle is compared to the calendar date that successful invoice transmission to the CLEC completes to determine the number transmitted within 10 calendar days. The number transmitted within 10 calendar days is divided by the number of complete invoices sent in the reporting period.
Calculation:
Percent On-Time Mechanized Local Services Invoice Delivery = [(Total Number of Mechanized Local Bills Received On Time)/(Total Number of Mechanized Local Bills Processed)] x 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Company • Invoice (resale, UNE or interconnection services) • Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Mechanized Local Bills Received On-Time • Number of Mechanized Local Bills	• Report Month • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created • Number of Mechanized Local Bills Received On-Time • Number of Mechanized Local Bills

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Mechanized Local Bills Received Within 10 Calendar Days, 98 Percent Of The Time.

Report/Measurement:
Percent On-Time Service Order Billing

Definition:
The purpose of this measurement is to monitor the percent of dollars on all service orders completed within 60 calendar days of the current bill date/cycle.

Exclusions:
• None

Business Rules:

Calculation:
Percent On-Time Service Order Billing = [(Sum of the Absolute Value of Timely Other Charges & Credits Dollars)/(Sum of the Absolute Value of Other Charges & Credits Billed Dollars)] x 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Invoice (resale, UNE or interconnection services)
• Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charged Dollars • Credit Dollars	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Charged Dollars • Credit Dollars

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• 98.0 Percent Of Dollars On All Service Orders Completed Within 60 Calendar Days Of The Current Bill.

Report/Measurement:
Percent On-Time Correction/Adjustment Dollars

Definition:
The purpose of this measurement is to monitor the adjustments or corrections which are implemented within 60 days of decision to grant adjustment or adjustment claim submission.

Exclusions:
• None

Business Rules:

Calculation:
Percent On-Time Correction/Adjustment Dollars = [(|Total Correction/Adjustment Dollars|)-(|Total Correction/Adjustment Dollars > 60 Calendar Days|)]/(|Total Correction/Adjustment Dollars|) x 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Invoice (resale, UNE or interconnection services)
• Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Correction/Adjustment Dollars	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Correction/Adjustment Dollars

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98.0 Percent Of Adjustments Or Corrections Implemented Within 60 Days Of Decision To Grant Adjustment Or Adjustment Claim Submission.

Report/Measurement:
Percent On-Time Switched Local Charges
Definition:
The purpose of this measurement is to monitor the on-time delivery of Switched Local Charges.
Exclusions:
• None
Business Rules:
Calculation:
Percent On-Time Switched Local Charges = [(Switched Local Charges)-(Switched Local Charges Billed>60 Calendar Days From Date Service Rendered)] x 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Company • Invoice (resale, UNE or interconnection services) • Region

DATA RETAINED RELATING TO ALEC EXPERIENCE	DATA RETAINED RELATING TO BST EXPERIENCE
• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered • Number of Charges > 60 Calendar Days From Date Service Rendered • Delivery Date of Switched Local Charges	• Report Month • Record Type or Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Number of Messages or Invoices Delivered

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98.0 Percent Of Switched Local Charges Billed Within 60 Calendar Days From Date Service Is Rendered .

Report/Measurement:
Acknowledgement Timeliness

Definition:
This measure is designed to monitor the rate at which the CLECs receive a timely acknowledgement from the ILEC after the submission of a Local Service Request.

Exclusions:
• None

Business Rules:
For CLEC Results: An acknowledgement is the first indicator that the Local Service Request has been received by the ILEC and is under analysis. Acknowledgement Timeliness is determined by computing the elapsed time (in minutes and seconds) from the ILEC receipt of a Local Service Request from the CLEC, to the time the ILEC returns the acknowledgement that a syntactically correct order has been received. Elapsed time is calculated for each acknowledgement. The acknowledgments that are returned within 15 Minutes are categorized in a manner consistent with the specified level of disaggregation, then divided by the associated total number of acknowledgements transmitted by the ILEC during the reporting period. **Other Clarifications and Qualification:** • When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement. • All intervals are measured in minutes and seconds rounded to the nearest second. • Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays. • "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.

Calculation:
Acknowledgement Timeliness = [(Date and Time Local Service Request is Received by the ILEC)-(Date and Time Acknowledgement of Syntactically Correct Local Service Request is Transmitted From the ILEC Gateway)]; [(Count of All Acknowledgements Transmitted Within 15 Minutes)/(Count of All Acknowledgements Transmitted in the Reporting Period)] X 100

Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized • State and Region • CLEC Specific • CLEC Aggregate

Level of Disaggregation:
• Interface Type • Standard Service Groupings (See Appendix A) • Standard Service Order Activities (See Appendix A) • Volume Category

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Firm Order Acknowledgements • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count of Order Acknowledgments • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

• Service Type	
• Volume Category	
• Manual Fallout	

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Mechanized And Partially Mechanized Acknowledgements Are Returned Within 15 Minutes Of Receiving Local Service Requests, 98.0 Percent Of The Time.

Report/Measurement:
Acknowledgement Completeness

Definition:
This measure is designed to monitor the percent of acknowledgements received by the CLEC from the ILEC after the submission of a Local Service Request.

Exclusions:
• None

Business Rules:
For CLEC Results:
An acknowledgement is the first indicator that the Local Service Request has been received by the ILEC and is under analysis. Acknowledgement Completeness is determined by computing the number of acknowledgements transmitted by the ILEC and divided by the number of Local Service Requests received by the ILEC during the reporting period.
Other Clarifications and Qualification:
• When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement.
• All intervals are measured in minutes and seconds rounded to the nearest second.
• Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays.
• "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.

Calculation:
Acknowledgements Completeness = [(Total Number of Acknowledgements)/(Total Number of Service Requests Received in the Reporting Period)] X 100

Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized
• State and Region
• CLEC Specific
• CLEC Aggregate

Level of Disaggregation:
• Interface Type
• Standard Service Groupings (See Appendix A)
• Standard Service Order Activities (See Appendix A)
• Volume Category

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month
• Total number of LSRs	• Total number of LSRs
• Total number of Rejects	• Total number of Errors
• Total Number of Errors	• Adjusted Error Volume
• State and Region	• State and Region
• Count of Firm Order Acknowledgements	• Count of Order Acknowledgments
• Count of Syntax Rejects	• Count of Syntax Rejects
• Count of Legacy System Rejects	• Count of Legacy System Reject
• Count of Orders Submitted	• Count of Orders Submitted
• Interface Type	• Interface Type
• Order Activity Type	• Order Activity
• Original order date for rejected orders	• Service Type
• Rejection Notice Date and Time	• Volume Category
• Service Type	
• Volume Category	
• Manual Fallout	

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC

operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Mechanized And Partially Mechanized Acknowledgements Are Returned On 100 Percent Of The Mechanized And Partially Mechanized Local Service Requests.

Report/Measurement:
Firm Order Confirmation and Reject Response Completeness

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

Exclusions:
• Service Requests canceled by the CLEC prior to being confirmed or rejected.

Business Rules:
• **Mechanized** - The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG). • **Partially Mechanized** – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel. • **Total Mechanized** - The number of the combination of Fully Mechanized and Partially Mechanized LSRs • **Non-Mechanized** - The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).
For CLEC Results:
Firm Order Confirmation and Reject Response Completeness is determined in two dimensions: • Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by the ILEC and dividing by the number of Local Service Requests (all versions) received in the reporting period. • Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.
For ILEC Results:
Same computation as for the CLEC.
Other Clarifications and Qualification:
• When the ILEC processes orders for a CLEC via different interfaces (e.g., LENS, EDI or TAG) then the preceding measurement must be computed for each interface arrangement. • The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC's order. • The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC. • Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC to the CLEC.

Calculation – Single FOC/Reject Response Expected
Firm Order confirmation / Reject Response Completeness = [(Total Number of Service Requests for Which a Firm Order Confirmation or Reject is Sent/Total Number of Service Requests Received in the Report Period)] X 100

Calculation – Multiple or Differing FOC/Reject Responses Not Expected
Firm Order Confirmation and Reject Response Completeness = [(Total Number of Firm Order Confirmations Per LSR Version)+(Total Number of Reject Responses Per LSR Version)+(Combination of Firm Order Confirmation and Reject Per LSR Version)/(Total Number of Service Requests (All Versions) Received in the Reporting Period) X 100]

Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • State and Region • CLEC Specific • CLEC Aggregate • BellSouth Specific

Level of Disaggregation:
• Interface Type

• Standard Service Groupings (See Appendix A)	
• Standard Service Order Activities (See Appendix A)	
• Volume Category	

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Orders Completed Without Manual Intervention • Count of Firm Order Confirmations • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count Orders Completed Without Manual Intervention • Count of Order Confirmations • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.
- Firm Order Confirmations Or Reject Responses Are Returned On 100 Percent Of The Local Service Requests.
- Multiple Or Differing Firm Order Confirmations Or Reject Responses Are Returned On Zero Percent Of The Local Service Requests.

Report/Measurement:

Provisioning Timeliness

Definition:

Provisioning Timeliness is the number of Local Service Request Completion Dates and Times recorded on the Completion Notices that correspond with the LSR Confirmation Date and Time recorded on the final version of the Firm Order Confirmation.

Exclusions:

- Service Requests canceled by the CLEC prior to being completed.

Business Rules:

Provisioning Timeliness is determined by computing the number of Completion Dates and Times recorded on the Completion Notices that correspond with the LSR Confirmation Date and Time recorded on the final version of the Firm Order Confirmation and divided by the number of Local Service Requests completed in the reporting period.

Calculation

Provisioning Timeliness = [(Number Of Completion Dates And Times Recorded On The Completion Notices That Correspond With The LSR Confirmation Date And Time Recorded On The Final Version Of The Firm Order Confirmation)/(Total Number Of Local Service Requests Completed In The Reporting Period)] X 100

NOTE: Eligible to Complete: PONs are not in clarification; are not cancelled; and the due date has passed

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- State and Region
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Interface Type
- Standard Service Groupings (See Appendix A)
- Standard Service Order Activities (See Appendix A)
- Volume Category

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Work Completion Date • Work Completion Time • Completion Notice Delivery Date • Completion Notice Delivery Time • Service Type • Activity Type • Geographic Scope • Interface Type • Status Type (Rejection, FOC, Jeopardy Type, • Completion Notice) • Standard Order Activity • Order Due Date	• Report Month • Service Order Number • Work Completion Date • Work Completion Time • Completion Notice Delivery Date • Completion Notice Delivery Time • Service Type • Standard Order Activity • Geographic Scope • Interface Type • Status Type (Rejection, FOC, Jeopardy Type, • Completion Notice) • Average Status interval • Standard error of status interval • Number of Orders Reflected In Result • Number of Statuses Provided

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.

- The Completion Dates And Times Recorded On The Completion Notices Correspond With The LSR Confirmation Dates And Times Recorded On The Final Version Of The Firm Order Confirmation, 100

Percent Of The Time.

Report/Measurement:
Provisioning Notification Completeness

Definition:
The percent of Local Service Requests eligible to complete that receive notification of provisioning completion. Local Service Requests are eligible to complete if the order is not in clarification on the date and time the LSR is due to be provisioned and completed; a supplement LSR has not been sent to the ILEC to cancel the LSR, and the due date has passed.

Exclusions:
• Service Requests which is in clarification on the date and time the LSR is due to be provisioned and completed.   • Service Requests canceled by the CLEC prior to being confirmed or rejected.   • Service Requests which have not yet reached the due date.

Business Rules:
Provisioning Notification Completeness is determined by counting the number of completed Local Service Requests and then dividing by the total number of Local Service Requests received that are eligible to complete.

Calculation:
Provisioning Notification Completeness = [(Count of Completed Local Service Requests)/(Total Number of Local Service Requests Received That are Eligible to Complete in the Reporting Period)] X 100

Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized   • State and Region   • CLEC Specific   • CLEC Aggregate

Level of Disaggregation:
• Interface Type   • Standard Service Groupings (See Appendix A)   • Standard Service Order Activities (See Appendix A)   • Volume Category

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Orders Completed Without Manual Intervention • Count of Firm Order Confirmations • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count Orders Completed Without Manual Intervention • Count of Order Confirmations • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete.   • 100 Percent Of All Local Service Requests That Are Eligible For Completion Receive A Provisioning

Completion Notice.

Report/Measurement:
Unbillable Orders

Definition:
The percent of Local Service Requests eligible to complete that do not receive notification of provisioning completion. Local Service Requests are eligible to complete if the order is not in clarification on the date and time the LSR is due to be provisioned and completed; a supplement LSR has not been sent to the ILEC to cancel the LSR, and the due date has passed.

Exclusions:
• Service Requests which is in clarification on the date and time the LSR is due to be provisioned and completed.
• Service Requests canceled by the CLEC prior to being confirmed or rejected.
• Service Requests which have not yet reached the due date.

Business Rules:
Unbillable Orders are determined by counting the number of service requests that are eligible to complete that do not receive a Completion Notice (CN is not delivered by the ILEC) divided by the total number of Local Service Requests received that are eligible to complete.

Calculation:
Unbillable Orders = [(Total Number of Local Service Requests that are eligible to complete that do not receive a Completion Notice)/(Total Number of Local Service Requests Received That are Eligible to Complete in the Reporting Period)] X 100

Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
• State and Region
• CLEC Specific
• CLEC Aggregate

Level of Disaggregation:
• Interface Type
• Standard Service Groupings (See Appendix A)
• Standard Service Order Activities (See Appendix A)
• Volume Category

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Count of Orders Completed Without Manual Intervention • Count of Firm Order Confirmations • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region • Count Orders Completed Without Manual Intervention • Count of Order Confirmations • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with

a meaningful opportunity to compete.
- Zero Percent Of All Local Service Request That Are Eligible For Completion Should Be Without Notification Of Completion (Completion Notice).

Report/Measurement:
Percent Order Accuracy

Definition:
Customers expect that their service provider will deliver precisely the service ordered and all the features specified. A service provider that is unreliable in fulfilling orders, will not only generate ill-will with customers when errors are made, but will also incur higher costs to rework orders and to process customer complaints. This measurement monitors the accuracy of the provisioning work performed by the ILEC, in response to CLEC orders. When the ILEC provides the comparable measure for its own operation, it is possible to know if provisioning work performed for CLECs is at least as accurate as that performed by the ILEC for its own retail local service operations.

Exclusions:
- Orders canceled by the CLEC
- Order Activities of the ILEC associated with internal or administrative use of local services.
- For resubmissions impact on due date measure, ILEC would not have to comply if tying final accepted order to original order is technically infeasible (But feasibility issue will be revised as systems are upgraded.)

Business Rules:
For CLEC Results:
For each order completed during the reporting period, the original account profile and the order that the CLEC sent to the ILEC are compared to the services and features reflected upon the account profile as it existed following completion of the order by the ILEC. An order is "completed without error" if all service attribute and account detail changes (as determined by comparing the original and the post order completion account profile) completely and accurately reflect the activity specified on the original and any supplemental CLEC orders. "Total number of orders completed" refers to the total number of order completion notices sent to the CLEC by the ILEC for each reporting dimension identified below.
For ILEC Results:
Same computation as for the CLEC with the clarifications noted below.
Other Clarifications and Qualification:
- Order Supplements - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer.
- Completion Notices - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC.
- All Orders - The comparison is between the CLEC order and the account profile as it existed before and after order completion.
- Service Profile - If a sample is employed for this measurement, then the ILEC should also be prepared, if requested, to demonstrate that the order activity types represented within each service type for both the ILEC and CLEC sample are representative of actual experiences for each entity.
- Sampling may be utilized to establish order accuracy provided the results produced are consistent with the reporting dimensions specified, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and the sampling process may be audited by the CLEC.

Calculation:
Percent Order Accuracy = [(Σ Orders Completed w/o Error)/(ΣOrders Completed)] X 100

Report Structure:
- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:
- Company
- Interface Type

	Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Service Type (See Appendix 1) • Order Activity (See Appendix 1) • Volume Category		

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Count of Orders Completed Without Manual Intervention • Count of Firm Order Confirmations • Count of Syntax Rejects • Count of Legacy System Rejects • Count of Orders Submitted • Interface Type • Order Activity Type • Original order date for rejected orders • Rejection Notice Date and Time • Service Type • Volume Category • Manual Fallout (for Mechanized Orders Only)	• Report Month • Count Orders Completed Without Manual Intervention • Count of Order Confirmations • Count of Syntax Rejects • Count of Legacy System Reject • Count of Orders Submitted • Interface Type • Order Activity • Service Type • Volume Category

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

• Completed CLEC Orders, By Reporting Dimension, Are Accurate No Less Than 99.0 Percent Of The Time.

Report/Measurement:
Average Submissions Per Order

Definition:
Sometimes CLECs receive order rejections and must resubmit orders for failures on the part of the ILECs' systems or lack of notice or training on changed formats and processes for order entry. Sometimes orders are rejected with no explanation or delayed for invalid queries by the ILECs. Often ILEC electronic editing systems reject an order one error at a time, rather than capture all the issues with the order on one submission. These rejections and resubmissions not only are burdensome to CLECs but delay service delivery to the customer.

Exclusions:
•   Orders canceled by the CLEC
•   Order Activities of the ILEC associated with internal or administrative use of local services.

Business Rules:
For CLEC Results:
The "average number of submissions per order" is derived by adding the number of Firm Order Confirmations sent to the CLEC during the reporting period and the number of rejects issued to the CLEC during the reporting period. This sum is then divided by the number of Firm Order Confirmations to determine the average number of submissions per order for the CLEC.
For ILEC Results:
Same computation as for the CLEC with the clarifications noted below.
Other Clarifications and Qualification:
•   Order Supplements - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer.
•   Completion Notices - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC.
•   All Orders - The comparison is between the CLEC order and the account profile as it existed before and after order completion.
•   Service Profile - If a sample is employed for this measurement, then the ILEC should also be prepared, if requested, to demonstrate that the order activity types represented within each service type for both the ILEC and CLEC sample are representative of actual experiences for each entity.
•   Sampling may be utilized to establish order accuracy provided the results produced are consistent with the reporting dimensions specified, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and the sampling process may be audited by the CLEC.

Calculation:
Average Submissions Per Order = Σ[(Number of Firm Order Confirmations)+(Number of Rejections Issued)/(Number of Firm Order Confirmations)]

Report Structure:
•   CLEC Specific
•   CLEC Aggregate
•   BST Aggregate

Level of Disaggregation:
•   Company
•   Interface Type
•   Service Type (See Appendix 1)
•   Order Activity (See Appendix 1)
•   Volume Category

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month
• Count of Orders Completed Without Manual Intervention	• Count Orders Completed Without Manual Intervention
• Count of Firm Order Confirmations	• Count of Order Confirmations
• Count of Syntax Rejects	• Count of Syntax Rejects

- Count of Legacy System Rejects - Count of Orders Submitted - Interface Type - Order Activity Type - Original order date for rejected orders - Rejection Notice Date and Time - Service Type - Volume Category - Manual Fallout (for Mechanized Orders Only)	- Count of Legacy System Reject - Count of Orders Submitted - Interface Type - Order Activity - Service Type - Volume Category

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- The Average Submission Per Local Service Request Version Shall Be One, 100 Percent Of The Time.

Report/Measurement:
Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice.

Definition:
CLECs need adequate notice of order completion activities. They can be made to look disorganized by ILECs providing service without such advance notice: Customers and CLECs may even be unable to schedule necessary vendors on the scene to complete the installation, resulting in ILEC technicians being turned away and customer frustration with the CLEC. An ILEC could cause a great deal of harm to the CLEC competitively, yet look like it is providing parity or above parity service by the results other provisioning measures. A measurement capturing any non-parity in the occurrence of surprise or short-notice service deliveries also is critical to affording CLECs a reasonable opportunity to compete.

Exclusions:
• Rejection Interval - None
• Jeopardy Interval - None
• Firm Order Confirmation Interval - None
• Completion Notification Interval - None
• Percent Jeopardies – None
• Completions or Attempts Without Notice or With less than 24-hours' notice delivery that the CLEC specifically requested.

Business Rules:
For CLEC Results:
Calculation would exclude any successful or unsuccessful service delivery that CLEC was informed of at least 24 hours in advance. ILEC may also exclude from calculation deliveries on less than 24 hours' notice that CLEC requested.
For ILEC Results:
The ILEC reports completions for which ILEC technicians delivered service to customers without giving sufficient advance notice to customers, sales or to internal account team to arrange for appropriate vendors to be on hand. Calculation of insufficient notice is similar to CLEC calculation (none or less than 24 hours). Similar surprise service deliveries are calculated for ILEC affiliate's account representatives.

Calculation:
Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = [(Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received Within 24 Hours of Due Date)/(All Completions)] X 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Standard Order Activities (See Appendix 1)
• Company
• Interface Type
• Service Type (See Appendix 1)
• Geographic Scope

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month
• Interface Type	• Interface Type
• Service Type	• Service Type
• CLEC Order Number	• Status Type (Rejection, FOC, Jeopardy Type,
• Order Submission Date	• Completion Notice)
• Order Submission Time	• Average Status interval
• Status Type (Rejection, FOC, Jeopardy Type,	• Standard error of status interval
• Completion Notice)	• Number of Orders Reflected In Result
• Status Notice Date	• Standard Order Activity
• Status Notice Time	• Number of Statuses Provided
• Standard Order Activity	
• Order Due Date	

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 99.9 Percent Of Completion And Completion Attempts Should Receive More Than 24 Hours Notice.

Report/Measurement:
Percent Service Loss from Early Cuts
Definition:
Customers must not be subjected to unscheduled service disruptions because of lengthy or uncoordinated cutovers of loops with interim or permanent number portability or the provision of any other UNEs that require disconnection and reconnection of a customer.
Exclusions:
• None
Business Rules:
For CLEC Results:
For coordinated loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnects also are reported if they occur too early in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was earlier than the committed due date and time that appeared on the FOC. The total number of early cutovers will be divided by the total number of customer conversions that were completed during the reporting period. The resulting ratio will be expressed as a percentage.
For ILEC Results:
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).
Calculation:
Percent Service Loss from Early Cuts = [(Customer Conversion Where Cutover Time is Earlier Than Due Date and Time)/(All Customer Conversions Completed During Reporting Period)] x 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Confirmation) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- 98.0 Percent Of Coordinated Cutovers Have ILEC And CLEC Work Completed Within 5 Minutes Of One Another And 100 Percent Within 15 Minutes.

Report/Measurement:
Percent Service Loss from Late Cuts

Definition:
Customers must not be subjected to unscheduled service disruptions because of lengthy or uncoordinated cutovers of loops with interim or permanent number portability or the provision of any other UNEs that require disconnection and reconnection of a customer.

Exclusions:
• None

Business Rules:
For CLEC Results: For coordinated loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnects also are reported if they occur too late in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was later than the committed due date and time that appeared on the FOC. The total number of cutovers that were completed more than 30 minutes past the committed due date and time will be divided by the total number of customer conversions that were completed during the reporting period. The resulting ratio will be expressed as a percentage. **For ILEC Results:** ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:
Percent Service Loss from Late Cuts =[(Customer Conversions Where Cutover Time is More than 30 Minutes Past Due Date and Time)/(All Customer Conversions Completed During Reporting Period)] x 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Confirmation) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Delivered	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors • Number of Records Created

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with

a meaningful opportunity to compete:
- 98.0 Percent Of Coordinated Cutovers Have ILEC And CLEC Work Completed Within 5 Minutes Of One Another And 100 Percent Within 15 Minutes.

Report/Measurement:
Percent of Orders Cancelled or Supplemented at the Request of the ILEC

Definition:
Prior to or during the cutover, the ILEC may encounter internal problems with its network which make it impossible to perform the cutover at the agreed upon time. This results in significant inconvenience to the customer. As a result, the percent of orders that are cancelled or supped by the CLEC at the request ILEC must be measured. This measurement must be expressed as a fraction to understand both the number and the percent of times that the order must be supped at the ILEC Request.

Exclusions:
• None

Business Rules:
For CLEC Results:
The percent of orders that are supplemented or cancelled due to a jeopardy and network problems attributable to the ILEC. The ILEC will track the number of orders that they request to be supplemented or changed. The total number of supplements and cancels from the CLEC will also be tracked. The ratio will be calculated by dividing the number of orders supplemented or cancelled at the request of the ILEC divided by the total supplements or cancels by the CLEC. For this formula, the resulting ratio will be expressed as a percentage.
For ILEC Results:
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:
Percent of Orders Cancelled or Supplemented at the Request of the ILEC = [(Number of Orders Cancelled or Supplemented at the Request of the ILEC During Reporting Period)/(Number of Cancels and Supplements During the Reporting Period)] x 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1)
• Order Activity
• Geography
• Volume Category
• Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	**Data Retained Relating To BST Performance:**
• Report Month	• Report Month
• Service Type	• Number of Early Conversions
• Order Activity	• Number of Conversions >30 Minutes Late
• Committed Due Date and Time (from Firm Order Confirmation)	• Total Number of Conversions
• Completion Date and Time	• Average Conversion Interval
• Geographic Scope	• Standard Error of Conversion Interval
• Volume Category	• Geographic Scope
• Record Type or Invoice Type	• Volume Category
• Number of Records With Errors	• Record Type or Invoice Type
• Number of Records Delivered	• Number of Records With Errors
	• Number of Records Created

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • <1.0 Percent Of Orders Supped Or Cancelled At The Request Of The ILEC.

Report/Measurement:
Percent of Coordinated Cuts Not Working as Initially Provisioned

Definition:
Customers may experience either a full or partial loss of service due to defective ILEC facilities where the CLEC is reusing the customer's existing loop, or due to the switching platform not being properly set up with the 10 Digit / 6 Digit trigger being applied. To ensure that the CLEC's customers are not disproportionately losing dial tone, the percent of ILEC caused service interruptions outside of the initial customer cutover must be measured.

Exclusions:
• None

Business Rules:
For CLEC Results: The ILEC will track the number of Coordinated Cuts that are not working as initially provisioned by the number of provisioning troubles by the CLEC during the cutover process that are ultimately attributable to the ILEC. The measurement will be calculated by dividing the number of troubles by the total number of Coordinated Cuts provisioned for the CLEC during the reporting period. **For ILEC Results:** ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:
Percent of Coordinated Cuts Not Working as Initially Provisioned = [(Number of Troubles Attributable to the ILEC on Initial Customer Cutover)/(Number of Coordinated Cuts Provisioned During The Reporting Period)] X 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Committed Due Date and Time (from Firm Order Confirmation) • Completion Date and Time • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors	• Report Month • Number of Early Conversions • Number of Conversions >30 Minutes Late • Total Number of Conversions • Average Conversion Interval • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Records With Errors

• Number of Records Delivered	• Number of Records Created
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • <1 Percent Of All Coordinated Cuts Not Working As Initially Provisioned.	

Report/Measurement:
Average Recovery Time
Definition:
Customers do not expect lengthy service outages due to problems experienced during the coordinated cut process. If problems do occur, the ILEC should work to minimize the customer outage. If a problem is found and can be isolated to the ILEC side of the network, the time between notification and resolution by the ILEC must me measured to ensure that CLEC customers do not experience unjustifiably lengthy service outages.
Exclusions:
• None
Business Rules:
For CLEC Results: When there is a problem during the porting process, the ILEC will track the average duration of each service outage or trouble. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and an index number issued by the CLEC. For each trouble, the ILEC will track the duration of the trouble. The sum of all time associated with the troubles will be divided by the number of troubles. Average recovery time does not include time restoring a customer to the ILEC. **For ILEC Results:** ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).
Calculation:
Average Recovery Time = Σ{[(Date & Time That Trouble is Closed By CLEC)-(Date & Time Initial Trouble is Opened With ILEC)]/(Number of Troubles Referred to the ILEC)}
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Service Type • Order Activity • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Troubles • Date & Time Trouble is Received • Date & Time Trouble is Closed • Interval of Each Trouble	• Report Month • Standard Error of Conversion Interval • Geographic Scope • Volume Category • Record Type or Invoice Type • Number of Troubles • Date & Time Trouble is Received • Date & Time Trouble is Closed • Interval of Each Trouble

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • 98.0 Percent Of Customer Recoveries (Troubles During The Porting Process) Resolved Within 1 Hour And

100 Percent Within 2 Hours.

Report/Measurement:
Mean Time to Restore a Customer to the ILEC

Definition:
If there are extenuating circumstances during a port such that the customer is out of service for an extended amount of time, the CLEC may determine that the problem cannot be resolved quickly, and the service must be restored to the ILEC. The CLEC will communicate to the ILEC Coordinator that the customer needs to be restored to the ILEC until the situation can be resolved. To ensure that the customer is not out of service for an extended period of time during the restoration to the ILEC, the time it takes to re-establish the end user's service must be also be measured.

Exclusions:
• None

Business Rules:
For CLEC Results:
If the customer has been out of service, and there are issues that cannot be fixed or resolved in an expeditious manner, the CLEC may request to reestablish the customer on the existing ILEC facilities. This will allow both the ILEC and the CLEC to resolve the issues and the port to proceed at a later date without further outage of the customer's service. For each customer restored to ILEC service, the ILEC will track the cumulative amount of time between the initial notification from the CLEC until the time when the end user or CLEC has confirmed that their service has been restored. The cumulative time will be divided by the number of customers restored to the ILEC during the reporting period.
For ILEC Results:
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:
Mean Time to Restore A Customer to the ILEC = Σ{[(Date & Time Service is Restored to Customer)–(Date & Time of Initial Notification to Restore)]/(Number of Circuits Restored to ILEC)}

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1)
• Order Activity
• Geography
• Volume Category
• Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	**Data Retained Relating To BST Performance:**
• Report Month	• Report Month
• Service Type	• Total Number of Conversions
• Order Activity	• Average Conversion Interval
• Geographic Scope	• Standard Error of Conversion Interval
• Volume Category	• Geographic Scope
• Record Type or Invoice Type	• Volume Category
• Number of Circuits Restored	• Record Type or Invoice Type
• Date & Time Notification is Received	
• Date & Time Restoration is Completed	
• Interval of Each Restoration	

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based

upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- 98.0 Percent Of Customer Restorals To The ILEC Completed Within 1 Hour And 100 Percent Within 2 Hours.

Report/Measurement:
Percent of Customers Restored to the ILEC

Definition:
In addition to monitoring the time it takes for the ILEC to re-establish the end-user's service, the frequency that a CLEC customer must be restored to the ILEC must be measured.

Exclusions:
• None

Business Rules:
For CLEC Results:
The ILEC will track the number of circuits that need to be reestablished with the ILEC and divide them by the cumulative number of coordinated cuts during the established period. This measurement will be expressed as a percentage.
For ILEC Results:
ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premises to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Calculation:
Percent Of Customers Restored to the ILEC = [(Number of Circuits Restored to ILEC/Number of Total Circuits Attempted to Port During Interval)] X 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1)
• Order Activity
• Geography
• Volume Category
• Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month
• Service Type	• Standard Error of Conversion Interval
• Order Activity	• Geographic Scope
• Geographic Scope	• Volume Category
• Volume Category	• Record Type or Invoice Type
• Record Type or Invoice Type	
• Number of Circuits Restored	
• Number of Circuit Port Attempts	

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• <0.1 Percent Of All Coordinated Cuts Restored To The ILEC.

Report/Measurement:
Call Abandonment Rate – Ordering & Provisioning

Definition:
When CLECs experience operational problems dealing with ILEC processes or interfaces, prompt responses by ILEC support centers are required to ensure that the CLEC customers are not adversely affected. Any delay in responding to CLEC center requests for support (e.g., request for a vanity telephone number) will, in turn, adversely impact the CLEC retail customer who may be holding on-line with the CLEC customer service agent. This measure monitors the ILEC's handling of support calls from CLECs to determine if responsiveness is at parity with the service the ILEC provides its retail customers seeking assistance.

Exclusions:
• None

Business Rules:
For CLEC Results:
The Call Abandonment Rate is based on the number of calls received by the call distribution system of the ILEC center for the reporting period, regardless whether the call actually is transferred to ILEC personnel for processing. In addition, a count is accumulated of all calls that are subsequently terminated by the calling party or dropped due to equipment failure before transfer to the service agent for processing. The accumulated count of calls abandoned (terminated) is divided by the total count of calls received at the monitored center.
Call Abandonment Rate is monitored through the call management technology utilized to distribute calls to ILEC agents supporting CLEC activities (i.e., call receipt personnel staffing ILEC support centers intended for CLEC use). Results for each measure are to be provided separately for each center handing CLEC inquiries. If centers deployed by the ILEC support multiple functions (e.g., both maintenance and provisioning) then the results for each function supported should be separately reported.

Calculation:
Call Abandonment Rate = [(Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the Reporting Period)] X 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)

Data Retained Relating To CLEC Experience:	**Data Retained Relating To BST Performance:**
• Month	• Month
• Center Identifier	• Center Identifier
• Center Type	• Center Type
• Mean Speed of Answer	• Mean Speed of Answer
• Standard Error for Mean Speed of Answer	• Standard Error for Mean Speed of Answer
• Count of Calls Answered	• Count of Calls Answered
• Count of Calls Abandoned	• Count of Calls Abandoned

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• All Calls Are Answered Within 30 Seconds.

Report/Measurement:
Mean Jeopardy Interval for Maintenance and Trouble Handling

Definition:
Customers need to know that the CLEC is monitoring the status of their repair closely. The CLEC, therefore, needs jeopardy notification if repair commitments are not going to be met. This measure, when collected and compared for the CLEC and ILEC, monitors whether the CLEC receives the same jeopardy notices regarding repairs as the ILEC provides for its own or an affiliate's retail customers.

Exclusions:
- Trouble tickets that are canceled at the CLEC's request   - ILEC trouble reports associated with administrative service   - Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring   - Subsequent Reports (additional reports on an already open ticket)   - Any trouble type tracking that parties agree are technically unfeasible or operationally prohibitive   - A trouble ticket created for tracking and/or monitoring requests for clarifying information (e.g. confirmation of customer ownership from CLEC support centers.   - Tickets used to track referrals of misdirected calls

Business Rules:
CLEC Results: Jeopardy Interval is the remaining time between the pre-existing committed maintenance or trouble handing appointment date and time and the date and time the ILEC issues a notice to the CLEC indicating an appointment is in jeopardy of being missed. The scheduled appointment time will be assumed to be 5:00 p.m. local time unless other information is communicated. The date and time of the jeopardy notice delivered by the ILEC is subtracted from the scheduled completion date to establish the jeopardy interval for any appointment placed in jeopardy. The jeopardy interval is accumulated by service group with the resulting accumulated time then divided by the count of scheduled appointments associated with the particular service. **For ILEC Results:** Computations are the same as for the CLEC with the clarifications outlined below. **Other Clarifications and Qualification:** All intervals are measured in hours and hundredths of an hour rounded to the nearest hundredth. The lack of electronic bonding for maintenance does not excuse the ILEC from jeopardy reporting requirements.

Calculation:
Mean Jeopardy Interval for Maintenance and Trouble Handling = $\Sigma\{[(\text{Date and Time of Committed Due Date for Maintenance or Trouble Handling })-(\text{Date and Time of Jeopardy Notice})]/(\text{Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period})\}$

Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate

Level of Disaggregation:
- Service Type (See Appendix 1)   - Trouble Type   - Geographic Scope

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
- Report Month - CLEC Ticket Number - Ticket Submission Time - Ticket Submission Date - Ticket Completion Time - Trouble Resolution Time - Trouble Resolution Date - Service Type - WTN or CKTID (a unique identifier for elements combined in a service configuration) - Trouble Type - Geographic Scope	- Report Month - Average Restoral Interval - Standard Error for the Average Restoral Interval - Service Type - Trouble Type - Geographic Scope - Number of Tickets

Retail Analog/Benchmark:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
- Performance Standards In This Area Are Yet To Be Published.

Report/Measurement:
Percent Customer Troubles Resolved Within Estimate

Definition:
When customers experience trouble on working services, they naturally expect the services to be restored within the time frame promised. When such commitments are not fulfilled, an already unsatisfactory condition, in the customer's eyes, becomes even worse. When this measure is collected for the ILEC and CLEC and then compared, it can be used to establish that CLECs are receiving equally reliable (as compared to the ILEC operations) estimates of the time required to complete repairs.

Exclusions:
• Trouble tickets that are canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring • Trouble tickets created for tracking and/or monitoring requests for clarifying information (e.g., confirmation of customer ownership from CLEC support centers). • Tickets used to track referrals of misdirected calls.

Business Rules:
For CLEC Results: The computation of the measure is as follows: The quoted repair completion date and time is compared to the actual repair date and time (ticket closure as defined in Time to Restore metric). In each instance where the actual repair date and time is on or before the initially provided estimated or quoted date and time to restore, the count of "troubles resolved within estimate" is incremented by one for the relevant "service type" and "trouble type." The resulting count is divided by the total number of troubles resolved (for the consistent service and trouble type), for the report period, in all instances where an estimated interval was provided or a standard interval existed. **For ILEC Results:** Same calculation as for CLEC. **Other Clarifications and Qualification:** The ILEC analog for this measure is derived by comparing the actual date and time of ILEC trouble ticket closure compared to the projected trouble clearance date and time established through the ILEC agent's on-line interaction with the ILEC's work management system, regardless of whether or not the ILEC currently quotes this information to its retail customer. • See the "Time To Restore" measurement for discussion of analogous ILEC maintenance activities (e.g., trouble resolution). • The "quoted" or "estimated" time to restore is the actual scheduled time projection returned by the ILEC work management system or the standardized repair interval that the ILEC uses for its own operations when equivalent service arrangements are involved. • A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters. • If the ILEC supplies only the estimated repair interval, then the estimated date and time of repair is determined by adding the repair interval to the date and time that the CLEC logged the repair request with the ILEC.

Calculation:
Percent Customer Troubles Resolved Within Estimate = [(Count of Customer Troubles Resolved By The Quoted Resolution Time and Date)/(Count of Customer Troubles Tickets Closed)] X 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:
• Company • Service Type (See Appendix 1) • Trouble Type • Geographic Scope

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month

• CLEC Ticket Number • Ticket Submission Time • Ticket Submission Date • Trouble Resolution Time • Trouble Resolution Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Trouble Type • Geographic Scope	• Service Type • Trouble Type • Number of Troubles Resolved Within Estimate • Number of Troubles Resolved • Geographic Scope •

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Greater Than 99.0 Percent Of A Maintenance Problems, By Service Type And Regardless Of Trouble Type, Are Resolved By The Quoted Or Estimated Date And Time Of Repair.

Report/Measurement:
Call Abandonment Rate – Maintenance
Definition:
When CLECs experience operational problems dealing with ILEC processes or interfaces, prompt responses by ILEC support centers are required to ensure that the CLEC customers are not adversely affected. Any delay in responding to CLEC center requests for support (e.g., request for a vanity telephone number) will, in turn, adversely impact the CLEC retail customer who may be holding on-line with the CLEC customer service agent. This measure monitors the ILEC's handling of support calls from CLECs to determine if responsiveness is at parity with the service the ILEC provides its retail customers seeking assistance.
Exclusions:
• None
Business Rules:
For CLEC Results:
The Call Abandonment Rate is based on the number of calls received by the call distribution system of the ILEC center for the reporting period, regardless whether the call actually is transferred to ILEC personnel for processing. In addition, a count is accumulated of all calls that are subsequently terminated by the calling party or dropped due to equipment failure before transfer to the service agent for processing. The accumulated count of calls abandoned (terminated) is divided by the total count of calls received at the monitored center.
Call Abandonment Rate is monitored through the call management technology utilized to distribute calls to ILEC agents supporting CLEC activities (i.e., call receipt personnel staffing ILEC support centers intended for CLEC use). Results for each measure are to be provided separately for each center handing CLEC inquiries. If centers deployed by the ILEC support multiple functions (e.g., both maintenance and provisioning) then the results for each function supported should be separately reported.
Calculation:
Call Abandonment Rate = [(Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the Reporting Period)] X 100
Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
• Support Center Type (i.e., Center supporting CLEC maintenance, Center supporting CLEC provisioning, ILEC Center supporting retail customer maintenance calls, ILEC Center supporting business office inquiries)

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Month	• Month
• Center Identifier	• Center Identifier
• Center Type	• Center Type
• Mean Speed of Answer	• Mean Speed of Answer
• Standard Error for Mean Speed of Answer	• Standard Error for Mean Speed of Answer
• Count of Calls Answered	• Count of Calls Answered
• Count of Calls Abandoned	• Count of Calls Abandoned

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• All Calls Are Answered Within 30 Seconds.

Report/Measurement:
Average Time Allotted To Proof Listing Updates Before Publication
Definition:
CLECs must be provided the same opportunity to review directory listing updates to catch any errors before publication in white pages directories.
Exclusions:
None
Business Rules:
For CLEC Results:
Time Allotted To Proof Listing Updates encompasses the amount of review time afforded to CLECs for the purposes of validating directory listings prior to directory publication. If electronic access permits a CLEC to view, on demand, its customers' listings as they will be published, then this measure is not necessary. An interface availability measurement, however, should be included within the reporting dimensions for the "General" OSS systems measurements. The directory proofing interval information should be captured and retained for each directory published. The interval is measured from the date and time the CLEC receives a final listing of customer-related information that will be contained within the ILEC's next directory publication to the final date and time for submission of changes to the listings provided.
For ILEC Results:
Same calculation as for CLEC.
Calculation:
Average Time Allotted To Proof Listing Updates Before Publication = $\Sigma\{[(\text{Date \& Time of Directory Publication Deadline})-(\text{Date and Time Updates Available for Proofing})]/(\text{Number of Updates Sent for Proofing})\}$
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Company • Directory Listings By Directory

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Month • Type of Measurement - Directory Listing • Directory Close Date (DL only) • List Availability Date (DL only)	• Month • Type of Measurement - Directory Listing • Directory Close Date (DL only) • Listing Availability Date (DL only)

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Directory Listing Review Time May Be No More Than 4 Hours Less Than The ILEC's

Report/Measurement:
Meantime To Notify CLEC

Definition:
Both CLECs and ILECs must be made aware of major network events in order to notify customers and regulatory agencies (e.g. E-911 agencies, FAA, and other key customer accounts).
To that end, the ILECs must provide the CLECs with timely and detailed information (pertaining to a network incident) to afford CLECs the opportunity to make prudent business decisions regarding management of their own customer base and networks. For example, the ILEC would inform the CLEC that the network incident was caused by a cable cut at a specified location.

Exclusions:
• None

Business Rules:
For CLEC Results:
The results will be based on the time it takes for the ILEC's Centralized Control Center to notify the CLEC and ILEC of a customer impacting network incident in equipment utilized by the CLEC. When the ILEC's Centralized Control Center becomes aware of the network incident, they must electronically notify both the ILEC and the CLEC.
The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period.
For ILEC Results:
Same computation as for the CLEC.

Calculation:
Meantime To Notify CLEC = Σ{[(Date and Time ILEC Notified CLEC)–(Date and Time ILEC detected network incident)]/(Count of Network Incidents)}

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Type of Event - By each Reportable Incident Grouping (See Attachment A)
• By Switch and Tandem

Data Retained Relating To CLEC Experience:	**Data Retained Relating To BST Performance:**
• Report Month	• Report Month
• Type of Event	• Type of Event
• Meantime to notify CLEC	• Mean Time to Detect Event
• Number of Events	• Number of Events
• Geographic Scope Indicator	• Geographic Scope Indicator

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• Electronic Notification Procedures Are Required For Real-Time Network Incident Reporting From ILEC To CLEC.
• Manual Reporting Processes May Be Required Until OSS Interfaces Become Operational.

Report/Measurement:
Network Performance Parameters
Definition:
The perceived quality of CLEC retail services, particularly when either ILEC services are resold or UNE combinations are employed, will be heavily influenced by the underlying quality of the ILEC network performance. Customers experience the network quality of the service provider each time services are used. This metric, when collected for both the CLEC and ILEC and then compared, will help show whether CLEC network performance is at least at parity with ILEC network performance.
Exclusions:
• None
Business Rules:
For CLEC Results:
Based upon a random and statistically reliable (at a preset level) sample of network configurations employed by the CLEC, the network performance parameter (as indicated in the reporting dimension) is monitored based upon generally accepted testing procedures and the resulting parameter value(s) recorded. The measured values are accumulated across the sample base and the mean and associated variance computed.
For ILEC Results:
The approach is identical to that described for the CLEC, except that the network performance is measured only for representative ILEC service configurations.
Calculation:
Network Performance Parameters = Σ[(Network Performance Parameter Result)/(Number of Tests Conducted)]
Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
• Transmission Quality

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Reporting Dimension • Mean Performance Result • Standard Error of Mean Performance • Number of Data Points • Geographic scope	• Report Month • Reporting Dimension • Mean Performance Result • Standard Error of Mean Performance • Number of Data Points • Geographic scope

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Performance Standards In This Area Are Yet To Be Published.

Report/Measurement:
Average Update Interval

Definition:
CLECs must rely on ILEC databases in order to provide accurate E911/911 services, directory listings, directory assistance, and operator services. ILECs currently control the updating of many essential databases, such as the Line Information Database (LIDB); directory listings, E911 Automatic Location Identifier (ALI), Master Street Address Guide (MSAG) and selective routing databases.   In addition, accurate and timely loading of NXXs before the LERG (Local Exchange Routing Guide) effectiveness date is vital to CLEC customer's receiving calls from ILEC customers, and it is essential to ensure that customers are charged correctly for local and toll calls. Routing of CLEC's NXXs at the tandem and central office to the proper Public Safety Answering Point (PSAP) for emergency calls also is critical to E911/911 service.   Disparity in timely and accurate updates of the above databases can lead to annoying, costly and possibly "life and death" situations for CLEC customers.

Exclusions:
• Updates Canceled by the CLEC   • Initial update when supplemented by CLEC   • ILEC updates associated with internal or administrative use of local services

Business Rules:
For CLEC Results: The actual update interval is determined for each update processed during the reporting period. It is the elapsed time from the ILEC receipt of a syntactically correct transaction from the CLEC to the ILEC's accurate completion of updating all databases affected by the CLEC activity. Elapsed time for each update is accumulated for each affected database (e.g., E911/911, LIDB, Directory and Directory Listings). The time required to update each database is accumulated and then divided by the associated total number of updates completed within the reporting period.   **For ILEC Results:**   The ILEC computation is identical to that for the CLEC with the clarifications noted below.   **Other Clarifications and Qualification:**   • For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed.   • Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).   • The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC.   • If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.   • Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.   • Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation:
Average Update Interval = Σ{[(Completion Date & Time of Database Update)–(Submission Date and Time of Database Change)]/(Total Number of Updates Completed During Reporting Period)}

Report Structure:
• CLEC Specific   • CLEC Aggregate   • BST Aggregate

Level of Disaggregation:
• Company   • Database Type

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month • Database Type	• Report Month • Database Type

- Update Submission Date - Update Submission Time - Update Completion Date - Update Completion Time - Reporting Dimension - Geographic Scope	- Mean Interval for Update - Standard Error of Mean - Number of Updates - Number of Updates With Errors - Geographic Scope
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: 99.99 Percent Completed In 24 Hours Or 100 Percent Completed By LERG Effective Date.	

Report/Measurement:
Percent Update Accuracy

Definition:
CLECs must rely on ILEC databases in order to provide accurate E911/911 services, directory listings, directory assistance, and operator services. ILECs currently control the updating of many essential databases, such as the Line Information Database (LIDB); directory listings, E911 Automatic Location Identifier (ALI), Master Street Address Guide (MSAG) and selective routing databases.
In addition, accurate and timely loading of NXXs before the LERG (Local Exchange Routing Guide) effectiveness date is vital to CLEC customer's receiving calls from ILEC customers, and it is essential to ensure that customers are charged correctly for local and toll calls. Routing of CLEC's NXXs at the tandem and central office to the proper Public Safety Answering Point (PSAP) for emergency calls also is critical to E911/911 service.
Disparity in timely and accurate updates of the above databases can lead to annoying, costly and possibly "life and death" situations for CLEC customers.

Exclusions:
• Updates Canceled by the CLEC
• Initial update when supplemented by CLEC
• ILEC updates associated with internal or administrative use of local services

Business Rules:
For CLEC Results:
For each update completed during the reporting period, the original update that the CLEC sent to the ILEC is compared to the Database following completion of the update by the ILEC. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each Database (e.g., E911/911, LIDB, Directory and Directory Listings) should be separately tracked and reported.
For ILEC Results:
The ILEC computation is identical to that for the CLEC with the clarifications noted below.
Other Clarifications and Qualification:
• For LIDB, the elapsed time for an ILEC update is measured from the point in time when the ILEC's file maintenance process makes the LIDB update information available until the date and time reported by the ILEC that database updates are completed.
• Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
• The Completion Date is the date upon which the ILEC issues the Update Completion Notice to the CLEC.
• If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the update submission date and time will be the date and time of ILEC receipt of a syntactically correct update supplement. Update activities responding to ILEC initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
• Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
• Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation:
Percent Update Accuracy = [(Number of Updates Completed Without Error)/(Number Updates Completed)] X 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• Company
• Database Type

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Report Month	• Report Month
• Database Type	• Database Type
• Update Submission Date	• Mean Interval for Update

• Update Submission Time	• Standard Error of Mean
• Update Completion Date	• Number of Updates
• Update Completion Time	• Number of Updates With Errors
• Reporting Dimension	• Geographic Scope
• Geographic Scope	

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• 99.99 Percent Accurate

Report/Measurement:
Function Availability

Definition:
As CLECs use individual elements and element combinations to deliver unique services, UNE functionality must operate properly to ensure that those elements support quality retail services. This measure monitors individual network elements or element combinations to ensure that CLECs have a meaningful opportunity to compete through access to and use of element (or combination) functionality.

Exclusions:
• None

Business Rules:
Notes: **1. These measurements may also be expressed in the negative, that is, in term of unavailability.** **2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.** **For CLEC Results:** Availability will be measured for each unique UNE functionality (or combination of UNEs). The number of times that the functionality executes properly will be shown in comparison to the number of times that the execution of the functionality was requested or initiated. Availability can apply to both physical and logical (e.g., database) elements. Physical element availability (e.g., links to databases, dedicated transport, etc.) will typically be expressed as the percent of time that the functionality is useable compared to the total time in the period being observed. "Useable" means that, when monitored, the element indicates readiness to operate (e.g., an electrical (or equivalent) continuity is detected, expected signaling is returned, etc.). Logical element availability will typically be expressed in terms of the number of transactions successfully executed (e.g., successful database updates, success query responses) compared to the number of transactions attempted. Illustrative examples of availability measures are shown below • A-link: minutes unavailable per year • D-link: seconds unavailable per year • Databases: percentage of queries receiving a response • Databases: percentage of queries experiencing a return of unexpected values **For ILEC Results:** Identical measurements are performed where the ILEC employs the same or reasonably comparable functionality. Where such analogs do not exist, the ILEC is expected to establish benchmark performance levels jointly with the CLEC requesting the functionality. **Other Clarifications and Qualification:** • The preceding list of elements is illustrative and is not to be considered exhaustive • ILEC failure to provide comparably timely performance when using comparable functionality constitutes discriminatory access. Where comparable functionality is not employed, failure to meet or exceed parameters negotiated with the CLEC also is discrimination. • For each element or element combination requested, where a retail analog is not identified, the ILEC is expected to establish both an availability measure and an availability standard (ILEC functional analog or benchmark) unless the CLEC waives its right for such a measure. • Typical databases for which standards are currently expected are AIN, LIDB and 800 Number.

Calculation:
Function Availability(1) = [(Amount of Time(2) a Functionality is Useable(1) by a CLEC in a Specified Period)/(Total Time(2) Functionality Was Intended to Be Useable)] Notes: 1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

Level of Disaggregation:	
• By unique UNE or UNE combinations requested by the CLECs	
Data Retained Relating To CLEC Experience:	**Data Retained Relating To BST Performance:**
• Month • Element or Element Combination Identification • Result for Agreed Upon Availability Parameter	• To Be Determined
Retail Analog/Benchmark:	
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Performance Standards In This Area Are Yet To Be Published.	

Report/Measurement:
Timeliness of Element Performance

Definition:
As CLECs use individual elements (as well as element combinations) to deliver unique services, it is essential that the UNE functionality operates in a timely manner because of the crucial role played by such elements in providing quality retail services. This measure monitors individual network element (or element combinations) that do not have an apparent retail analog. CLECs must be afforded a meaningful opportunity to compete when element (or combination) functionality is utilized.

Exclusions:
• None

Business Rules:
For CLEC Results:
Timeliness will be measured for each unique UNE (or combination of UNEs) that delivers unique functionality. The number of times that the functionality executes properly within the established standard time frame will be accumulated and shown in comparison to the number of times that the execution of the functionality was requested or initiated.
Illustrative examples of timeliness measures are shown below:
• Database: Percent transactions experiencing time-outs
• Post Dial Delay: Percent calls routed to CLEC OS platform within 2 seconds
For ILEC Results:
Identical measurements are performed where the ILEC employs the same or reasonably comparable functionality. Where such analogs do not exist, the ILEC is expected to establish benchmark performance levels jointly with the CLEC requesting the functionality.
Other Clarifications and Qualification:
• The preceding list of elements is illustrative and is not to be considered exhaustive
• ILEC failure to provide comparably timely performance when using comparable functionality constitutes discriminatory access. Where comparable functionality is not employed, failure to meet or exceed parameters negotiated with the CLEC also is discrimination.
• For each element (or element combination) requested where a retail analog is not identified, the ILEC is expected to establish both a timeliness measure and a timeliness standard (ILEC functional analog or benchmark) jointly with the requesting CLEC unless that CLEC waives its right for such a measure.
• Typical databases for which standards are currently expected are AIN, LIDB and 800 Number.
• Comparisons of performance should be based upon the criteria for which the element was engineered. For example, if the element was engineered based upon average busy hour criteria, the comparison should be based upon the CLEC busy hour period (likewise for criteria such as busy day, busy season, or ten high days).

Calculation:
Timeliness of Element Performance = [(Number of Times Functionality Executes Successfully Within the Established Timeliness Standard)/(Number of Times Execution of Functionality was Attempted)] X 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
• By unique UNE or UNE combinations requested by the CLECs

Data Retained Relating To CLEC Experience:	Data Retained Relating To BST Performance:
• Month • Element or Element Combination Identification • Result for Agreed Upon Availability Parameter	• To Be Determined

Retail Analog/Benchmark:
If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:
• Performance Standards In This Area Are Yet To Be Published.

MEASURES PROPOSED BY AT&T TO REPLACE BELLSOUTH'S BILLING INVOICE MEASURES:

NBI-5	Percent Mechanized Billing Format Accuracy	Percent Mechanized Billing Format Accuracy = [(Total Number of Accurate Mechanized Local Bills)/(Total Number of Mechanized Local Bills Processed)] x 100
NBI-6	Percent Process Accuracy of Current Billing Activity	Percent Process Accuracy of Current Billing Activity = {[(|Total Other Charges &Credits Billed Dollars|)+(|Total Detail Of Adjustments Billed Dollars|)]-(|Total Correction & Correction Adjustment Dollars|)}/[(|Total Other Charges & Credits Billed Dollars|)+(|Total Detail Of Adjustment Billed Dollars|)] x 100
NBI-7	Percent Switched Local Billing Accuracy	Percent Switched Local Billing Accuracy = [(|Total Switched Billed Dollars|)-(|Switched Adjustment Dollars|)]/(|Total Switched Billed Dollars|) x 100
NBI-8	Percent On-Time Mechanized Local Services Invoice Delivery	Percent On-Time Mechanized Local Services Invoice Delivery = [(Total Number of Mechanized Local Bills Received On Time)/(Total Number of Mechanized Local Bills Processed)] x 100
NBI-9	Percent On-Time Service Order Billing	Percent On-Time Service Order Billing = [(Sum of the Absolute Value of Timely Other Charges & Credits Dollars)/(Sum of the Absolute Value of Other Charges & Credits Billed Dollars)] x 100
NBI-10	Percent On-Time Correction/Adjustment Dollars	Percent On-Time Correction/Adjustment Dollars = [(|Total Correction/Adjustment Dollars|)-(|Total Correction/Adjustment Dollars > 60 Calendar Days|)]/(|Total Correction/Adjustment Dollars|) x 100
NBI-11	Percent On-Time Switched Local Charges	Percent On-Time Switched Local Charges = [(Switched Local Charges)-(Switched Local Charges Billed>60 Calendar Days From Date Service Rendered)] x 100

ADDITIONAL MEASURES PROPOSED BY AT&T

Ordering & Provisioning		
OP-4	**Percent Order Accuracy**	Percent Order Accuracy = (Σ Orders Completed w/o Error)/ (Σ Orders Completed) x 100
OP-7	**Average Submissions Per Order**	Average Submissions Per Order = Σ[(Number of Firm Order Confirmations) + (Number of Rejections Issued)/(Number of Firm Order Confirmations
OP-12	**Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice.**	Percent Completions/Attempts without Notice or with Less Than 24 Hours Notice = [Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received Within 24 Hours of Due Date/All Completions] x 100
OP-15	**Percent Service Loss from Early Cuts**	Percent Service Loss from Early Cuts = (Customer Conversion Where Cutover Time is Earlier Than Due Date and Time)/(All Customer Conversions Completed During Reporting Period) x 100
OP-16	**Percent Service Loss from Late Cuts**	Percent Service Loss from Late Cuts = (Customer Conversion Where Cutover Time Is More Than 30 Minutes Past Due Date and Time)/All Customer Conversion Completed During Reporting Period) x 100
NOP-20	**Percent of Orders Cancelled or Supplemented at the Request of the ILEC**	Number of Orders Cancelled or Supplemented at the Request of the ILEC = [(Number of Orders Cancelled or Supplemented at the Request of the ILEC During Reporting Period)/(Number of Cancels and Supplements During the Reporting Period)] x 100
NOP-21	**Percent of Hot Cuts Not Working as Initially Provisioned**	Percent of Hot Cuts Not Working as Initially Provisioned = (Number of Troubles Attributable to the ILEC on Initial Customer Cutover)/(Number of Hot Cuts Provisioned During The Reporting Period) X100
NOP-22	**Average Recovery Time**	Average Recovery Time = Σ[(Date & Time That Trouble is Closed By CLEC)–(Date & Time Initial Trouble is Opened With ILEC)]/(Number of Troubles Opened With ILEC)
NOP-23	**Mean Time to Restore a Customer to the ILEC**	Mean Time to Restore A Customer to the ILEC = Σ[(Date & Time Service is Restored to Customer)–(Date & Time of Initial Notification to Restore)]/Number of Circuits Restored to ILEC
NOP-24	**Percent of Customers Restored to the ILEC**	Percent Of Customers Restored to the ILEC = (Number of Circuits Restored to ILEC/Number of Total Circuits Attempted to Port During Interval) X 100
GE-3	**Call Abandonment Rate**	Call Abandonment Rate = (Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the Reporting Period)
Maintenance & Repair		
MR-2	**Mean Jeopardy Interval for Maintenance and Trouble Handling**	Mean Jeopardy Interval for Maintenance and Trouble Handling = Σ [(Date and Time of Committed Due Date for Maintenance or Trouble Handling) - (Date and Time of Jeopardy Notice)]/(Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period)
MR-6	**Percent Customer Troubles Resolved Within Estimate**	Percent Customer Troubles Resolved Within Estimate = (Count of Customer Troubles Resolved By The Quoted Resolution Time and Date) / (Count of Customer Troubles Tickets Closed) x 100

GE-3	Call Abandonment Rate	Call Abandonment Rate = (Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the Reporting Period)

Directory Listings

DL-1	Average Time Allotted To Proof Listing Updates Before Publication	Average Time Allotted To Proof Listing Updates Before Publication = Σ[(Date & Time of Directory Publication Deadline) – (Date and Time Updates Available for Proofing)]/ Number of Updates Sent for Proofing

Network Performance

NP-2	Meantime To Notify CLEC	Meantime To Notify CLEC = Σ[(Date and Time ILEC Notified CLEC) – (Date and Time ILEC detected network incident)]/Count of Network Incidents
NP-3	Network Performance Parameters	Network Performance Parameters = Σ(Network Performance Parameter Result)/(Number of Tests Conducted)

Database Updates

DU-1	Average Update Interval	Average Update Interval = Σ [(Completion Date & Time of Database Update) – (Submission Date and Time of Database Change)]/Total Number of Updates Completed During Reporting Period
DU-2	Percent Update Accuracy	Percent Update Accuracy = [Number of Updates Completed Without Error)/(Number Updates Completed)] x 100]

Interconnect / Unbundled Network Elements and Combinations

IUE-1	Function Availability	Function Availability[1] = (Amount of Time[2] a Functionality is Useable[1] by a CLEC in a Specified Period)/(Total Time[2] Functionality Was Intended to Be Useable) Notes: 1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.
IUE-2	Timeliness of Element Performance	Timeliness of Element Performance = (Number of Times Functionality Executes Successfully Within the Established Timeliness Standard)/(Number of Times Execution of Functionality was Attempted)

ADDITIONAL MEASURES PROPOSED BY AT&T - ADDENDUM

Ordering & Provisioning		
NOP-25	Order Acknowledgement Timeliness	Order Acknowledgement Timeliness = (Total Number of Service Request Acknowledgments Sent Within 15 Minutes/Total Number of Service Request Acknowledgements Sent in the Report Period) X 100
NOP-26	Order Acknowledgement Completeness	Order Acknowledgement Completeness = (Total Number of Acknowledgments Sent/Total Number of Service Requests Received in the Report Period) X 100
NOP-27	Order confirmation / Rejection Response Completeness	Order confirmation / Rejection Response Completeness A = (Total Number of Service Requests for Which a Firm Order Confirmation or Reject is Sent/Total Number of Service Requests Received in the Report Period) X 100 And Order confirmation / Rejection Response Completeness B = (Total Number of Service Requests for Which Both a Firm Order Confirmation and Reject is Sent/Total Number of Service Requests Received in the Report Period) X 100
NOP-28	Provisioning Timeliness	Provisioning Timeliness = (Total Number of Service Requests Provisioned on the Due Date/Total Number of Service Requests Eligible to Complete in the Report Period) X 100 NOTE: Eligible to Complete: PONs are not in clarification; are not cancelled; and the due date has passed.
NOP-29	Provisioning Notification Completeness	Provisioning Notification Completeness = Total Number of Service Requests That Receive a Late Completion Notice/Total Number of Service Requests Eligible to Complete in the Report Period) X 100 NOTE: Eligible to Complete: PONs are not in clarification; are not cancelled; and the due date has passed.
NOP-30	Unbillable Orders	Unbillable Orders = (Total Number of Service Requests That are Eligible to Complete That Do Not Receive a Completion Notice/Total Number of Service Requests that are Eligible to Complete) X 100

APPENDIX A: REPORTING SCOPE*

Standard Service Groupings	~~Pre-Order, Ordering~~
	~~☐Resale Residence~~
	~~☐Resale Business~~
	~~☐Resale Special~~
	~~☐Local Interconnection Trunks~~
	~~☐UNE~~
	~~☐UNE – Loops w/LNP~~
	~~Provisioning~~
	~~☐UNE Non-Design~~
	~~☐UNE Design~~
	~~☐UNE Loops w/LNP~~
	~~☐Local Interconnection Trunks~~
	~~☐Resale Residence~~
	~~☐Resale Business~~
	~~☐Resale Design~~
	~~☐BST Trunks~~
	~~☐BST Residence Retail~~
	~~☐BST Business Retail~~
	~~Maintenance and Repair~~
	~~☐Local Interconnection Trunks~~
	~~☐UNE Non-Design~~
	~~☐UNE Design~~
	~~☐Resale Residence~~
	~~☐Resale Business~~
	~~☐BST Interconnection Trunks~~
	~~☐BST Residence Retail~~
	~~☐BST Business Retail~~
	~~Local Interconnection Trunk Group Blockage~~
	~~☐BST CTTG Trunk Groups~~
	~~☐CLEC Trunk Groups~~
	• Resold Residence POTS
	• Resold Business POTS
	• Resold BRI ISDN
	• Resold PRI ISDN
	• Resold Centrex/Centrex-like
	• Resold Analog PBX trunks
	• Resold DID Trunks
	• Resold Voice-Grade Private Line
	• Resold DS1 Services
	• Resold DS3 Services
	• Resold >DS3 Services
	• Other Resold Services
	• UNE Platform (at least DS0 loop + local switch + transport elements)
	• UNE Channelized DS1 (DS1 loop + multiplexing)
	• Unbundled or UNE-derived 8 dB Analog Loops
	• Unbundled or UNE-derived 2-wire Digital Loops
	• Unbundled or UNE-derived 4-wire Digital Loops

- Unbundled or UNE-derived ADSL Loops
- Unbundled or UNE-derived HDSL Loops
- Unbundled or UNE-derived xDSL Loops
- Other Unbuondled or UNE-derived Loops
- UNE Analog Switch Port (line side)
- UNE BRI Capable Switch Port (line side)
- UNE DS1 Switch Port (line side)
- UNE PRI Switch Port (trunk side)
- UNE DID-capable Switch Port (trunk side)
- UNE Message Trunk Port
- UNE Dedicated DS0 Transport
- UNE Dedicated DS1 Transport
- UNE Dedicated DS3 Transport
- Interconnect Trunks (DS0s, DS1s and DS3s,
- Two-Way Trunking, Inbound Augments, separately)
- Common Transport
- ILNP
- PNP
- ILNP-to-LNP conversions

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • ~~Move and Change Activities~~ • Service Disconnects (Unless noted otherwise) • Local Number Porting • Inside Move • Outside Move • Records Change • Feature Changes • Translation Disconnects • Standalone Directory Listing (DL) • Standalone Directory Assistance (DA) Listing • Standalone DL & DA Activity

Pre-Ordering Query Types:	• Address
	• Telephone Number
	• Appointment Scheduling
	• Customer Service Record
	• Feature Availability
	• Due Date Reservation (if separate transaction from Appointment Scheduling)
	• Facility Availability (if separate transaction from Feature/Function Availability)
	• Qualification of Loops for Advanced Digital Services
	• Service Availability Information (if separate transaction from Feature/Function Availability)
	• Rejected or Failed Queries (regardless of type)
	•
Maintenance Query Types:	• Create (or confirm logging of) a Maintenance Request
	• Obtain Status
	• Obtain Test Results
	• Cancel Request
	• Rejected of Failed Queries (regardless of type)
	• Clearance Notification
	• Closure Notification
	•
Order Rejection Reason Codes:	• Invalid Address
	• Address Errors
	• End User Name Doesn't Match ILEC Records
	• Incorrect Directory Assistance Listing/Due Date
	• Duplicate PON
	• Winback (Customer Returned to ILEC)
	• ILEC System Problem
	• TN Already Disconnected
	•
Transmission Quality Parameter:	• Subscriber Loop Loss
	• Signal to Noise Ratio
	• Idle Channel Circuit Noise
	• Loop-Circuit Balance
	• Circuit Notched Noise
	• Attenuation Distortion
	•
Collocation Provisioning Types:	• Physical within CO (space available at time of request)
	• Physical within CO (space created in response to request)
	• Physical outside of CO (space available at time of request)
	• Physical outside of CO (space created in response to request)
	• Virtual
	• Backhauling to neighboring CO
	• Access to GR-303 compatible concentration equipment (leased UNE alternative)
	• Other alternatives to physical
	•
Databases and Switch Tables:	• E911/911 ALI, Selective Router
	• MSAG
	• LIDB
	• OS/DA
	• DL
	• NXX tables at CO for call completion and NXX routing
	• NXX tables at tandem for call completion and NXX

	routing
Reportable Network Incidents:	***Switching (Local/Tandem):*** • Complete loss of call processing capability from a switch (host/remotes) lasting = > 2 minutes or longer. • Network Incident (Loss of Dial Tone) affecting one thousand access lines. • Media Interest: Any interruption or outage that may cause public or news media attention. ***Transport:*** • EQUIPMENT AND/OR FACILITY FAILURES • Local (200 or more working pairs affected, causing loss of dial tone) • Toll/EAS (Isolation of an entire exchange) > 2 minutes. • Fiber (Any working fiber providing customer service that fails without protection) lasting > 2 Minutes. • A transport equipment failure (E.G. DACS) > 2 minutes. • BROADBAND • Frame Relay (A failure of one or more channelized T1 carrier systems or two or more non-channelized T1 carrier systems. • ATM (A failure of one OC3 or two DS3s) • SMDS (A failure of one DS3 or four T1s) • Packet Switching (Any failure of an access module (AM) or resource module (RM) • NARROWBAND • 5 T1 carrier systems (within a switch) • Fiber (Any working fiber providing customer service that falls without protection) • Media Interest: Any interruption or outage that may cause public or news media attention. ***SS7:*** • Loss of mated pair of STP or SCP > 2 minutes • Media Interest: Any interruption or outage that may cause public or news media attention ***Trunking:*** • Loss of intra/interoffice calling lasting > 2 minutes. (E.G. Toll and/or EAS) • Media Interest: Any interruption or outage that may cause public or news media attention ***911:*** • A central office isolation from the E911 network for = > 2 minutes or longer. • Loss of 25% or more of the trunking capabilities from an E911 tandem to the PSAPs it serves for = > 2 minutes or longer (e.g. translations, trunking frame failure, etc.) • A PSAP isolation from the E911 network for = > 2 minutes or longer (e.g. translations, trunking problems, etc.) • A transport cable failure that isolates a central office from

	the E911 network; (Local switch to the E911 tandem) transport cable failure that isolates a PSAP from the E911 tandem;- A transport cable failure that results in the loss of 25% or more of the trunks/circuits (aggregate from an E911 tandem to the PSAPs served by that Tandem; A transport equipment failure that isolates a central office from the E911 network; A transport equipment failure that isolates a Public Safety Answering Point (PSAP) tandem.; or A transport equipment failure that results in the loss of 25% or more of the trunks/circuits (aggregate) from an E911 tandem to the PSAPs served by that tandem. • Federal Government, equipment or facility affecting 5 or more military special communication, isolations of FAA location or air ground facilities.- State and local agencies interruptions seriously affecting service to police, fire departments, hospitals, press, military, PBS's
	•
Trouble Types:	• Inside (Central Office) Dispatch - Out of Service • Outside Dispatch - Out of Service • Inside Dispatch – Degraded Service • Outside Dispatch – Degraded Service • No Access or No Trouble Found • NXXs not loaded properly by ILEC • NXXs not loaded properly by party other than CLEC/ILEC • All Other Troubles *"Out of Service" means that the customer has no dial tone.* *"Dispatch" means that ILEC repair personnel must be dispatched to a location outside an ILEC building (to customer premises or other off-site facilities) to resolve the trouble.*
Report Levels	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

APPENDIX B: GLOSSARY OF ACRONYMS AND TERMS

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 like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	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.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms - Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
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, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		
L	LCSC	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	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.
	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	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, 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.

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	**OASIS**	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which 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.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	**POTS**	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	**RNS**	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	**SOCS**	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	**TAFI**	Trouble Analysis Facilitation Interface - The BellSouth Operations System that 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	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	**UNE**	Unbundled Network Element
V		
W	**WTN**	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

APPENDIX C: BELLSOUTH'S AUDIT POLICY

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth developed a proposed Audit Plan for use by the parties to an audit If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001-2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:
1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.

2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).

3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

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

APPENDIX B

Statistical Methodology

Basic concepts and Terms

When making the comparison of BellSouth results to AT&T results, it is necessary to employ comparative methods that are based upon generally accepted statistical procedures. It is important to use statistical procedures because all of the BellSouth-AT&T processes that will be measured are processes that contain some degree of randomness. The use of statistical procedures recognizes the practical existence of measurement variability, and assists in translating results data into decision-making information. AT&T and BellSouth agree that the use of the modified "Z-test," for the difference between the two means (BellSouth and AT&T) or two percentages, or the difference in two proportions, is the appropriate statistical test for the determination of parity when the result for BellSouth and AT&T are compared. The modified Z-tests are applicable if the number of data points are greater than or equal to 10 for a given measurement. For testing compliance for measures for which the number of data points are 9 or less, a permutation analysis is applicable.

The parties agree that the definition of performance measure parity should be that parity exists when the measured results in a single month (whether in the form of means, percents or proportions) for the same measurement, at equivalent disaggregation, for both BellSouth and AT&T are used to calculate a Z-test statistic and the resulting value is no greater than zero.

The Z-test

The objective of the statistical test is to compare the mean of a sample of the ILEC measurements with the mean of a sample of CLEC measurements. Suppose both samples were drawn from the same population; then the difference between these two sample means (*i.e.*, $DIFF = \underline{x}CLEC - \underline{x}ILEC$) will have a sampling distribution which will

(i) have a mean of zero; and
(ii) have a standard error that depends on the population standard deviation and the sizes of the two samples.

Statisticians utilize an index for comparing measurement results for different samples. The index employed is a ratio of the difference in the two sample means (being compared) and the standard deviation estimated for the overall population. This ratio is known as a z-score. The z-score compares the two samples on a standard scale, making proper allowance for the sample sizes.

Statistical Methodology

The computation of the difference in the two sample means is straightforward.

$$DIFF = \underline{x}CLEC - \underline{x}ILEC$$

The standard deviation is less intuitive. Nevertheless, statistical theory establishes the fact that

$$\sigma^2_{DIFF} = \frac{\sigma^2}{n_{CLEC}} + \frac{\sigma^2}{n_{ILEC}},$$

where σ is the standard deviation of the population from which both samples are drawn. That is, the squared standard error of the difference is the sum of the squared standard errors of the two means being compared.[1]

We do not know the true value of the population σ, because the population cannot be fully observed. However, we can estimate σ given the standard deviation of the ILEC sample $(\sigma ILEC)$.[2] Hence, we may estimate the standard error of the difference with

$$\sigma_{DIFF} = \sqrt{\frac{\sigma^2_{ILEC}}{n_{CLEC}} + \frac{\sigma^2_{ILEC}}{n_{ILEC}}} = \sqrt{\sigma^2_{ILEC}\left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}}\right]}$$

If we then divide the difference between the two sample means by this estimate of the standard deviation of this difference, we get what is called a "z-score".

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

Proposed Test Procedures

Applying the Appropriate Test

Three z-tests will be described in this section: the "Test for Parity in Means", the "Test for Parity in Rates", and the "Test for Parity in Proportions".

Test for Parity in Means

Several of the measurements in the LCUG SQM document are averages (*i.e.*, means) of certain process results. The statistical procedure for testing for parity in the ILEC and CLEC means is described below:

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[1] Winkler and Hays, *Probability, Inference, and Decision.* (Holt, Rinehart and Winston: New York), p. 370.

[2] Winkler and Hays, *Probability, Inference, and Decision.* (Holt, Rinehart and Winston: New York), p. 338.

Statistical Methodology

1. Calculate for each sample the number of measurements (nILEC and nCLEC), the sample means ($\underline{x}$ILEC and $\underline{x}$CLEC), and the sample standard deviations (σILEC and σCLEC).

2. Calculate the difference between the two sample means; if *larger* CLEC mean indicates possible violation of parity, use $DIFF = \underline{x}CLEC - \underline{x}ILEC$, otherwise reverse the order of the CLEC mean and ILEC mean.

3. To determine a suitable scale on which to measure this difference, we use an estimate of the population variance based on the ILEC sample, adjusted for the sized of the two samples: this gives the standard error of the difference between the means as

$$\sigma_{DIFF} = \sqrt{\sigma_{ILEC}^2 \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

4. Compute the test statistic

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.

6. Declare the means to be in violation of parity if $z > c$.

Test for Parity in Proportions

Several of the measurements in the LCUG SQM document are proportions derived from certain counts. The statistical procedure for testing for parity in the ILEC and CLEC proportions is described below. It is the same as that for means, except that we do not need to estimate the ILEC variance separately.

1. Calculate for each sample sizes (nILEC and nCLEC), and the sample proportions (pILEC and pCLEC).

2. Calculate the difference between the two sample means; if *larger* CLEC proportion indicates worse performance, use $DIFF = p$CLEC $- p$ILEC, otherwise reverse the order of ILEC and CLEC proportions.

3. Calculate an estimate of the *standard error for the difference* in the two proportions according to the formula

$$\sigma_{DIFF} = \sqrt{p_{ILEC}(1 - p_{ILEC}) \left[\frac{1}{n_{CLEC}} + \frac{1}{n_{ILEC}} \right]}$$

Statistical Methodology

4. Hence compute the test statistic

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.

6. Declare the means to be in violation of parity if $z > c$.

Test for Parity in Rates

A rate is a ratio of two counts, *num/denom*. An example of this is the trouble rate experience for POTS. The procedure for analyzing measurements results that are rates is very similar to that for proportions.

1. Calculate the numerator and the denominator counts for both the ILEC and CLEC, and hence the two rates $rILEC = numILEC/denomILEC$ and $rCLEC = numCLEC/denomCLEC$.

2. Calculate the difference between the two sample rates; if *larger* CLEC rate indicates worse performance, use $DIFF = rCLEC - rILEC$, otherwise take the negative of this.

3. Calculate an estimate of the *standard error for the difference* in the two rates according to the formula

$$\sigma_{DIFF} = \sqrt{r_{ILEC}\left[\frac{1}{denom_{CLEC}} + \frac{1}{denom_{ILEC}}\right]}$$

4. Compute the test statistic

$$z = \frac{DIFF}{\sigma_{DIFF}}$$

5. Determine a critical value c so that the type one error is suitably small.

6. Declare the means to be in violation of parity if $z > c$.

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Service Quality Measurements:
Reporting Expectations And Report Format

Basic Operating Principles

Performance Results Comparison:

For all performance measurement metrics, AT&T results for the report month are to be shown in comparison to BellSouth retail results for the same period. The difference between the AT&T and BellSouth retail results for the performance metric and an indication where the AT&T result is lesser in quality compared to BellSouth will also be shown.

Separate Results Reporting:

BellSouth shall also report separately on its performance for each reporting dimension as provided to: (1) its own retail customers, (2) any of its affiliates that provide local service, (3) competing carriers (CLECs) in the aggregate, and (4) AT&T. The "affiliate" category above includes any BellSouth affiliate that purchases local service for resale or purchases unbundled network elements from BellSouth.

Detailed Reporting:

Detailed reporting shall be provided only to AT&T unless written permission is provided to do otherwise. Reporting to AT&T shall include, for each measure, a representation of the dispersion around the average (mean) of the measured results for the reporting period (e.g. percent of 1-4 lines installed in the 1st day, 2nd day, 3rd day, and > 10 days, etc.)

Disaggregation:

Measurement data shall be reported in a manner consistent with natural geographic and operational areas. AT&T and BellSouth shall agree upon the appropriate disaggregation within 30 days of the commission approval of the Interconnection Agreement. Such disaggregation shall be at a level necessary to reveal underlying differences in performance, which could mask parity comparison. For purposes of this Agreement, the parties concur that reporting must be disaggregated at a level lower than the statewide or LATA-wide level (preferably at the MSA Metropolitan Statistical Area level.)

The reporting dimensions in the Formula Quick Reference Guide (Attachment 1) provide the disaggregation level for each Performance Measurement.

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Raw Data:

BellSouth shall provide all data records captured in its observation for the reporting period for all performance measurement reports. A corresponding data file will be provided for each performance measurement report which contains the associated data records.

Each record will contain a minimal set of data corresponding to the CLEC retained data described in the performance measurement definition. A column heading will be provided for each field in the record. The raw data records will include delimiters between data fields. The raw data files will be provided in a format that can be used as direct input into a common database management system such as Microsoft ACCESS.

Raw Data User's Guide:

BellSouth shall provide explicit instructions of what is contained in the raw data files, including column heading definitions, column purpose and data field code definitions. BellSouth shall provide instructions on how to gain access to reports and raw data. BellSouth shall comprehensively describe how to recreate the performance result reports using the raw data records. When instructions need clarity, BellSouth shall receive input from AT&T and make appropriate changes as agreed to by both parties.

Timely Delivery of Reports and Raw Data:

Reports and raw data files shall be made available to AT&T no later than ten (10) calendar days following the close of the calendar report month.

Failure to Report in a Timely Manner:

Unless otherwise agreed to by AT&T, failure of BellSouth to provide timely reports as to any performance measurement result shall be considered a failure by BellSouth to meet the minimum level of performance specified in the Agreement.

Changes to Performance Reporting Formats or Raw Data File Formats:

Changes to any performance report format will be conducted as set forth in Section 6 of Attachment 9.

Data Update or Revision:

BellSouth shall notify AT&T within three (3) business days of a determination that

APPENDIX C

Service Quality Measurements:
Reporting Expectations And Report Format

reports and/or data previously provided to AT&T under this Agreement are in need of revisions or updates. Such notification shall include the reason for the revision or update and a specific plan for providing such revisions or updates, including the identification of the metrics involved and those calculations or comparisons that BellSouth is proposing to modify to accurately reflect BellSouth performance. BellSouth shall provide the revised reports to AT&T within five (5) business days of first notifying AT&T of the need for revisions or updates.

Statistical Reporting

The general structure for reporting statistical results shall be the same for the different measures and will consist of three components. The first component, is the monthly test statistics over a period of time. The second component is results for the current month, with summary statistics, test statistics, and descriptive graphs. Finally, the third component of the reporting structure is a summary of any adjustments to the data made in the process of running the tests, including a description of how many records were excluded from analysis and the reason for the exclusion (i.e., excluded due to business rules, or due to statistical/methodological rules pertaining to the measure). This component is important to assure that the reported results can be audited.

An outline of the report is shown below. Monthly results will be presented for each level of aggregation required.

1. Monthly Test Statistics Over a Period of Time

2. Results For The Current Month
   A. Summary Statistics
   B. Test Statistics
   C. Descriptive Graphs

3. Adjustment to Data
   A. Records Excluded Due to Business Rules
   B. Records Excluded Due to Statistical Rules

Service Quality Measurements:

Formula Quick Reference Guide:

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The Formula Quick Reference Guide represents the measures that AT&T requires and the formulas for the data. The Guide is separated by Measurement Designations: Order Provisioning (OP), Maintenance and Repair (MR), General (GE), Billing (BI), Operator Services / Directory Assistance & Listings (OS, DA, & DL), Network Performance (NP), Collocation Provisioning (CP), Database Updates (DU), and Interconnect / Unbundled Elements and Combos (IUE).

Measurement Designation refers to the measurement category and number. Measurement Name describes the measurement being reported. Measurement Formula represents the formula used to calculate the measurements. Reporting Dimensions represents the subcategories of measures required. Each item in the column for Reporting Dimensions marked with a (*) is detailed in Attachment 2 to this Appendix C - Reporting Dimensions.

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Service Quality Measurements:
Reporting Expectations And Report Format
ATTACHMENT 1:
FORMULA QUICK REFERENCE GUIDE

Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
Ordering and Provisioning (OP)			
OP-1	Average Completion Interval	Average Completion Interval = Σ [(Completion Date & Time) - (Order Submission Date & Time)] /(Count of Orders Completed in Reporting Period)	• Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-2	% Orders Completed on Time	% Orders Completed on Time = (Count of Orders Completed within the ILEC Committed Due Date) / (Count of Orders Completed in Reporting Period) x 100	• Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-3	Average Offered Interval	Average Offered Interval = Σ [(Committed Due Date & Time) – (Date & Time of Receipt of valid Service Request)]/(Number of Committed Due Dates)	• Company • Service Type* • Order Activity* • Geographic Scope • Volume Category
OP-4	% Order Accuracy	% Order Accuracy = (Σ Orders Completed w/o Error)/ (Σ Orders Completed) x 100	• Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-5	% Mechanized Order Flow Through	% Mechanized Order Flow Through = [(Total Number of Orders Processed Without Manual Intervention)/(Total Number of Orders Completed)] x 100	• Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-6	% Orders Rejected	% Orders Rejected = [Number of Orders Rejected Due to Error or Omission/Number of Orders Received by the ILEC During Reporting Period] x 100	• Company • Interface Type • Service Type* • Order Activity* • Volume Category
OP-7	Average Submissions Per Order	Average Submissions Per Order = Σ[(Number of Firm Order Confirmations) + (Number of Rejections Issued)/(Number of Firm Order Confirmations	• Company • Interface Type • Service Type* • Order Activity* • Volume Category

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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-8	Reject Interval	Reject Interval = Σ [(Date and Time of Order Rejection) - (Date and Time of Order Receipt or Acknowledgment)]/(Number of Orders Rejected in Reporting Period)	• Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-9	FOC Interval	FOC Interval = Σ [(Date and Time of Firm Order Confirmation) - (Date and Time of Order Acknowledgment)]/(Number of Orders Confirmed in Reporting Period)	• Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-10	Jeopardy Interval	Jeopardy Interval = Σ [(Date and Time of Committed Due Date for the Order) - (Date and Time of Jeopardy Notice)]/(Number of Orders Jeopardized in Reporting Period). For all orders jeopardized on or before the scheduled due date.	• Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-11	Completion Notice Interval	Completion Notice Interval = Σ [(Date and Time of Notice of Completion Issued to the CLEC) - (Date and Time of Work Completion by the ILEC)]/(Number of Orders Completed in Reporting Period)	• Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-12	% Completions/ Attempts without Notice or with Less Than 24 Hours Notice.	% Completions/Attempts without Notice or with Less Than 24 Hours Notice = [Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received Within 24 Hours of Due Date/All Completions] x 100	• Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-13	% Jeopardies	% Jeopardies = (Number of Orders Jeopardized in Reporting Period)/(Number of Orders Confirmed in Reporting Period)	• Order Activity* • Company • Interface Type • Service Type* • Geographic Scope
OP-14	Average Coordinated Conversion Interval	Average Coordinated Conversion Interval = Σ [(Date & Time Re-termination is Completed by the ILEC) – Date and Time of Initial Service Interruption (disconnect of facilities and translations for customer transferring service)/All Customer Conversions Completed During Reporting Period)] x 100	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category

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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-15	% Service Loss from Early Cuts	% Service Loss from Early Cuts = (Customer Conversion Where Cutover Time is Earlier Than Due Date and Time)/(All Customer Conversions Completed During Reporting Period) x 100	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category
OP-16	% Service Loss from Late Cuts	% Service Loss from Late Cuts = (Customer Conversion Where Cutover Time Is More Than 30 Minutes Past Due Date and Time)/All Customer Conversion Completed During Reporting Period) x 100	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (Service Type*) • Order Activity* • Geographic Scope • Volume Category
OP-17	Held Order Interval	Held Order Interval = Σ(Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date	• Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope
OP-18	% Orders Held $\geq$ 90 Days	% Orders Held $\geq$ 90 Days = (# of Orders Held for $\geq$ 90 days) / (Total # of Orders Pending But Not Completed) x 100	• Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope

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Service Quality Measurements:
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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
OP-19	% Orders Held ≥ 15 Days	% Orders Held ≥ 15 Days = (# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) x 100	• Company • Service Type* • Reason for Hold (no facilities, no equipment, workload, other) • Geographic Scope
NOP-20	% of orders Cancelled or Supped at the Request of the ILEC (Expressed as a Fraction)	# of Orders Cancelled or Supped at the Request of the ILEC (Expressed as a Fraction) = (# of orders cancelled or supped at the request of the ILEC during reporting period) / (# of cancels and sups during the reporting period) [1]	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NOP-21	% of Hot Cuts not working as initially Provisioned (Expressed as a Fraction)	% of Hot Cuts not working as initially Provisioned (Expressed as a Fraction) = (# of Trouble Reports ultimately attributable to the ILEC on initial customer cutover) / (# of Hot Cuts Provisioned during the reporting Period) [2]	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

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[1] This measurement is expressed as a fraction so that both the total number of orders supped or canceled at the request of the ILEC, as well as the relative percentage, is known.

[2] The measure assumes the acceptance by the ILEC of AT&T Preferred Hot Cut Process. In particular, the measure relies on acceptance of a procedure that allows the CLEC to "open a trouble ticket with the ILEC provisioning group, rather than with the ILEC maintenance organization. As a result, the ILEC reports the number of trouble tickets that the CLEC opens on Hot Cuts which are ultimately found to be attributable to the ILEC. Trouble tickets will not be generated due to the downtime associated with the technician's retermination of the customer's loop as well with the sending of the "activation" to the NPAC.

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Service Quality Measurements:
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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
NOP-22	Average Recovery Time	Average Recovery Time = Σ[(Date & Time that Trouble is closed by CLEC) – (Date & Time Initial Trouble is opened with ILEC)] / (# of Troubles Opened with ILEC)[3]	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
NOP-23	Mean Time to Restore a Customer to the ILEC	Mean time to restore a customer to the ILEC = Σ[(Date & Time Service is restored to Customer) – (Date & Time of Initial Notification to Restore)] / # of Circuits Restored To ILEC[4]	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

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[3] This Measure assumes the AT&T Preferred Hot Cut Process where the CLEC can open a trouble ticket with the ILEC at any time during the Hot Cut Process. Average Recovery Time refers to the time it takes for the ILEC to restore service to a customer upon notification by the CLEC of a hot cut not working as initially provisioned. This measure excludes all situations where the customer must be restored to the ILEC to provide service.

[4] Mean Time To Restore refers to the time it takes for the ILEC to Restore Service for a Hot Cut Customer on its own facilities.

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Service Quality Measurements:
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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
NOP-24	% of Customers Restored to the ILEC (Expressed as a Fraction)	% of Customers Restored to the ILEC (Expressed as a Fraction) = # of Circuits Restored to ILEC / # of Total Circuits attempted to port during interval	• Company • Type of Loop or UNE Combination Cutover and Type of NP involved (i.e. ILNP, PNP or ILNP-to-PNP conversion). See also Service Type (Appendix 1) • Order Activity • Geography • Volume Category • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
Maintenance and Repair (MR)			
MR-1	Mean Time to Restore	Mean Time To Restore = Σ [(Date and Time of Trouble Ticket Resolution Returned to CLEC)-(Date and Time Trouble Ticket Referred to the ILEC)] / (Count of Trouble Tickets Resolved in Reporting Period)	• Service Type* • Trouble Type* • Geographic Scope
MR-2	Mean Jeopardy Interval for Maintenance and Trouble Handling	Mean Jeopardy Interval for Maintenance and Trouble Handling = Σ [(Date and Time of Committed Due Date for Maintenance or Trouble Handling) - (Date and Time of Jeopardy Notice)]/(Number of Maintenance or Trouble Handling Appointments Jeopardized in Reporting Period)	• Service Type* • Trouble Type* • Geographic Scope
MR-3	Repeat Trouble Rate	Repeat Trouble Rate = (Count of Trouble Reports Where More Than One Trouble Report Was Logged for the Same Service Access Line Within a Continuous 30 Day Period) / (Number of Reports in the Report Period) x 100	• Service Type* • Company • Trouble Type* • Geographic Scope
MR-4	Trouble Rate	Trouble Rate = (Count of Initial & Repeated Trouble Reports in the Current Period) / (Number of Service Access Line in Service at End of the Report Period) x 100	• Standard Service Groupings • Company • Trouble Type* • Geographic Scope

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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
MR-5	% Troubles Within 30 Days of Install and Other Order Activity	% Troubles Within 30 Days of Install and Other Order Activity = (Total Number of Trouble Tickets Associated With Lines That Had Service Order Activity Within 30 Days of the Trouble Report)/(Total Number of Orders Completed in the Report Period	• Service Type* • Company • Trouble Type* • Geographic Scope
MR-6	% Customer Troubles Resolved Within Estimate	% Customer Troubles Resolved Within Estimate = (Count of Customer Troubles Resolved By The Quoted Resolution Time and Date) / (Count of Customer Troubles Tickets Closed) x 100	• Company • Service Type* • Trouble Type* • Geographic Scope
General (GE)			
GE-1	% System Availability	% System Availability = [(Hours Functionality is Available to CLECs During Report Period) / (Number of Hours Functionality was Scheduled to be Available During the Period)] x 100	• Company • Interface type offered for each functional area • Business Period (8:00 AM to 8:00 PM local time vs 8:00 PM to 8:00 AM, weekends and holidays)
GE-2	Mean Time to Answer Calls	Mean Time to Answer Calls = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)]/(Total Calls Answered by Center)	• Support Center Type (i.e., CLEC Maintenance, CLEC Provisioning, ILEC Maintenance, ILEC Provisioning/business office)
GE-3	Call Abandonment Rate	Call Abandonment Rate = (Count of Calls Terminated Before Answer During the Reporting Period)/(Count of All Calls Placed in Queue During the Reporting Period)	• Support Center Type (i.e., CLEC Maintenance, CLEC Provisioning, ILEC Maintenance, ILEC Provisioning/business office)
GE-4	Average Response Interval	Average Response Interval = Σ [(Query Response Date & Time) - (Query Submission Date & Time)] /(Number of Queries Submitted in Reporting Period	• Company • Interface Type • Pre-ordering Query Types* • Maintenance Query Types*
Billing (BI)			
BI-1	Mean Time to Provide Recorded Usage Records	Mean Time to Provide Recorded Usage Records = {Σ[(Data Set Transmission Date)-(Date of Message Recording)]}/(Count of All Messages Transmitted in Reporting Period)	• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
BI-2	Mean Time to Deliver Invoices	Mean Time to Deliver Invoices = Σ[(Invoice Transmission Date)-(Date of Scheduled Bill Cycle Close)]/(Count of Invoices Transmitted in Reporting Period)	• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)

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Service Quality Measurements:
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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
BI-3	% Invoice Accuracy	% Invoice Accuracy = [(Number of Invoices Delivered in the Reporting Period that Have Complete Information, Reflect Accurate Calculations and are Properly Formatted) / Total Number of Invoices Issued in the Reporting Period)] x 100	• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
BI-4	% Usage Accuracy	% Usage Accuracy = [(Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted)] x 100	• Company • Type of Record (end user or access) or Invoice (resale, UNE or interconnection services)
Operator Services/Directory Assistance & Listings (OS, DA and DL)			
OS/DA-1	Mean Time To Answer	Mean Time To Answer = Σ [(Date and Time of Call Answer) - (Date and Time of Call Receipt)]/(Total Calls Answered on Behalf of CLECs in Reporting Period)	• Company • Operator Services by Center • Directory Assistance by Center • Directory Listings by Directory
DL-1	Average Time Allotted To Proof Listing Updates Before Publication	Average Time Allotted To Proof Listing Updates Before Publication = Σ[(Date & Time of Directory Publication Deadline) – (Date and Time Updates Available for Proofing)]/ Number of Updates Sent for Proofing	• Company • Operator Services by Center • Directory Assistance by Center • Directory Listings by Directory

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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
Network Performance (NP)			
NP-1	% Call Completion	% Call Completion = [(Total number of blocked call attempts during busy hour)/(Total number of call attempts during busy hour)] x 100. (inbound and outbound call attempts would be measured separately)	• Trunk Capacity Type (DSO, DS1, DS3, etc. • Dedicated Trunk Groups • Common Trunk Groups where CLEC/LD Traffic Share Common ILEC Trunks. • Common Trunk Groups where CLEC traffic traverses a separate common network from the ILEC traffic. • Availability of 7-digit call back-up to PSAP location • E911/911 Trunk Groups • OS/DA Trunk Groups • By Switch (Serving CLEC) for CLEC • By Switch (Serving CLEC) for ILEC • Company • Geographic
NP-2	**Meantime To Notify CLEC**	Meantime To Notify CLEC = Σ[(Date and Time ILEC Notified CLEC) – (Date and Time ILEC detected network incident)]/Count of Network Incidents	• Company • Type of Event – By each Reportable Incident Grouping* • By Switch and Tandem
NP-3	**Network Performance Parameters**	Network Performance Parameters = Σ(Network Performance Parameter Result)/(Number of Tests Conducted)	• Transmission Quality*
Collocation Provisioning (CP)			
CP-1	**Meantime To Respond To Collocation Request**	Meantime To Respond To Collocation = Σ [(Request Response Date) – Request Submission Date)]/Count of Request Responses Issued	• Company • Type of Collocation* • Geographic Scope
CP-2	**Meantime To Provide Collocation Arrangement**	Meantime To Provide Collocation Arrangement Request = Σ [(Date & Time Collocation Arrangement is Compete) – (Date & Time Collocation application submitted)]/Number of Collocation Arrangements Complete	• Company • Type of Collocation* • Geographic Scope
CP-3	**% Due Dates Missed**	% Due Dates Missed = (Number of Orders Not Completed By ILEC Committed Due Date)/Total Number of Orders Completed During the Reporting Period	• Company • Type of Collocation* • Geographic Scope

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Measurement Designation:	Measurement Name:	Measurement Formula:	Reporting Dimensions
Database Updates (DU)			
DU-1	**Average Update Interval**	Average Update Interval = Σ [(Completion Date & Time of Database Update) – (Submission Date and Time of Database Change)]/Total Number of Updates Completed During Reporting Period	• Company • Database Type*
DU-2	**% Update Accuracy**	% Update Accuracy = [Number of Updates Completed Without Error)/(Number Updates Completed)] x 100l	• Company • Database Type*
Interconnect / Unbundled Elements and Combos (IUE)			
IUE-1	**Function Availability**	Function Availability[1] = (Amount of Time[2] a Functionality is Useable[1] by a CLEC in a Specified Period)/(Total Time[2] Functionality Was Intended to Be Useable) Notes: 1. These measures may also be expressed in the negative, that is, in term of unavailability. 2. In some instances, rather than time, the availability will be expressed in terms of transactions executed successfully compared to transactions attempted.	• By unique UNE or UNE combinations requested by AT&T
IUE-2	**Timeliness of Element Performance**	Timeliness of Element Performance = (Number of Times Functionality Executes Successfully Within the Established Timeliness Standard)/(Number of Times Execution of Functionality was Attempted)	• By unique UNE or UNE combinations requested by AT&T

Service Quality Measurements:
Reporting Expectations And Report Format

ATTACHMENT 2:
REPORTING DIMENSIONS

Service Types:	• Resold Residence POTS • Resold Business POTS • Resold BRI ISDN • Resold PRI ISDN • Resold Centrex/Centrex-like • Resold Analog PBX trunks • Resold DID Trunks • Resold Voice-Grade Private Line • Resold DS1 Services • Resold DS3 Services • Resold >DS3 Services • Other Resold Services • UNE Platform (at least DS0 loop + local switch + transport elements) • UNE Channelized DS1 (DS1 loop + multiplexing) • Unbundled or UNE-derived 8 dB Analog Loops • Unbundled or UNE-derived 2-wire Digital Loops • Unbundled or UNE-derived 4-wire Digital Loops • Unbundled or UNE-derived ADSL Loops • Unbundled or UNE-derived HDSL Loops • Unbundled or UNE-derived xDSL Loops • Other Unbundled or UNE-derived Loops • UNE Analog Switch Port (line side) • UNE BRI Capable Switch Port (line side) • UNE DS1 Switch Port (line side) • UNE PRI Switch Port (trunk side) • UNE DID-capable Switch Port (trunk side) • UNE Message Trunk Port • UNE Dedicated DS0 Transport • UNE Dedicated DS1 Transport • UNE Dedicated DS3 Transport • Interconnect Trunks (DS0s, DS1s and DS3s, • Two-Way Trunking, Inbound Augments, separately) • Common Transport • ILNP • PNP • ILNP-to-LNP conversions
Standard Order Activities:	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Local Number Porting • Inside Move • Outside Move • Records Change • Feature Changes • Service Disconnects • Translation Disconnects • Standalone Directory Listing (DL) • Standalone Directory Assistance (DA) Listing • Standalone DL & DA Activity

Service Quality Measurements:
Reporting Expectations And Report Format

Pre-Ordering Query Types:	- Due Date Reservation (if separate transaction from Appointment Scheduling) - Feature Function Availability - Facility Availability (if separate transaction from Feature/Function Availability) - Qualification of Loops for Advanced Digital Services - Street Address Validation - Service Availability Information (if separate transaction from Feature/Function Availability) - Appointment Scheduling - Customer Service Records - Telephone Number - Rejected or Failed Queries (regardless of type)
Maintenance Query Types	- Create (or confirm logging of) a Maintenance Request - Obtain Status - Obtain Test Results - Cancel Request - Rejected of Failed Queries (regardless of type) - Clearance Notification - Closure Notification
Order Rejection Reason Codes	- Invalid Address - Address Errors - End User Name Doesn't Match ILEC Records - Incorrect Directory Assistance Listing/Due Date - Duplicate PON - Winback (Customer Returned to ILEC) - ILEC System Problem - TN Already Disconnected
Transmission Quality Parameter:	- Subscriber Loop Loss - Signal to Noise Ratio - Idle Channel Circuit Noise - Loop-Circuit Balance - Circuit Notched Noise - Attenuation Distortion
Type of Collocation:	- Physical within CO (space available at time of request) - Physical within CO (space created in response to request) - Physical outside of CO (space available at time of request) - Physical outside of CO (space created in response to request) - Virtual - Backhauling to neighboring CO - Access to GR-303 compatible concentration equipment (leased UNE alternative) - Other alternatives to physical
Databases and Switch Tables:	- E911/911 ALI, Selective Router - MSAG - LIDB - OS/DA - DL - NXX tables at CO for call completion and NXX routing - NXX tables at tandem for call completion and NXX routing

Reportable Network Incidents:	**Switching (Local/Tandem):** • Complete loss of call processing capability from a switch (host/remotes) lasting = > 2 minutes or longer. • Network Incident (Loss of Dial Tone) affecting one thousand access lines. • Media Interest: Any interruption or outage that may cause public or news media attention. **Transport:** • <u>EQUIPMENT AND/OR FACILITY FAILURES</u> • Local (200 or more working pairs affected, causing loss of dial tone) • Toll/EAS (Isolation of an entire exchange) > 2 minutes. • Fiber (Any working fiber providing customer service that fails without protection) lasting > 2 Minutes. • A transport equipment failure (E.G. DACS) > 2 minutes. • <u>BROADBAND</u> • Frame Relay (A failure of one or more channelized T1 carrier systems or two or more non-channelized T1 carrier systems. • ATM (A failure of one OC3 or two DS3s) • SMDS (A failure of one DS3 or four T1s) • Packet Switching (Any failure of an access module (AM) or resource module (RM) • <u>NARROWBAND</u> • 5 T1 carrier systems (within a switch) • Fiber (Any working fiber providing customer service that falls without protection) • Media Interest: Any interruption or outage that may cause public or news media attention. **SS7:** • Loss of mated pair of STP or SCP > 2 minutes • Media Interest: Any interruption or outage that may cause public or news media attention **Trunking:** • Loss of intra/interoffice calling lasting > 2 minutes. (E.G. Toll and/or EAS) • Media Interest: Any interruption or outage that may cause public or news media attention **911:** • A central office isolation from the E911 network for = > 2 minutes or longer. • Loss of 25% or more of the trunking capabilities from an E911 tandem to the PSAPs it serves for = > 2 minutes or longer (e.g. translations, trunking frame failure, etc.) • A PSAP isolation from the E911 network for = > 2 minutes or longer (e.g. translations, trunking problems, etc.) • A transport cable failure that isolates a central office from the E911 network; (Local switch to the E911 tandem) transport cable failure

	that isolates a PSAP from the E911 tandem;- A transport cable failure that results in the loss of 25% or more of the trunks/circuits (aggregate from an E911 tandem to the PSAPs served by that Tandem; A transport equipment failure that isolates a central office from the E911 network; A transport equipment failure that isolates a Public Safety Answering Point (PSAP) tandem.; or A transport equipment failure that results in the loss of 25% or more of the trunks/circuits (aggregate) from an E911 tandem to the PSAPs served by that tandem. • Federal Government, equipment or facility affecting 5 or more military special communication, isolations of FAA location or air ground facilities.- State and local agencies interruptions seriously affecting service to police, fire departments, hospitals, press, military, PBS's
Trouble Types	• Inside (Central Office) Dispatch - Out of Service • Outside Dispatch - Out of Service • Inside Dispatch – Degraded Service • Outside Dispatch – Degraded Service • No Access or No Trouble Found • NXXs not loaded properly by ILEC • NXXs not loaded properly by party other than CLEC/ILEC • All Other Troubles *"Out of Service" means that the customer has no dial tone.* *"Dispatch" means that ILEC repair personnel must be dispatched to a location outside an ILEC building (to customer premises or other off-site facilities) to resolve the trouble.*

Service Quality Measurements:
Reporting Expectations And Report Format

ATTACHMENT 3:

EXAMPLES OF REPORTS

The following report details examples of the two Reports for the first Measurement Designation OP-1 (Average Completion Interval).

						AT&T	ILEC	Difference	Dispersion
Company						0.00	0.00	0.00	
	Resold Residential Pots					*0.00*	*0.00*	*0.00*	
		New Service Installs				0.00	0.00	0.00	
			Geographic Scope 1			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category 2		0.00	0.00	0.00	
				Volume Category X		0.00	0.00	0.00	
			Geographic Scope X			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category 2		0.00	0.00	0.00	
				Volume Category X		0.00	0.00	0.00	
		Service Migrations				0.00	0.00	0.00	
			Geographic Scope 1			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category 2		0.00	0.00	0.00	
				Volume Category X		0.00	0.00	0.00	
			Geographic Scope X			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category 2		0.00	0.00	0.00	
				Volume Category X		0.00	0.00	0.00	
		Activity X				0.00	0.00	0.00	
			Geographic Scope 1			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category 2		0.00	0.00	0.00	
				Volume Category X		0.00	0.00	0.00	
			Geographic Scope X			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category 2		0.00	0.00	0.00	
				Volume Category X		0.00	0.00	0.00	
	Service X					*0.00*	*0.00*	*0.00*	
		New Service Installs				0.00	0.00	0.00	
			Geographic Scope 1			*0.00*	*0.00*	*0.00*	
				Volume Category 1		0.00	0.00	0.00	
				Volume Category ...		0.00	0.00	0.00	

Service Quality Measurements:
Reporting Expectations And Report Format

						AT&T	ILEC	ILEC Affiliates	Other CLECs
					Average Installation Interval				
Company						0.00	0.00	0.00	0.00
	Resold Residential Pots					*0.00*	*0.00*	*0.00*	*0.00*
		New Service Installs				0.00	0.00	0.00	0.00
			Geographic Scope 1			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category 2		0.00	0.00	0.00	0.00
				Volume Category X		0.00	0.00	0.00	0.00
			Geographic Scope X			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category 2		0.00	0.00	0.00	0.00
				Volume Category X		0.00	0.00	0.00	0.00
		Service Migrations				0.00	0.00	0.00	0.00
			Geographic Scope 1			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category 2		0.00	0.00	0.00	0.00
				Volume Category X		0.00	0.00	0.00	0.00
			Geographic Scope X			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category 2		0.00	0.00	0.00	0.00
				Volume Category X		0.00	0.00	0.00	0.00
		Activity X				0.00	0.00	0.00	0.00
			Geographic Scope 1			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category 2		0.00	0.00	0.00	0.00
				Volume Category X		0.00	0.00	0.00	0.00
			Geographic Scope X			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category 2		0.00	0.00	0.00	0.00
				Volume Category X		0.00	0.00	0.00	0.00
	Service X					*0.00*	*0.00*	*0.00*	*0.00*
		New Service Installs				0.00	0.00	0.00	0.00
			Geographic Scope 1			0.00	0.00	0.00	0.00
				Volume Category 1		0.00	0.00	0.00	0.00
				Volume Category ...		0.00	0.00	0.00	0.00

APPENDIX D

NON-EXCLUSIVE CONSEQUENCES FOR NON-COMPLIANT PERFORMANCE

The following applicable terms set forth the performance incentives directly tied to the performance delivered to AT&T by BellSouth. The applicable terms address missed sub-measures for AT&T, calculated on a monthly basis. Each and every sub-measure for which an AT&T result is reported in a given month is eligible for application of an incentive if performance is deficient.

Under the applicable terms, the incentives appropriately increase when it is evident that the non-compliant performance delivered by BellSouth to AT&T worsens. For parity sub-measures, the calculated values of the modified Z-statistic exceeding critical values, and for benchmark sub-measures, the percentages of occurrences failing to achieve the benchmark, are the bases for defining performance failures which, in turn, are eligible for monthly incentive payments. Three (basic, intermediate and severe) levels of performance failures shall be defined based upon the extent of the failure. When parity is the standard for evaluating a sub-measure performance result, the failures shall be categorized by the modified Z-statistic value. When a benchmark is the standard for evaluating a sub-measure performance result, the failure shall be categorized based upon the number of individual data points (occurrences), underlying the sub-measure performance result that fail to achieve the benchmark value. When BellSouth delivers poor performance for a sub-measure that is classified as non-compliant (basic or worse failure) for three (or more) consecutive months, higher incentive payments are applicable. These are known as "chronic" failures.

NON-EXCLUSIVE CONSEQUENCES FOR
NON-COMPLIANT PERFORMANCE

When parity is the applicable standard for evaluating a performance result, incentives in Table 1 apply.

Table 1
Sub-measures with Parity Standard for Evaluation
Applicable Monthly Incentive per Sub-measure Failing

Classification Criteria Range of modified z-statistic value	Failure Category	Monthly Incentive (non-chronic)	Monthly Incentive (chronic)
greater than or equal -1.037	Compliant	$0	$0
less than -1.037 to -1.645 (85% to 95% confidence)	Basic Failure	$2,500	$25,000
less than -1.645 to -3.000 (95% to 99.87% confidence)	Intermediate Failure	$5,000	$25,000
less than -3.000 (over 99.87% confidence)	Severe Failure	$25,000	$25,000

NON-EXCLUSIVE CONSEQUENCES FOR NON-COMPLIANT PERFORMANCE

Benchmark sub-measures do not involve a comparison with BellSouth's actual performance, but rather involve a comparison of measurement data to an absolute numerical level performance expected. The benchmark represents the "bright line" between acceptable and unacceptable performance that is established through negotiation and technical discussion or study. No statistical analysis is required to determine whether a failure has occurred, although numerical data analysis may be needed.

When a benchmark is the applicable standard for evaluating a performance result, the Adjustments for Small Data Sets in Table 2 and the incentives in Table 3 apply.

Table 2

CLEC Data Set Size	Benchmark Percentage Adjustments for Small Data Sets	
	90.0%	95.0%
5	80.0%	80.0%
6	83.3%	83.3%
7	85.7%	85.7%
8	75.0%	87.5%
9	77.8%	88.9%
10	80.0%	90.0%
20	85.0%	90.0%
30	83.3%	90.0%
>30	90%	95%

NON-EXCLUSIVE CONSEQUENCES FOR
NON-COMPLIANT PERFORMANCE

Table 3

Sub-measures with Benchmark Standard for Evaluation

Applicable Monthly Incentive per Sub-measure Failing

Classification Criteria Range of Benchmark Result	Failure Category	MONTHLY INCENTIVE (non-chronic)	MONTHLY INCENTIVE (chronic)
Meets or exceeds B%	Compliant	$0	$0
Meets or exceeds (1.5B-50)% but worse than B%	Basic Failure	$2,500	$25,000
Meets or exceeds (2B-100)% but worse than (1.5B-50)%	Intermediate Failure	$5,000	$25,000
Worse than (2B-100)%	Severe Failure	$25,000	$25,000

Service Performance Measurements
And Enforcement Mechanisms

1. Scope

This Attachment includes Enforcement Measurements with corresponding Enforcement Mechanisms applicable to this Agreement.

2. Reporting

2.1 In providing services pursuant to this Agreement, BellSouth will report its performance to CLEC-1 in accordance with BellSouth's Service Quality Measurements, which are contained in this Attachment as Exhibit A and in accordance with BellSouth's Enforcement Measurements, which are contained in this Attachment as Exhibit B.

2.2 BellSouth will make performance reports available to CLEC-1 on a monthly basis. The reports will contain information collected in each performance category and will be available to CLEC-1 through some electronic medium to be determined by BellSouth. BellSouth will also provide electronic access to the raw data underlying the performance measurements. Within thirty (30) days of execution of this Agreement, BellSouth will provide a detailed session of instruction to CLEC-1 regarding access to the reports and to the raw data as well as the nature of the format of the data provided.

3. Enforcement Mechanisms

3.1 Purpose

This section establishes meaningful and significant enforcement mechanisms voluntarily provided by BellSouth to verify and maintain compliance between BellSouth and CLEC-1's operations as well as to maintain access to Operational Support System (OSS) functions. This section provides the terms and conditions for the self-effectuating enforcement mechanisms.

3.2 Effective Date

The enforcement mechanisms set forth in this section shall only become effective upon an effective FCC order, which has not been stayed, authorizing BellSouth to provide interLATA telecommunications services under section 271 of the Act within a particular state and shall only apply to BellSouth's performance in any state in which the FCC has granted BellSouth interLATA authority.

3.3   Definitions

3.3.1   Enforcement Measurement Elements means the performance
         measurements set forth in Exhibit B, attached hereto and incorporated
         herein by this reference.

3.3.2   Enforcement Measurement Benchmark means a competitive level of
         performance negotiated by BellSouth used to compare the performance of
         BellSouth and CLEC-1 where no analogous process, product or service is
         feasible. See Exhibit B.

3.3.3   Enforcement Measurement Compliance means comparing performance
         levels provided to BellSouth retail customers with performance levels
         provided by BellSouth to the CLEC customer, as set forth in Exhibit C,
         attached hereto and incorporated herein by this reference.

3.3.4   Test Statistic and Balancing Critical Value is the means by which
         enforcement will be determine using statistically valid equations. See
         Exhibit C.

3.3.5   Cell is the point (below the wire center level) at which like-to-like
         comparisons are made. For example, all BellSouth retail POTS services,
         for residential customers, requiring a dispatch in a particular wire center,
         at a particular point in time will be compared directly to CLEC-1 resold
         services for residential customers, requiring a dispatch, in the same wire
         center, at a particular point in time. When determining compliance, these
         cells can have a positive or negative value. See Exhibit C.

3.3.6   Affected Volume means that proportion of the total CLEC-1 volume or
         CLEC Aggregrate volume for which remedies will be paid.

3.3.7   Parity Gap refers to the incremental departure from a compliant-level of
         service. (See Exhibit D). This is also referred to as "diff" in the Statistical
         paper (See Exhibit C).

3.3.8   Tier-1 Enforcement Mechanisms means self-executing liquidated damages
         paid directly to CLEC-1 when BellSouth delivers non-compliant
         performance of any one of the Enforcement Measurement Elements *for*
         any month as calculated by BellSouth.

3.3.9   Tier-2 Enforcement Mechanisms means Assessments paid directly to a
         state Public Service Commission ("Commission") or its designee, when
         BellSouth performance is out of compliance or does not meet the

benchmarks for in a calendar quarter for the aggregate of all CLEC data as calculated by BellSouth for a particular Enforcement Measurement Element.

3.3.9 Tier-3 Enforcement Mechanisms means the voluntary suspension of additional marketing and sales of long distance services triggered by excessive repeat failures of those specific submeasures as defined in Exhibit D attached hereto and incorporated herein by this reference.

3.4 Application

3.4.1 The application of the Tier-1, Tier-2, and Tier-3 Enforcement Mechanisms does not foreclose other non-contractual legal and regulatory claims and remedies available to CLEC-1.

3.4.2 Proof of damages resulting from BellSouth's failure to maintain Enforcement Measurement Compliance would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damage. Liquidated damages under this provision are not intended to be a penalty.

3.5 Methodology

3.5.1 Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for a given Enforcement Measurement Element in a given month based upon a test statistic and balancing critical value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is attached hereto as Exhibit D and incorporated herein by this reference.

3.5.1.1 Tier-1 Enforcement Mechanisms apply on a per transaction basis for each negative cell and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.

3.5.1.2 Fee Schedule for Tier-1 Enforcement Mechanisms is shown in Table-1 attached hereto as Exhibit E and incorporated herein by this reference.

3.5.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State in a given calendar quarter based upon a statistically valid equation calculated by BellSouth utilizing BellSouth generated data. The method of calculation is attached hereto as Exhibit D and incorporated herein by reference.

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3.5.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all CLEC data generated by BellSouth, on a per transaction basis for each negative cell for a particular Enforcement Measurement Element.

3.5.2.2 Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is show in Table-2 attached hereto as Exhibit E and incorporated herein by this reference.

3.5.3 Tier-3 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for a State in a given calendar quarter. The method of calculation for specified submeasures is identical to the method of calculation for Tier-2 Enforcement Mechanisms as described above. The specific submeasures which are the mechanism for triggering and removing a Tier-3 Enforcement Mechanisms are described in more detail in Exhibit D attached hereto and incorporated herein by this reference.

3.6   Payment of Tier-1 and Tier-2 Amounts

3.6.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to CLEC-1 or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission, BellSouth shall make payment in the required amount on or before the thirtieth (30th) day following the due date of the performance measurement report for the month in which the obligation arose.

3.6.2 For each day after the due date that BellSouth fails to pay CLEC-1 the required amount, BellSouth will pay interest to CLEC-1 at the maximum rate permitted by state law.

3.6.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission an additional $1,000 per day.

3.6.4 If CLEC-1 disputes the amount paid to CLEC-1 for Tier-1 Enforcement Mechanisms, CLEC-1 shall submit a written claim to BellSouth within sixty (60) days after the date of the performance measurement report for which the obligation arose. BellSouth shall investigate all claims and provide CLEC-1 written findings within thirty (30) days after receipt of the claim. If BellSouth determines CLEC-1 is owed additional amounts, BellSouth shall pay CLEC-1 such additional amounts within thirty (30)

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days after its findings along with interest paid at the maximum rate permitted by law.

3.6.5 At the end of each calendar year, BellSouth will have its independent auditing and accounting firm certify that the results of all Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP).

3.8 Limitations of Liability

3.8.1 BellSouth will not be responsible for CLEC-1 acts or omissions that cause performance measures to be missed or fail, including but not limited to accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide CLEC-1 with reasonable notice of such acts or omissions and provide CLEC-1 any such supporting documentation.

3.8.2 BellSouth shall not be obligated for Tier-1, Tier-2 or Tier 3 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance was the result of an act or omission by CLEC-1 that is in bad faith.

3.8.3 BellSouth shall not be obligated to pay Tier-1 Enforcement Mechanisms or Tier-2 Enforcement Mechanism for non-compliance with a performance measurement if such non-compliance was the result of any of the following: a Force Majeure event as set forth in the General Terms and Conditions of this Agreement; an act or omission by CLEC-1 that is contrary to any of its obligations under its Interconnection Agreement with BellSouth; an act or omission by CLEC-1 that is contrary to any of its obligations under the Act, Commission rule, or state law; an act or omission associated with third-party systems or equipment; or any occurrence that results from an incident reasonably related to the Y2K problem.

3.8.4 It is not the intent of the Parties that BellSouth be liable for both Tier-2 Enforcement Mechanisms and any other assessments or sanctions imposed by the Commission. CLEC-1 will not oppose any effort by BellSouth to set off Tier-2 Enforcement Mechanisms from any additional assessment imposed by the Commission.

3.8.5 Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance. The payment of any Tier-1 Enforcement Mechanisms to CLEC-1 shall release BellSouth for any liability associated

Revised 12/17/99

with or related to the service performance measurement for the month for which the Enforcement Mechanisms was paid to CLEC-1.

3.8.6   CLEC-1 acknowledges and argues that the Enforcement Mechanisms contained in this attachment have been provided by BellSouth on a completely voluntary basis in order to maintain compliance between BellSouth and CLEC-1. Therefore, CLEC-1 may not use the existence of this section or any payments of any Tier-1 or Tier-2 Enforcement Mechanisms under this section as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

3.9   Enforcement Mechanism Caps

3.9.1   BellSouth's liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively capped at $208M per year for the entire BellSouth region as set forth below.

AL - $17M	MS - $11M
FL - $56M	NC - $23M
GA - $36M	SC - $11M
KY - $10M	TN - $23M
LA - $21M	
Regional Total - $208M	

3.9.2   If BellSouth's liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms exceed the caps referenced in this attachment, CLEC-1 may commence a proceeding with the Commission to demonstrate why BellSouth should pay any amount in excess of the cap. CLEC-1 shall have the burden of proof to demonstrate why, under the circumstances, BellSouth should have additional liability.

3.10   Dispute Resolution

3.10.1   Any dispute regarding BellSouth's performance under this section shall be resolved with the Commission through the dispute resolution procedure set forth in Section 12 of the General Terms and Conditions of this Agreement.

EXHIBIT A

EXHIBIT B

EXHIBIT C

EXHIBIT D

EXHIBIT E

BellSouth
Service Quality Measurements
Regional Performance Reports

TABLE OF CONTENTS

* These reports are subject to change due to regulatory requirements or to correct errors and etc.

PRE-ORDERING - OSS

Report/Measurement :
Average OSS Response Time and Response Interval

Definition:
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).

Exclusions:
None

Business Rules:
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.

Level of Disaggregation:
• RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses
• RSAG – TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address.
• ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers.
• COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability.
• DSAP (DOE Support Application) - provides due date information.
• HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems.
• P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability.
• OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability.

Calculation:
Σ[(Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period) X 100

Report Structure:
• Not CLEC Specific
• Not product/service specific
• Regional Level

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month	• Report Month
• Legacy Contract (per reporting dimension)	• Legacy Contract (per reporting dimension)
• Response Interval	• Response Interval
• Regional Scope	• Regional Scope

Retail Analog/Benchmark
CLEC Average Response Interval is comparable to BST Average Response Interval

Revision date: 09/14/99   (lg)

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X
ATLAS	ATLAS-TN	TN	X	X	X	X
DSAP	DSAP-DDI	Schedule	X	X	X	X
CRIS	CRSACCTS	CSR	X	X	X	X
OASIS	OASISBSN	Feature/Service	X	X	X	X
OASIS	OASISCAR	Feature/Service	X	X	X	X
OASIS	OASISLPC	Feature/Service	X	X	X	X
OASIS	OASISMTN	Feature/Service	X	X	X	X
OASIS	OASISBIG	Feature/Service	X	X	X	X

LEGACY SYSTEM ACCESS TIMES FOR LENS

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

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	X	X	X	X
RSAG	RSAG-ADDR	Address	X	X	X	X
ATLAS	ATLASTN	TN	X	X	X	X
DSAP	DSAPDDI	Schedule	X	X	X	X
HAL	HAL/CRIS	CSR	X	X	X	X
CRIS	CRSEINIT	CSR	X	X	X	X
CRIS	CRSECSR	CSR	X	X	X	X

Revision date: 08/10/99   (lg)

PRE-ORDERING - OSS

Report/Measurement:
OSS Interface Availability
Definition:
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured
Exclusions:
None
Business Rules:
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.
Level of Disaggregation:
• Regional Level
Calculation:
(Functional Availability) / (Scheduled Availability) X 100
Report Structure:
• Not CLEC Specific
• Not product/service specific
• Regional Level

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Legacy contract type (per reporting dimension) • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Regional Scope

Retail Analog/Benchmark:
CLEC OSS Interface Availability is comparable to BST OSS Interface Availability

Revision date: 09/14/99 (lg)

OSS Interface Availability

OSS Interface	% Availability
LENS	X
LEO Mainframe	X
LEO UNIX	X
LESOG	X
EDI	X
HAL	X
BOCRIS	X
ATLAS/COFFI	X
RSAG/DSAP	X
SOCS	X
TAG	X

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Summary)

Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention

Exclusions:
• Fatal Rejects
• Auto Clarification
• Manual Fallout
• CLEC System Fallout
• Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:
Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.
Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.
Manual Fallout: errors that occur 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, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

* Attached is 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 system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:
Percent Flow Through Service Requests = Σ[(Total number of valid service requests that flow-through to SOCS)] / (Total number of valid service requests delivered to SOCS) X 100

Description:
Percent Flow Through = (The total number of LSRs that flow through LESOG to SOCS) / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:
• CLEC Aggregate   ➤ Region

Level of Disaggregation:

• Geography
   ➤ Region
• Product (Under Development)
   ➤ Residence
   ➤ Business
   ➤ UNE
   ➤ Special

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience

• Report month
• Total number of LSRs received, by interface, by CLEC:
   ➤ TAG
   ➤ EDI
   ➤ LENS
• Total number of errors by type, by CLEC:
   ➤ Fatal rejects
   ➤ Total fallout for manual processing
   ➤ Auto clarification
   ➤ CLEC caused system fallout
• Total number of errors by error code
	• Report month
	• Total number of errors by type:
	   ➤ BST system error

Retail Analog/Benchmark:
CLEC Flow Through/benchmark comparison (Under Development)

Revision Date: 09/03/99 (tm)

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.
Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout • Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible(Under development)
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. **Definitions:** **Fatal Rejects:** Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. **Auto-Clarification:** errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. **Manual Fallout:** errors that occur 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, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout: 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS *Attached is 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 system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered to SOCS) X 100
Description:
Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.
Report Structure:

• Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  ➢ CLEC (by alias designation)
  ➢ Number of fatal rejects
  ➢ Mechanized interface used
  ➢ Total mechanized LSRs
  ➢ Total manual fallout
  ➢ Number of auto clarifications returned to CLEC
  ➢ Number of validated LSRs
  ➢ Number of BST caused fallout
  ➢ Number of CLEC caused fallout
  ➢ Number of Service Orders Issued
  ➢ Base calculation
  ➢ CLEC error excluded calculation

Level of Disaggregation:

• CLEC Specific (by alias designation to protect CLEC specific proprietary data)
• Geographic:
  ➢ Region
• Product (Under development)
  ➢ Residence
  ➢ Business
  ➢ UNE
  ➢ Special

Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**

• Report month
• Total number of LSRs received, by interface, by CLEC
  ➢ TAG
  ➢ EDI
  ➢ LENS
• Total number of errors by type, by CLEC
  ➢ Fatal rejects
  ➢ Total fallout for manual processing
  ➢ Auto clarification
  ➢ CLEC errors
• Total number of errors by error code
	• Report month
	• Total number of errors by type:
	  ➢ BST system error

Retail Analog/Benchmark:
CLEC Flow Through/benchmark comparison (Under development)

Revision Date: 09/03/99 (tm)

ORDERING

Report/Measurement:
Flow Through Error Analysis
Definition:
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.
Exclusions:
Each Error Analysis is error code specific; therefore exclusions are not applicable.
Business Rules:
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS 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). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).
Calculation:
Σ Of errors by type
Report Structure:
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:

    ➢ Error Type (by error code)
    ➢ Count of each error type
    ➢ Percent of each error type
    ➢ Cumulative percent
    ➢ Error Description
    ➢ CLEC Caused Count of each error code
    ➢ Percent of aggregate by CLEC caused count
    ➢ Percent of CLEC by CLEC caused count
    ➢ BST Caused Count of each error code
    ➢ Percent of aggregate by BST caused count
    ➢ Percent of BST by BST caused count

Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**

• Report month
• Total number of LSRs received
• Total number of errors by type (by error code)
   ➢ CLEC caused error
	• Report month
	• Total number of errors by type (by error code)
	   ➢ BST system error

Retail Analog/Benchmark:	
Not Applicable	

Revision Date: 09/03/99 (tm)

Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding- Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop- Analog 2W, SL1, SL2	Yes	UNE	No	Yes- designed, no-non- designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	No*	UNE	Yes	no	* yes as of OSS'99

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

ORDERING

Report/Measurement:
Percent Rejected Service Requests
Definition:
Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.
Exclusions:
Service Requests canceled by the CLEC prior to being rejected/clarified.
Business Rules:
Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category: - A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. Fatal Rejects are included in the calculation for regional reports only.   - An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.   **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs. **Non Mechanized:** An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative. **LNP:** Under Development
Calculation:
Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.
Report Structure:
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized   - State and Region   - CLEC Specific   - CLEC Aggregate
Level of Disaggregation:
- Resale Residence   - Resale Business   - Resale Specials   - UNE   - UNE Loop with NP   - Other   - Trunks

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
- Report Month - Total number of LSRs - Total number of Rejects - Total Number of Errors - State and Region	- Report Month - Total number of LSRs - Total number of Errors - Adjusted Error Volume - State and Region

Retail Analog/Benchmark:
Benchmark is under development. Retail Analog also under development

Revision date: 09/13/99 (lg)

ORDERING

Report/Measurement:
Reject Interval
Definition:
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.
Exclusions:
Service Requests canceled by CLEC prior to being rejected/clarified
Business Rules:
• **Fully Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp in ED or TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.   • **Partially Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp in EDI or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO.   • **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs.   • **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp) until notice of the reject is returned to the CLEC via LON.   • **LNP**: Under development.
Calculation:
Reject Interval = Σ[(Date and Time of Service Request Rejection) − (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)
Report Structure:
• CLEC Specific   • CLEC Aggregate   • Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks
Level of Disaggregation:

• Product Reporting Levels
    ➤ Interconnection Trunks
    ➤ Resale – Residence
    ➤ Resale – Business
    ➤ Resale – Design
    ➤ UNE Design
    ➤ UNE Non- Design
    ➤ UNE Loop with and w/o NP
 • Geographic Scope
    ➤ State, Region and further geographic disaggregation as required by State Commission Order
 • Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours.
 • Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours
 • Average Interval in Days
 • Trunks:

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region	• Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region

Retail Analog/Benchmark:
Benchmark is under development. Retail Analog also under development

Revision date: 09/13/99 (lg)

ORDERING

Report/Measurement:
Firm Order Confirmation Timeliness
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.
Exclusions:
• Rejected LSRs • Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.
Business Rules:
• **Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS. • **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. • **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs • **Non-Mechanized:** The elapsed time from receipt of a valid LSR (fax receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. • **LNP:** Under development.
Calculation:
Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)
Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • CLEC Specific • CLEC Aggregate
Level of Disaggregation:

• Product Reporting Levels
   ➤ Interconnection Trunks
   ➤ Resale – Residence
   ➤ Resale – Business
   ➤ Resale – Design
   ➤ UNE Design
   ➤ UNE Non- Design
   ➤ UNE Loop with and w/o NP
   ➤ Trunks
• Geographic Scope
   ➤ State, Region and further geographic disaggregation (MSA) as required by State Commission Order
• Mechanized: 0-15 minutes, 15-30 minutes, 30-45 minutes, 45-60 minutes, 60-90 minutes, 90-120 minutes, 120-240 minutes, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours.
• Non-mechanized: 0-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours, 24-48 hours, > 48 hours.
• Trunks: 0-5 days, 6-8 days, 9-11 days, 12-14 days, 15-17 days, 18-20 days, >20 days
• < 10 and > 10 Circuits / Lines
• Average Interval in Days

ORDERING - (Firm Order Confirmation Timeliness – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Interval for FOC • Total number of LSRs • State and Region	• Report Month • Interval for FOC • Total Number of LSRs • State and Region
Retail Analog/Benchmark:	
Benchmark is under development. Retail Analog also under development	

Revision date: 09/13/99 (lg)

ORDERING

Report/Measurement:
Speed of Answer in Ordering Center
Definition:
Measures the average time a customer is in queue.
Exclusions:
None
Business Rules:
The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.
Calculation:
(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.
Report Structure:
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data • under development)
Level of Disaggregation:
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data   under development)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems

Retail Analog/Benchmark:
For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices.

Revision date: 09/13/99 (lg)

PROVISIONING

Report/Measurement:
Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Exclusions:
• Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days. **Held Order Distribution Interval:** This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).
Calculation:

Mean Held Order Interval:
    Σ (Reporting Period Close Date – Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.
Held Order Distribution Interval:
    (# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100
    (# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

• Product Reporting Levels
    ➤ POTS – Residence
    ➤ POTS – Business
    ➤ DESIGN
    ➤ PBX
    ➤ CENTREX
    ➤ ISDN
    ➤ UNE 2 Wire Loop with NP (Design and Non-Design)
    ➤ UNE 2 Wire Loop without NP (Design and Non-Design)
    ➤ UNE Loop Other with NP (Design and Non-Design)
    ➤ UNE Loop Other without NP (Design and Non-Design)
    ➤ UNE Other (Design and Non-Design)
    ➤ Switching (Under development)
    ➤ Local Transport (Under development)
    ➤ Combos (Under development)
    ➤ NP (Under development as separate category)
    ➤ Local Interconnection Trunks
• Geographic Scope
    ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Mean Held Order Interval & Distribution Intervals – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type(CLASS_SVC_DESC) • Hold Reason • Total line/circuit count (under development) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice
Definition:
When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.
Exclusions:
• Any order canceled by the CLEC will be excluded from this measurement   • Orders held for CLEC end user reasons   • Orders submitted to BST through non-mechanized methods
Business Rules:
When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.
Calculation:
Average Jeopardy Interval $=\Sigma$ [(Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period).   **Percent of Orders Given Jeopardy Notice** $= \Sigma$ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)
Report Structure:
• CLEC Specific and CLEC Aggregate   • BST Aggregate (under development with estimated release date of 8/15/99 for June reporting)
Level of Disaggregation:

• Product Reporting Levels
  ➤ POTS – Residence
  ➤ POTS – Business
  ➤ DESIGN
  ➤ PBX
  ➤ CENTREX
  ➤ ISDN
  ➤ UNE 2 Wire Loop with NP (Design and Non-Design)
  ➤ UNE 2 Wire Loop without NP (Design and Non-Design)
  ➤ UNE Loop Other with NP (Design and Non-Design)
  ➤ UNE Loop Other without NP (Design and Non-Design)
  ➤ UNE Other (Design and Non-Design)
  ➤ Switching   (Under development)
  ➤ Local Transport (Under development)
  ➤ Combos (Under development)
  ➤ NP (Under development as separate category)
  ➤ Local Interconnection Trunks
  ➤ Geographic Scope
  ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING –
(Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)	

Revision date: 09/15/99 (taf)

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
- Canceled Service Orders   - Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)   - Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate   **Report explanation:** The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user

PROVISIONING – (Percent Missed Installation Appointments – Continued)

Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits
• Dispatch / No Dispatch
• Product Reporting Levels
➤ POTS – Residence
➤ POTS – Business
➤ DESIGN
➤ PBX
➤ CENTREX
➤ ISDN
➤ UNE 2 Wire Loop with NP (Design and Non-Design)
➤ UNE 2 Wire Loop without NP (Design and Non-Design)
➤ UNE Loop Other with NP (Design and Non-Design)
➤ UNE Loop Other without NP (Design and Non-Design)
➤ UNE Other (Design and Non-Design)
➤ Switching   (Under development)
➤ Local Transport (Under development)
➤ Combos (Under development)
➤ NP (Under development as separate category)
➤ Local Interconnection Trunks
➤ Geographic Scope
➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month	• Report Month
• CLEC Order Number and PON (PON)	• BST Order Number
• Committed Due Date (DD)	• Committed Due Date
• Completion Date (CMPLTN DD)	• Completion Date
• Status Type	• Status Type
• Status Notice Date	• Status Notice Date
• Standard Order Activity	• Standard Order Activity
• Geographic Scope	• Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	

Retail Analog/Benchmark:
CLEC Residence Resale / BST Residence Retail
CLEC Business Resale / BST Business Retail
CLEC Design / BST Design
CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN
Interconnection Trunks-CLEC / Interconnection Trunks –BST
UNEs-Retail Analog (under development at this time)

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution
Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services • (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when the order is electronically entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation:
Average Completion Interval: Σ [(Completion Date & Time) - (Order Issue Date & Time)] / Σ (Count of Orders Completed in Reporting Period) **Order Completion Interval Distribution:** Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

PROVISIONING –
(Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Level of Disaggregation:

• Dispatch/No Dispatch categories applicable to all levels except trunks.
• Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+
• UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, 30+
• All Levels are reported <10 line/circuits; >10 line/circuits
• Product Reporting Levels
    ➤ POTS – Residence
    ➤ POTS – Business
    ➤ DESIGN
    ➤ PBX
    ➤ CENTREX
    ➤ ISDN
    ➤ UNE 2 Wire Loop with NP (Design and Non-Design)
    ➤ UNE 2 Wire Loop without NP (Design and Non-Design)
    ➤ UNE Loop Other with NP (Design and Non-Design)
    ➤ UNE Loop Other without NP (Design and Non-Design)
    ➤ UNE Other (Design and Non-Design)
    ➤ Switching (Under development)
    ➤ Local Transport (Under development)
    ➤ Combos (Under development)
    ➤ NP (Under development as separate category)
    ➤ Local Interconnection Trunks
    ➤ Geographic Scope
    ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

Retail Analog/Benchmark
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)

Revision date: 09/08/99 (taf)

PROVISIONING

Report/Measurement:
Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
• Non-mechanized Orders • Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders
Business Rules:
Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. On all orders (mechanized and non-mechanized) the field technician notifies the CLEC by telephone the work was complete and then he enters the work order completion information and completion time in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.
Calculation:
Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate (in development-expected release date 08/15/99 reporting)
Level of Disaggregation:

• Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval
• Reported in categories of <10 line/circuits; > 10 line/circuits
• Product Reporting Levels
   ➤ POTS – Residence
   ➤ POTS – Business
   ➤ DESIGN
   ➤ PBX
   ➤ CENTREX
   ➤ ISDN
   ➤ UNE 2 Wire Loop with NP (Design and Non-Design)
   ➤ UNE 2 Wire Loop without NP (Design and Non-Design)
   ➤ UNE Loop Other with NP (Design and Non-Design)
   ➤ UNE Loop Other without NP (Design and Non-Design)
   ➤ UNE Other (Design and Non-Design)
   ➤ Switching (Under development)
   ➤ Local Transport (Under development)
   ➤ Combos (Under development)
   ➤ NP (Under development as separate category)
   ➤ Local Interconnection Trunks
   ➤ Geographic Scope
   ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Average Completion Notice Interval – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Service Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)

Revision date: 09/15/99 (taf)

PROVISIONING

Report/Measurement:
Coordinated Customer Conversions
Definition:
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without NP, and where the CLEC has requested BST to provide a coordinated cutover.
Exclusions:
• Any order canceled by the CLEC will be excluded from this measurement.   • Delays due to CLEC following disconnection of the unbundled loop   • Unbundled Loops where there is no existing subscriber loop
Business Rules:
Where the service order includes NP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.
Calculation:
Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop Items for the reporting period.
Report Structure:
• CLEC Specific   • CLEC Aggregate
Level of Disaggregation:

• Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval
 • Product Reporting Levels
     ➢ UNE Loops without NP
     ➢ UNE Loops with NP
     ➢ Geographic Scope
     ➢ State, Region, and further geographic disaggregation as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (NP orders) • Total Items **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists

Retail Analog/Benchmark:
There is no retail analog for this measurement because it measures cutting loops to the CLEC. Benchmark under development.

Revision date: 09/09/99 (taf)

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
Calculation:
% Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on all completed orders ≤ 30 days following service order(s) completion) / (All Service Orders completed in the calendar month) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

• Reported in categories of <10 line/circuits; > 10 line/circuits
• Dispatch / No Dispatch
• Product Reporting Levels
    ➤ POTS – Residence
    ➤ POTS – Business
    ➤ DESIGN
    ➤ PBX
    ➤ CENTREX
    ➤ ISDN
    ➤ UNE 2 Wire Loop with NP (Design and Non-Design)
    ➤ UNE 2 Wire Loop without NP (Design and Non-Design)
    ➤ UNE Loop Other with NP (Design and Non-Design)
    ➤ UNE Loop Other without NP (Design and Non-Design)
    ➤ UNE Other (Design and Non-Design)
    ➤ Switching (Under development)
    ➤ Local Transport (Under development)
    ➤ Combos (Under development)
    ➤ NP (Under development as separate category)
    ➤ Local Interconnection Trunks
    ➤ Geographic Scope
    ➤ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (% Provisioning Troubles within 30 days of Service Order Activity – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (Under Development at this time)	

Revision date: 09/09/99 (taf)

PROVISIONING

Report/Measurement :
Total Service Order Cycle Time (TSOCT)   (under development 3Q99)
Definition:
This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services • (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.
Business Rules:
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
Total Service Order Cycle Time (under development)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

• ISDN Orders included in Non Design - GA Only
• Dispatch/No Dispatch categories applicable to all levels except trunks.
• Intervals under development
• Product Reporting Levels
   ➢ Interconnection Trunks
   ➢ POTS – Residence
   ➢ POTS – Business
   ➢ DESIGN
   ➢ PBX
   ➢ CENTREX
   ➢ ISDN
   ➢ UNE 2 Wire Loop with NP (Design and Non-Design)
   ➢ UNE 2 Wire Loop without NP (Design and Non-Design)
   ➢ UNE Loop Other with NP (Design and Non-Design)
   ➢ UNE Loop Other without NP (Design and Non-Design)
   ➢ UNE Other (Design and Non-Design)
   ➢ Switching   (Under development)
   ➢ Local Transport (Under development)
   ➢ Combos (Under development)
   ➢ NP (Under development as separate category)
   ➢ Local Interconnection Trunks
• Geographic Scope
   ➢ State, Region and further geographic disaggregation as required by State Commission Order

PROVISIONING – (Total Service Order Cycle Time (TSOCT) – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - Interval for FOC - CLEC Company Name - Order Number (PON) - Submission Date & Time (TICKET_ID) - Completion Date (CMPLTN_DT) - Service Type (CLASS_SVC_DESC) - Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	- Report Month - CLEC Order Number - Order Submission Date & Time - Order Completion Date & Time - Service Type - Geographic Scope -

Retail Analog/Benchmark
Under development (BST retail analog available at this time would be Average Completion Interval)

Revision date: 09/08/99 (taf)

MAINTENANCE & REPAIR

Report/Measurement:
Missed Repair Appointments

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

Exclusions:
• Trouble tickets canceled at the CLEC request.
• BST trouble reports associated with internal or administrative service.
• Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules:
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.

Calculation:
Percentage of Missed Repair Appointments =Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100

Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate

Level of Disaggregation:
ISDN Troubles included in Non-Design – GA ONLY
• Product Reporting Levels
➢ POTS – Residence, Business
➢ Design
➢ PBX, CENTREX and ISDN
➢ UNE 2 Wire Loop (Design and Non – Design)
➢ UNE Loop Other (Design and Non Design)
➢ UNE Other (Design and Non – Design)
➢ Switching, Local Transport and Combos (under development)
➢ Local Interconnection Trunks
• Dispatch/No Dispatch categories applicable to all product levels
• Geographic Scope
➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month	• Report Month
• CLEC Company Name	• BST Company Code
• Submission Date & Time (TICKET_ID)	• Submission Date & Time
• Completion Date (CMPLTN_DT)	• Completion Date
• Service Type (CLASS_SVC_DESC)	• Service Type
• Disposition and Cause (CAUSE_CD & CAUSE_DESC)	• Disposition and Cause (Non-Design / Non-Special Only)
• Geographic Scope	• Trouble Code (Design and Trunking Services)
	• Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	

MAINTENANCE & REPAIR – (Missed Repair Appointments – Continued)

Retail Analog/Benchmark
CLEC Residence-Resale / BST Residence-Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Customer Trouble Report Rate
Definition:
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.
Exclusions:
• Trouble tickets canceled at the CLEC request.
• BST trouble reports associated with administrative service.
• Customer provided Equipment (CPE) troubles or CLEC equipment troubles.
Business Rules:
Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.
Calculation:
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100
Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only
• Product Reporting Levels
➤ POTS Residence and Business
➤ Design
➤ PBX, CENTREX, and ISDN
➤ UNE 2 Wire Loop (Design and Non – Design)
➤ UNE Loop Other (Design and Non – Design)
➤ UNE Other (Design and Non – Design)
➤ Switching , Local Transport, and Combos (under development)
➤ Local Interconnection Trunks
• Dispatch/No Dispatch categories applicable to all product levels
• Geographic Scope
➤ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month	• Report Month
• CLEC Company Name	• BST Company Code
• Ticket Submission Date & Time (TICKET_ID)	• Ticket Submission Date & Time
• Ticket Completion Date (CMPLTN_DT)	• Ticket Completion Date
• Service Type (CLASS_SVC_DESC)	• Service Type
• Disposition and Cause (CAUSE_CD & CAUSE_DESC)	• Disposition and Cause (Non-Design / Non-Special Only)
• # Service Access Lines in Service at the end of period	• Trouble Code (Design and Trunking Services)
• Geographic Scope	• # Service Access Lines in Service at the end of period
NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Geographic Scope

MAINTENANCE & REPAIR – (Customer Trouble Report Rate – Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence -Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
•   Trouble reports canceled at the CLEC request •   BST trouble reports associated with administrative service •   Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. •   Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration = Σ(Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / Σ(Total Closed Troubles in the reporting period)
Report Structure:
•   CLEC Specific •   BST Aggregate •   CLEC Aggregate
Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only
•   Product Reporting Levels
    ➢ POTS– Residence and Business
    ➢ Design
    ➢ PBX, CENTREX, and ISDN
    ➢ UNE 2 Wire Loop (Design Non – Design)
    ➢ UNE Loop Other (Design Non – Design)
    ➢ UNE Other (Design Non – Design)
    ➢ Switching, Local Transport and Combos (under development)
    ➢ Local Interconnection Trunks
•   Dispatch/No Dispatch categories applicable to all product levels
•   Geographic Scope
    ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

MAINTENANCE & REPAIR – (Maintenance Average Duration – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time)	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
- Trouble Reports canceled at the CLEC request   - BST Trouble Reports associated with administrative service   - Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design – GA Only   - Product Reporting Levels   - POTS Residence and Business   - Design   - PBX, CENTREX and ISDN   - UNE 2 Wire Loop (Design and Non – Design)   - UNE Loop Other (Design and Non – Design)   - UNE Other (Design Non – Design)   - Switching, Local Transport and Combos (under development)   - Local Interconnection Trunks   - Dispatch/No Dispatch categories applicable to all product levels   - Geographic Scope   - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - Total Tickets (LINE_NBR) - CLEC Company Name - Ticket Submission Date & Time (TICKET_ID) - Ticket Completion Date (CMPLTN_DT) - Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) - Service Type - Disposition and Cause (CAUSE_CD & CAUSE_DESC) - Geographic Scope **NOTE:** Code parentheses is the corresponding header format found in the raw data file.	- Report Month - Total Tickets - BST Company Code - Ticket Submission Date - Ticket Submission Time - Ticket Completion Date - Ticket Completion Time - Total and Percent Repeat Trouble Reports within 30 Days - Service Type - Disposition and Cause (Non – Design/ Non-Special only) - Trouble Code (Design and Trunking Services) - Geographic Scope

MAINTENANCE & REPAIR – (Percent Repeat Troubles within 30 Days - Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence-Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

MANTENANCE & REPAIR

Report/Measurement:
Out of Service (OOS) > 24 Hours
Definition:
For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service).
Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
Business Rules:
Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.
Calculation:
Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100
Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:

ISDN Troubles included in Non Design – GA Only
• Product Reporting Levels
   ➤ POTS Residence and Business
   ➤ Design
   ➤ PBX and CENTREX and ISDN
   ➤ UNE 2 Wire Loop (Design and Non – Design)
   ➤ UNE Loop Other (Design and Non – Design)
   ➤ UNE Other (Design and Non – Design)
   ➤ Switching, Local Transport and Combos (under development)
   ➤ Local Interconnection Trunks
• Dispatch/No Dispatch categories applicable to all product levels
• Geographic Scope
   ➤ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MANTENANCE & REPAIR – (Out of Service (OOS) > 24 Hours – Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence- Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale /BST Trunking- Retail
UNEs Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
OSS Interface Availability
Definition:
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.
Exclusions:
None
Business Rules:
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.
Calculation:
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100
Report Structure:
• CLEC Aggregate
• BST Aggregate
• BST/CLEC
Level of Disaggregation:
• Region

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM (under development at this time)	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS

Retail Analog/Benchmark:
Parity by design; Retail Analog

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
OSS Response Interval and Percentages
Definition:
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.
Exclusions:
Queries received during scheduled system maintenance time.
Business Rules:
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.
Calculation:
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, $\geq$ 4 to 10, $\geq$ 10, $\geq$ 30 seconds.
Report Structure:
- CLEC   - BST Residence   - BST Business (BST Total is under development at this time) by interface for each legacy   - system and function as appropriate.
Level of Disaggregation:
Region

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
CLEC Transaction Intervals	BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
Retail Analog Audit Verification	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Average Answer Time – Repair Centers
Definition:
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.
Exclusions:
None
Business Rules:
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.
Level of Disaggregation:
• Region. CLEC/BST Service Centers and BST Repair Centers are regional.
Calculation:
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)
Report Structure:
• CLEC Aggregate
• BST Aggregate
• CLEC Aggregate

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• CLEC Average Answer Time	• BST Average Answer Time

Retail Analog/Benchmark:
Retail Analog
Audit Verification

Revision date: 06/09/99 (see)

BILLING

Report/Measurement:
Invoice Accuracy
Definition:
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.
Exclusions:
• Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
Business Rules:
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.
Calculation:
Invoice Accuracy = (Total Billed Revenues during current month) – (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100
Report Structure:
• CLEC Specific
• CLEC Aggregate
• BST Aggregate
Level of Disaggregation :
• Product / Invoice Type
➢ Resale
➢ UNE
➢ Interconnection
• Geographic Scope
➢ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
• Invoice Type
• Total Billed Revenue
• Billing Related Adjustments
	• Report Month
	• Retail Type
	  ➢ CRIS
	  ➢ CABS
	• Total Billed Revenue
	• Billing Related Adjustments

Retail Analog/Benchmark
CLEC Invoice Accuracy is comparable to BST Invoice Accuracy

Revision date: 09/15/99   (lg)

BILLING

Report/Measurement:
Mean Time to Deliver Invoices
Definition:
This measure provides the mean interval for billing invoices
Exclusions:
Any invoices rejected due to formatting or content errors.
Business Rules:
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.
Calculation:
Mean Time To Deliver Invoices = Σ [(Invoice Transmission Date)– (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

• Product / Invoice Type
  ➢ Resale
  ➢ UNE
  ➢ Interconnection
• Geographic Scope
  ➢ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
• Invoice Type
• Invoice Transmission Count
• Date of Scheduled Bill Close
	• Report Month
	• Retail Type
	  ➢ CRIS
	  ➢ CABS
	• Invoice Transmission Count
	• Date of Scheduled Bill Close

Retail Analog/Benchmark:
• CRIS-based invoices will be released for delivery within six (6) business days • CABS-based invoices will be released for delivery within eight (8) calendar days. • CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BST Average delivery time for both systems.

Revision date: 09/15/99   (lg)

BILLING

Report/Measurement:
Usage Data Delivery Accuracy
Definition:
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.
Exclusions:
None
Business Rules:
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.
Calculations:
Usage Data Delivery Accuracy = Σ [(Total number of usage data packs sent during current month) – (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs sent during current month) X 100
Report Structure:
• CLEC Specific   • CLEC Aggregate   • BST Aggregate
Level of Disaggregation:
• Geographic Scope   ➢ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
 • Record Type
    ➢ BellSouth Recorded
    ➢ Non BellSouth Recorded
	• Report Month
	 • Record Type

Retail Analog/Benchmark:
CLEC Usage Data Delivery Accuracy is comparable to BST Usage Data Delivery Accuracy

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:
Usage Data Delivery Completeness
Definition:
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.
Exclusions:
None
Business Rules:
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.
Calculation:
Usage Data Delivery Completeness = Σ(Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date) / Σ(Total number of Recorded usage records delivered during the current month) X 100
Report Structure
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Geographic Scope   ➤ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
• Record Type
  ➤ BellSouth Recorded
  ➤ Non BellSouth Recorded
	• Report Monthly
	• Record Type

Retail Analog/Benchmark:
CLEC Usage Delivery Completeness is comparable to BST Usage Delivery Completeness

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:
Usage Data Delivery Timeliness
Definition:
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.
Exclusions:
None
Business Rules:
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.
Calculation:
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100
Report Structure:
• CLEC Aggregate • CLEC Specific • BST Aggregate
Level of Disaggregation:
• Geographic Scope   ➢ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
• Record Type
   ➢ BellSouth Recorded
   ➢ Non-BellSouth Recorded
	• Report Monthly
	• Record Type

Retail Analog/Benchmark:
CLEC Usage Data Delivery Timeliness is comparable to BST Usage Data Delivery Timeliness

Revision date: 09/15/99 (lg)

BILLING

Report/Measurement:
Mean Time to Deliver Usage
Definition:
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.
Exclusions:
None
Business Rules:
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.
Calculation:
Mean Time to Deliver Usage = Σ (Record volume X estimated number of days to deliver the Usage Record) / total record volume
Report Structure:
• CLEC Aggregate
• CLEC Specific
• BST Aggregate
Level of Disaggregation:
• Geographic Scope
➤ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type 　➤ BellSouth Recorded 　➤ Non-BellSouth Recorded	• Report Monthly • Record Type

Retail Analog/Benchmark:
Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BST

Revision date: 09/15/99 (lg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs   • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.   • Month   • Call Type (Toll)   • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99   (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99   (tg)

E911

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Timeliness = Σ (Number of batch orders processed within 24 hours ÷ Total number of batch orders submitted) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Levels of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

E911

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ(Number of record individual updates processed with no errors ÷ Total number of individual record updates) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

E911

Report/Measurement:
E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = Σ (Date and time of batch order completion – Date and time of batch order submission) $\div$ (Number of batch orders completed)
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99   (tg)

TRUNK GROUP PERFORMANCE

Report/Measurement:
Trunk Group Service Report
Definition:
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.
Exclusions:
• Trunk groups for which valid traffic data is not available • High use trunk groups
Business Rules:
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.
Calculation:
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100
Report Structure:

• BST Aggregate
  ➢ CTTG
  ➢ Local
• CLEC Aggregate
  ➢ BST Administered CLEC Trunk
  ➢ CLEC Administered CLEC Trunk
• CLEC Specific
  ➢ BST Administered CLEC Trunk
  ➢ CLEC Administered CLEC Trunk

Level of Disaggregation:
State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:
CLEC Trunk Blockage/BST Trunk Blockage

Revision Date: 09/15/99 (tm)

TRUNK GROUP PERFORMANCE

Report/Measurement:
Trunk Group Service Detail
Definition:
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.
Exclusions:
• Trunk groups for which valid traffic data is not available • High use trunk groups
Business Rules:
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.
Calculation:
Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

• BST Specific
   ➢ Traffic Identity
   ➢ TGSN
   ➢ Tandem
   ➢ End Office
   ➢ Description
   ➢ Observed Blocking
   ➢ Busy Hour
   ➢ Number Trunks
   ➢ Valid study days
   ➢ Number reports
   ➢ Remarks
	• CLEC Specific
	   ➢ Traffic Identity
	   ➢ TGSN
	   ➢ Tandem
	   ➢ CLEC POT
	   ➢ Description
	   ➢ Observed Blocking
	   ➢ Busy Hour
	   ➢ Number Trunks
	   ➢ Valid study days
	   ➢ Number reports
	   ➢ Remarks

Level of Disaggregation:
State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports

Retail Analog/Benchmark:
CLEC Trunk Blockage/BST Trunk Blockage

Revision Date: 09/15/99 (tm)

COLLOCATION

Report/Measurement:
Collocation/Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Requests to augment previously completed arrangements • Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = Σ(Request Response Date) – (Request Submission Date) / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
Average Arrangement Time = Σ(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted) / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99 (tg)

COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Under development

Revision Date: 06/29/99   (tg)

Appendix A: Reporting Scope*

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

Appendix B: Glossary of Acronyms and Terms

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 like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	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.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms - Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
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, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	**HAL**	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	**ISDN**	Integrated Services Digital Network
K		
L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	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.
	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	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, 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.

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which 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.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	**RNS**	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	**SOCS**	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	**TAFI**	Trouble Analysis Facilitation Interface - The BellSouth Operations System that 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	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	**UNE**	Unbundled Network Element
V		
W	**WTN**	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June, 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (1999 – 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.

2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).

3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

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

ENFORCEMENT MEASUREMENTS
TABLE OF CONTENTS

* These reports are subject to change due to regulatory requirements or to correct errors and etc.

PRE-ORDERING - OSS

Report/Measurement :
Percent Response Received within "X" seconds
Definition:
Proportion of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).
Exclusions:
None
Business Rules:
The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.
Level of Disaggregation:
• Region
Calculation:
Σ[(Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period) X 100
Report Structure:
• CLEC Aggregate

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	

Retail Analog/Benchmark
Benchmark

PRE-ORDERING

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
• Regional Level	
Calculation:	
(Functional Availability) / (Scheduled Availability) X 100	
Report Structure:	
• CLEC Aggregate • BST Aggregate	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • Legacy contract type (per reporting dimension) • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
Retail Analog	

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Summary)

Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention

Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout

Business Rules:
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS 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 (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout. **Definitions:** **Fatal Rejects:** Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject. **Auto-Clarification:** errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification. **Manual Fallout:** errors that occur 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, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout. 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS * Attached is 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 system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Summary) – Continued)

Calculation:
Percent Flow Through Service Requests = Σ[(Total number of valid service requests that flow-through to the BST OSS)] / (Total number of valid service requests delivered to the BST OSS) X 100 Description: Percent Flow Through = (The total number of LSRs that flow through LESOG to the BST OSS) / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:
• CLEC Specific • CLEC Aggregate

Level of Disaggregation:
• Region

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience

• Report month
• Total number of LSRs received, by interface, by CLEC:
  ➤ TAG
  ➤ EDI
  ➤ LENS
• Total number of errors by type, by CLEC:
  ➤ Fatal rejects
  ➤ Total fallout for manual processing
  ➤ Auto clarification
  ➤ CLEC caused system fallout
• Total number of errors by error code	

Retail Analog/Benchmark:
Benchmark

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)

Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual or human intervention.

Exclusions:
• Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout

Business Rules:
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS 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 (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

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

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur 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, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:
1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

*Attached is 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 system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

ORDERING – (Percent Flow Through Service Requests (Detail) – Continued)

Calculation:
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to the BST OSS) / (Total number of valid service requests delivered to the BST OSS) X 100 **Description:** Percent Flow Through = The total number of LSRs that flow through LESOG to the BST OSS / (the number of LSRs passed from LEO to LESOG) – Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

• Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  ➢ CLEC (by alias designation)
  ➢ Number of fatal rejects
  ➢ Mechanized interface used
  ➢ Total mechanized LSRs
  ➢ Total manual fallout
  ➢ Number of auto clarifications returned to CLEC
  ➢ Number of validated LSRs
  ➢ Number of BST caused fallout
  ➢ Number of CLEC caused fallout
  ➢ Number of Service Orders Issued
  ➢ Base calculation
  ➢ CLEC error excluded calculation

Level of Disaggregation:
• Region

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience

• Report month
• Total number of LSRs received, by interface, by CLEC
  ➢ TAG
  ➢ EDI
  ➢ LENS
• Total number of errors by type, by CLEC
  ➢ Fatal rejects
  ➢ Total fallout for manual processing
  ➢ Auto clarification
  ➢ CLEC errors
• Total number of errors by error code	

Retail Analog/Benchmark:
Benchmark

ORDERING

Report/Measurement:
Reject Interval
Definition:
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.
Exclusions:
Service Requests canceled by CLEC
Business Rules:
Fully Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.
Calculation:
Reject Interval = Σ[(Date and Time of Service Request Rejection) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)
Report Structure:
• CLEC Specific
• CLEC Aggregate
Level of Disaggregation:
• State

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region	
Retail Analog/Benchmark:	
Benchmark	

ORDERING

Report/Measurement:
Firm Order Confirmation Timeliness
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.
Exclusions:
• Rejected LSRs • Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.
Business Rules:
• **Mechanized** - The elapsed time from receipt of a valid LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS.
Calculation:
Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• State

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Interval for FOC • Total number of LSRs • State and Region	•
Retail Analog/Benchmark:	
Benchmark	

PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
- Canceled Service Orders   - Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)   - Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments (MA) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are, requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate   **Report explanation:** The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user
Level of Disaggregation:
- Product Reporting Levels   - RESALE POTS   - RESALE DESIGN   - UNE Loop & Port Combination   - UNE Other   - Geographic Scope   - State

PROVISIONING (Percent Missed Installation Appointments – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Committed Due Date • Completion Date • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analog CLEC UNEs - Benchmark	

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.

Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services • (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when the order is electronically entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Calculation:

Average Completion Interval:
  Σ [(Completion Date & Time) - (Order Issue Date & Time)] / Σ (Count of Orders Completed in Reporting Period)
Order Completion Interval Distribution:
  Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100

Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate

PROVISIONING –
(Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Level of Disaggregation:

• Product Reporting Levels
  ➢ Resale POTS (Dispatch)
  ➢ Resale DESIGN (Dispatch)
  ➢ UNE Loop & Port Combination (Dispatch)
  ➢ UNE Loops (Interval Distribution only)
  ➢ IC Trunks (Dispatch)
• Geographic Scope
  ➢ State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

Retail Analog/Benchmark
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs- Benchmark

PROVISIONING

Report/Measurement:	
Coordinated Customer Conversions	
Definition:	
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without INP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
• Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Unbundled Loops where there is no existing subscriber loop	
Business Rules:	
Where the service order includes INP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.	
Calculation:	
Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop Items for the reporting period.	
Report Structure:	
• CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
• Product Reporting Levels ➤ UNE Loops without INP ➤ UNE Loops with INP • Geographic Scope ➤ State ➤ MSA	

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (INP Orders) • Total Items NOTE: Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists
Retail Analog/Benchmark:	
Benchmark	

PROVISIONING

Report/Measurement:
% Provisioning Troubles within 4 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 4 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
- Canceled Service Orders   - Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.)   - D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 4 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
Calculation:
% Provisioning Troubles within 4 days of Service Order Activity = Σ (Trouble reports on all completed orders ≤ 4 days following service order(s) completion) / (All Service Orders in a completed in the report calendar month) X 100
Report Structure:
- CLEC Specific   - CLEC Aggregate   - BST Aggregate
Level of Disaggregation:
- Product Reporting Levels   - Resale POTS   - Resale DESIGN   - UNE Loop & Port Combination   - UNE Loops   - Geographic Scope   - State   - MSA

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
- Report Month - CLEC Order Number and PON - Order Submission Date(TICKET_ID) - Order Submission Time (TICKET_ID) - Status Type - Status Notice Date - Standard Order Activity - Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	- Report Month - BST Order Number - Order Submission Date - Order Submission Time - Status Type - Status Notice Date - Standard Order Activity - Geographic Scope

Retail Analog/Benchmark:
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analog CLEC UNEs - Benchmark

MAINTENANCE & REPAIR

Report/Measurement:
Missed Repair Appointments
Definition:
The percent of trouble reports not cleared by the committed date and time.
Exclusions:
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Business Rules:
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.
Calculation:
Percentage of Missed Repair Appointments =Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Product Reporting Levels ➢ Resale POTS ➢ Resale DESIGN ➢ UNE Loop & Port Combination ➢ UNE Loops • Geographic Scope ➢ State ➢ MSA

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analogue CLEC UNEs - Benchmark

MAINTENANCE & REPAIR

Report/Measurement:
Customer Trouble Report Rate
Definition:
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.
Exclusions:
• Trouble tickets canceled at the CLEC request. • BST trouble reports associated with administrative service. • Customer provided Equipment (CPE) troubles or CLEC equipment troubles.
Business Rules:
Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.
Calculation:
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate.
Level of Disaggregation:

• Product Reporting Levels
  ➢ Resale POTS
  ➢ Resale DESIGN
  ➢ UNE Loop & Port Combination (This can not be captured for Total Report Rate)
  ➢ UNE Loops
• Geographic Scope
  ➢ State
  ➢ MSA

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

Retail Analog/Benchmark:
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analogue CLEC UNEs - Benchmark

MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
• Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration = Σ(Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / Σ(Total Closed Troubles in the reporting period)
Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:

• Product Reporting Levels
  ➤ Resale POTS
  ➤ Resale DESIGN
  ➤ UNE Loop & Port Combination
  ➤ UNE Loops
  ➤ IC Trunks
• Geographic Scope
  ➤ State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analog CLEC UNEs – Benchmark IC Trunks – Retail Analogue

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
• Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:

• Product Reporting Levels
  ➤ Resale POTS
  ➤ Resale DESIGN
  ➤ UNE Loop & Port Combination
  ➤ UNE Loops
• Geographic Scope
  ➤ State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code parentheses is the corresponding header format found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 days • Service Type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:
CLEC Resale POTS / BST Retail POTS CLEC Resale Design / BST Retail Design CLEC UNE Loop & Port Combination - Retail Analogue CLEC UNEs - Benchmark

BILLING

Report/Measurement:
Invoice Accuracy
Definition:
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.
Exclusions:
• Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
Business Rules:
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.
Calculation:
Invoice Accuracy = (Total Billed Revenues during current month) – (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100
Report Structure:
CLEC Specific, CLEC Aggregate and BST Aggregate
Level of Disaggregation :

• Product / Invoice Type
   ➤ Resale
   ➤ UNE
   ➤ Interconnection
• Geographic Scope
   ➤ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
• Invoice Type
• Total Billed Revenue
• Billing Related Adjustments
	• Report Month
	• Retail Type
	   ➤ CRIS
	   ➤ CABS
	• Total Billed Revenue
	• Billing Related Adjustments

Retail Analog/Benchmark
Retail Analog

Revision date: 08/02/99 (lg)

BILLING

Report/Measurement:
Mean Time to Deliver Invoices
Definition:
This measure provides the mean interval for billing invoices
Exclusions:
Any invoices rejected due to formatting or content errors.
Business Rules:
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.
Calculation:
Mean Time To Deliver Invoices $= \Sigma$ [(Invoice Transmission Date)– (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)
Report Structure:
CLEC Specific, CLEC Aggregate and BST Aggregate
Level of Disaggregation:
• Geographic Scope   ➤ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:

• Report Month
 • Invoice Type
 • Invoice Transmission Count
 • Date of Scheduled Bill Close
	• Report Month
	 • Retail Type
	    ➤ CRIS
	    ➤ CABS
	 • Invoice Transmission Count
	 • Date of Scheduled Bill Close

Retail Analog/Benchmark:
CRIS-based invoices will be released for delivery within six (6) business days   CABS-based invoices will be released for delivery within eight (8) calendar days.

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
Usage Data Delivery Accuracy = Σ [(Total number of usage data packs sent during current month) − (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs sent during current month) X 100	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**

• Report Month
• Record Type
  ➢ BellSouth Recorded
  ➢ Non BellSouth Recorded
	• Report Month
	• Record Type

Retail Analog/Benchmark:	
Retail Analog	

BILLING

Report/Measurement:
Usage Data Delivery Timeliness
Definition:
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.
Exclusions:
None
Business Rules:
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.
Calculation:
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100
Report Structure:
• CLEC Aggregate   • CLEC Specific   • BST Aggregate
Level of Disaggregation:
• Geographic Scope   ➤ Region

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Record Type ➤ BellSouth Recorded ➤ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

TRUNK GROUP PERFORMANCE

Report/Measurement:
Trunk Group Service Report
Definition:
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.
Exclusions:
• Trunk groups for which valid traffic data is not available • High use trunk groups
Business Rules:
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.
Calculation:
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100
Report Structure:

• BST Aggregate
  ➢ CTTG
  ➢ Local
• CLEC Aggregate
  ➢ BST Administered CLEC Trunk
  ➢ CLEC Administered CLEC Trunk
• CLEC Specific
  ➢ BST Administered CLEC Trunk
  ➢ CLEC Administered CLEC Trunk

Level of Disaggregation:
State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:
BST Analog

TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Detail	
Definition:	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
Exclusions:	
• Trunk groups for which valid traffic data is not available • High use trunk groups	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
• BST Specific ➤ Traffic Identity ➤ TGSN ➤ Tandem ➤ End Office ➤ Description ➤ Observed Blocking ➤ Busy Hour ➤ Number Trunks ➤ Valid study days ➤ Number reports ➤ Remarks	• CLEC Specific ➤ Traffic Identity ➤ TGSN ➤ Tandem ➤ CLEC POT ➤ Description ➤ Observed Blocking ➤ Busy Hour ➤ Number Trunks ➤ Valid study days ➤ Number reports ➤ Remarks
Level of Disaggregation:	
State	

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports

Retail Analog/Benchmark:
Retail Analog

LNP

Report/Measurement :
Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition:
Disconnect Timeliness is defined as the interval between the time the LNP Gateway receives the 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time that the Disconnect service order for an LSR is completed in SOCS. This interval effectively measures BST responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable. • "L" Appointment code orders (indicating the customer has requested a later than offered interval)

Business Rules:
The Disconnect Timeliness interval is determined for the last Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the last 'Number Ported' message for an LSR from NPAC (signifying the CLEC 'Activate') until the last Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.

Calculation :
Average Disconnect Timeliness Interval: Σ [(Disconnect Service Order Completion Date & Time) - ('Number Ported' Message Received Date & Time)] / Σ (Total Number of Disconnect Service Orders Completed in Reporting Period) **Disconnect Timeliness Interval Distribution:** [Σ (Disconnect Service Orders Completed in "X" days) / (Total Disonnect Service Orders Completed in Reporting Period)] X 100

Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate

Level of Disaggregation:

• Reported in day intervals = 0,1,2,3,4, 5, >5 days
• Product Reporting Levels
   ➢ LNP
• Geographic Scope
   ➢ State, Region

LNP

Report/Measurement:
Percent Missed Installation Appointments
Definition:
Percent Missed Installation Appointments monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate cateogory. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments: [Σ (Number of Orders Not Completed by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate **Report explanation:** Total Missed Appointments is the total % of orders missed either by BST or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BST caused misses.
Level of Disaggregation:

• Product Reporting Levels
  ➢ LNP
  ➢ UNE Loop Associated w/LNP
• Geographic Scope
  ➢ State, Region

COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State and Region • Virtual • Physical
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Benchmark

VSEEM III	MEASURES AND SUB-METRICS	Retail Analogue	Surrogate Retail Analogue	Benchmark
Pre-Ordering	Percent Response Received within "X" seconds			UD
	OSS Interface Availability	X		
Ordering	Percent Flow-Through Service Request			UD
	Firm Order Confirmation Timeliness (Mechanized only)			95% within 4 hrs
	Reject Interval (Mechanized only)			95% within 1 hrs
Provisioning	Order Completion Interval (Dispatch only) – Resale POTS	X		
	Order Completion Interval (Dispatch only) – Resale Design	X		
	Order Completion Interval (Dispatch only) – UNE Loop and Port Combos	X		
	Order Completion Interval (Dispatch only) – IC Trunks	X		
	Percent Installations Complete within "X" Days – UNE Loops			UD
	Percent Missed Installation Appointments – Resale POTS	X		
	Percent Missed Installation Appointments – Resale Design	X		
	Percent Missed Installation Appointments – UNE Loop and Port Combos	X		
	Percent Missed Installation Appointments – UNE Loops		POTS Dispatch + 4.5%	
	Percent Provisioning Troubles within 4 Days - Resale POTS	X		
	Percent Provisioning Troubles within 4 Days - Resale Design	X		
	Percent Provisioning Troubles within 4 Days - UNE Loop and Port Combos	X		
	Percent Provisioning Troubles within 4 Days - UNE Loop and Port Combos	X		
	Percent Provisioning Troubles within 4 Days - UNE Loops		POTS Dispatch	
Maintenance	Customer Trouble Report Rate – Resale POTS	X		
	Customer Trouble Report Rate – Resale Design	X		
	Customer Trouble Report Rate - UNE Loop and Port Combos	X		
	Customer Trouble Report Rate - UNE Loops		POTS Dispatch + 3%	
	Percent Missed Repair Appointments – Resale POTS	X		
	Percent Missed Repair Appointments - Resale Design	X		
	Percent Missed Repair Appointments - UNE Loop and Port Combos	X		
	Percent Missed Repair Appointments - UNE Loops		Business POTS Dispatch + 8.5%	
	Maintenance Average Duration – Resale POTS	X		
	Maintenance Average Duration – Resale Design	X		
	Maintenance Average Duration - UNE Loop and Port Combos	X		
	Maintenance Average Duration - UNE Loops		POTS Dispatch	
	Maintenance Average Duration – IC Trunks	X		
	Percent Repeat Troubles within 30 Days – Resale POTS	X		
	Percent Repeat Troubles within 30 Days – Resale Design	X		
	Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos	X		
	Percent Repeat Troubles within 30 Days - UNE Loops		POTS Dispatch + 9.5%	

Billing				
	Invoice Accuracy	x		
	Mean Time To Deliver Invoices	x		
	Usage Data Delivery Accuracy	x		
	Usage Data Delivery Timeliness	x		
Trunk Blockage	Trunk Group Service Report (Percent Trunk Blockage)	x		
LNP	Average Disconnect Timeliness Interval			UD
	Percent Missed Installation Appointments			UD
CC	Coordinated Customer Conversions – UNE Loop			<15min
Conversions	Coordinated Customer Conversions – LNP			<15 min
Collocation	% of Due Dates Missed			<10%

NOTE: UD = Under Development

Exhibit B

BST VSEEM REMEDY PROCEDURE

TIER-1 CALCULATION:

1. Calculate the test statistic for each CLEC at the State Level; z_{CLEC1} (See Exhibit C)

2. Calculate the balancing critical value(B^{c}_{CLEC1}) that is associated with the alternative hypothesis (that the CLEC mean does not exceed the ILEC mean by no more than $100\delta_B\%$ of an ILEC standard deviation; where, δ_B is fixed). (See Exhibit C)

3. If the State test statistic is equal to or falls above the State balancing critical value, stop here. Otherwise, go to step 4.

4. Calculate the Parity Gap by subtracting the value of step 2. from that of step 1.;

   $$z_{CLEC1} - B^{c}_{CLEC1}$$

5. Calculate the Volume Proportion using a linear distribution with slope of ¼. This can be accomplished by taking the absolute value of the Parity Gap from step 4. divided by 4; $ABS((z_{CLEC1} - B^{c}_{CLEC1}) / 4)$. All parity gaps equal or greater to 4 will result in a volume proportion of 100%.

6. Calculate the Affected Volume by multiplying the Volume Proportion from step 5. by the Total $CLEC_1$ Volume in the negatively affected cell; where the cell value is negative. (See Exhibit C)

7. Calculate the payment to CLEC-1 by multiplying the result of step 6. by the appropriate dollar amount from the fee schedule.

   So, CLEC-1 payment = Affected Volume$_{CLEC1}$ * $$ from Fee Schedule

Example: CLEC-1 Missed Installation Appointments (MIA) for UNE Loops

	n_I	n_c	MIA_I	MIA_C	Z	C_B	**Parity Gap**	Volume Proportion	Affected Volume
State	50000	600	9%	16%	-1.92	-0.21	**1.71**	0.4275	
Cell									
1		150	0.091	0.112	-1.994				64
2		75	0.176	0.098	0.734				
3		10	0.128	0.333	-2.619				4
4		50	0.158	0.242	-2.878				21
5		15	0.245	0.075	1.345				
6		200	0.156	0.130	0.021				
7		30	0.166	0.233	-0.600				13
8		20	0.106	0.127	-0.065				9
9		40	0.193	0.218	-0.918				17
10		10	0.160	0.235	-0.660				4
									133

where n_I = ILEC observations and n_c = CLEC-1 observations

Payout for CLEC-1 is (133 units) * ($400/unit) = <u>$53,010</u>

TIER-2 CALCULATION:

1. Calculate the test statistic for the CLEC Aggregate at the State Level using all transactions from the calendar quarter; z_{CLECA}

2. Calculate the balancing critical value($^cB_{CLECA}$) that is associated with the alternative hypothesis (that the CLEC mean does not exceed the ILEC mean by no more than $100\delta_B\%$ of an ILEC standard deviation; where, δ_B is fixed).

3. If the State test statistic is equal to or falls above the State balancing critical value for three consecutive months, stop here. Otherwise, go to step 4.

4. Calculate the Parity Gap by subtracting the value of step 2. from that of step 1.;

   $z_{CLECA} - {}^cB_{CLECA}$

5. Calculate the Volume Proportion using a linear distribution with slope of ¼. This can be accomplished by dividing the Parity Gap from step 4. by 4; $((z_{CLECA} - {}^cB_{CLECA}) / 4)$. All parity gaps equal or greater to 4 will result in a volume proportion of 100%.

6. Calculate the Affected Volume by multiplying the Volume Proportion from step 5. by the Total CLEC$_A$ Volume (CLEC Aggregate) in the negatively affected cell; where the cell value is negative (See Exhibit C).

7. Calculate the payment to CLEC-1 by multiplying the result of step 6. by the appropriate dollar amount from the fee schedule.

   So, CLEC-A payment = Affected Volume$_{CLECA}$ * $$ from Fee Schedule

Example: CLEC-A Missed Installation Appointments (MIA) for UNE Loops

State	n_I	n_C	MIA$_I$	MIA$_C$	Z	C$_B$	Parity Gap	Volume Proportion	Affected Volume
Quarter1	180000	2100	9%	16%	-1.92	-0.21	1.71		
Cell									
1		500	0.091	0.112	-1.994				214
2		300	0.176	0.098	0.734				
3		80	0.128	0.333	-2.619				34
4		205	0.158	0.242	-2.878				88
5		45	0.245	0.075	1.345				
6		605	0.156	0.130	0.021				
7		80	0.166	0.233	-0.600				34
8		40	0.106	0.127	-0.065				17
9		165	0.193	0.218	-0.918				71
10		80	0.160	0.235	-0.660				34
									492

where n_I = ILEC observations and n_C = CLEC-A observations

Payout for CLEC-A is (492 units) * ($875/unit) = $430,172

Tier-3

Tier-3 is triggered by repeat failures for the CLEC Aggregate in a given calendar quarter for five select measures, 12 sub-metrics. The table below displays a situation that would trigger a Tier-3 failure, and one that would not.

Process	Measures	TIER-3 FAILURE X = Miss			NOT A TIER-3 FAILURE X = Miss		
		Month 1	Month 2	Month 3	Month 1	Month 2	Month
Percent Missed Installation Appointments	Resale POTS	X	X	X	X		
	Resale Design	X			X	X	X
	UNE Loop & Port Combo		X				
	UNE Loops	X	X	X			
Percent Missed Repair Appointments	Resale POTS	X	X	X	X		X
	Resale Design		X	X		X	
	UNE Loop & Port Combo					X	X
	UNE Loops				X		
Billing	Billing Accuracy	X	X	X			
	Billing Timeliness				X	X	X
Trunk Blockage	Percent Trunk Blockage	X	X	X			
Collocation	Percent Missed Collocation Due Dates						

Tier-3 is effective immediately after quarter results, and can only be lifted when two of the five sub-metrics show compliance for two consecutive months in the following quarter. All tiers are independent, such that triggering Tier-3 will not cease payout of any Tier-1 or Tier-2 failures.

Statistical Methods for BellSouth Performance Measure Analysis

I. Necessary Properties for a Test Methodology

The statistical process for testing if competing local exchange carriers (CLECs) customers are being treat equally with BellSouth (BST) customers involves more than just a mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are

- the type of data,

- the type of comparison, and

- the type of performance measure.

Once these elements are determined a test methodology should be developed that complies with the following properties.

- <u>Like-to-Like Comparisons</u>. When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched, residential, new orders. The testing process should:
    - Identify variables that may affect the performance measure.
    - Record these important confounding covariates.
    - Adjust for the observed covariates in order to remove potential biases and to make the CLEC and the ILEC units as comparable as possible.

- <u>Aggregate Level Test Statistic</u>. Each performance measure of interest should be summarized by one overall test statistic giving the decision maker a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties.
    - The method should provide a single overall index, on a standard scale.
    - If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done.
    - The contribution of each comparison cell should depend on the number of observations in the cell.
    - Cancellation between comparison cells should be limited.
    - The index should be a continuous function of the observations.

- <u>Production Mode Process</u>. The decision system must be developed so that it does not require intermediate manual intervention, i.e. the process must be a "black box."

Exhibit C   1   12/17/99

- Calculations are well defined for possible eventualities.

- The decision process is an algorithm that needs no manual intervention.

- Results should be arrived at in a timely manner.

- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.

- The system should be auditable, and adjustable over time.

- Balancing. The testing methodology should balance Type I and Type II Error probabilities.

  - P(Type I Error) = P(Type II Error) for well defined null and alternative hypotheses.

  - The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e. one should avoid methods that require computationally intensive techniques.

  - Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

In the following sections we describe appropriate testing processes that adhere as much as possible to the testing principles.

Measurement Types

The performance measures that will undergo testing are of three types:

1) means
2) proportions, and
3) rates

While all three have similar characteristics (a proportion is the average of a measure that takes on only the values of 0 or 1), a proportion or rate is derived from count data while a mean is generally an average of interval measurements.

Exhibit C   2   12/17/99

II. Testing Methodology – The Truncated Z

Many covariates are chosen in order to provide deep comparison levels. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the CLEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted average of the truncated statistics is calculated where a cell weight depends on the volume of BST and CLEC orders in the cell. The weighted average is re-centered by the theoretical mean of a truncated distribution, and this is divided by the standard error of the weighted average. The standard error is computed assuming a fixed effects model.

Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the truncated Z and the moments for the truncated Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large, a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, then the Z statistic is calculated from the hypergeometric distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For a rate measure, there are a fixed number of circuits or units for the CLEC, n_{2j} and a fixed number of units for BST, n_{1j}. Suppose that the performance measure is a "trouble rate." The modeling assumption is that the occurrence of a trouble is independent between units and the number of troubles in n circuits follows a Poisson distribution with mean λn where λ is the probability of a trouble in 1 circuit and n is the number of circuits.

In an adjustment cell, if the number of CLEC troubles is greater than 15 and the number of BST troubles is greater than 15, then the Z test is calculated using the normal approximation to the Poisson. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of CLEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (CLEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

Mean Measures

For mean measures, an adjusted t statistic is calculated for each like-to-like cell which has at least 7 BST and 7 CLEC transactions. A permutation test is used when one or both of the BST and CLEC sample sizes is less than 6. Both the adjusted t statistic and the permutation calculation are described in the technical appendix.

Exhibit C   4   12/17/99

APPENDIX
TECHNICAL DESCRIPTIONS

Exhibit C   5   12/17/99

We start by assuming that any necessary trimming of the data is complete, and that the data are disaggregated so that comparisons are made within appropriate classes or adjustment cells that define "like" observations.

Notation and Exact Testing Distributions

Below, we have detailed the basic notation for the construction of the truncated z statistic. In what follows the word "cell" should be taken to mean a like-to-like comparison cell that has both one (or more) ILEC observation and one (or more) CLEC observation.

L = the total number of occupied cells

j = $1,...,L$; an index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of CLEC transactions in cell j

n_j = the total number transactions in cell j; $n_{1j} + n_{2j}$

X_{1jk} = individual ILEC transactions in cell j; $k = 1,..., n_{1j}$

X_{2jk} = individual CLEC transactions in cell j; $k = 1,..., n_{2j}$

Y_{jk} = individual transaction (both ILEC and CLEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1, K, n_{1j} \\ X_{2jk} & k = n_{1j} + 1, K, n_j \end{cases}$$

$\Phi^{-1}(\cdot)$ = the inverse of the cumulative standard normal distribution function

For Mean Performance Measures the following additional notation is needed.

$\overline{X}_{1j}$ = the ILEC sample mean of cell j

$\overline{X}_{2j}$ = the CLEC sample mean of cell j

s_{1j}^2 = the ILEC sample variance in cell j

s_{2j}^2 = the CLEC sample variance in cell j

y_{jk} = a random sample of size n_{2j} from the set of Y_{j1}, K, Y_{jn_j}; $k = 1,...,n_{2j}$

M_j = the total number of distinct pairs of samples of size n_{1j} and n_{2j};

$$= \begin{pmatrix} n_j \\ n_{1j} \end{pmatrix}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large

samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably, because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z" can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\textit{the number of samples that sum to t}}{M_j},$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \leq t) = \frac{\textit{the number of samples with sum} \leq t}{M_j}.$$

For Proportion Performance Measures the following notation is defined

$a_{1j}=$ the number of ILEC cases possessing an attribute of interest in cell j

$a_{2j}=$ the number of CLEC cases possessing an attribute of interest in cell j

$a_j \quad =$ the number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\dbinom{n_{1j}}{h}\dbinom{n_{2j}}{a_j - h}}{\dbinom{n_j}{a_j}}, \max(0, a_j - n_{2j}) \leq h \leq \min(a_j, n_{1j}) \\ \\ 0 \qquad \qquad \text{otherwise} \end{cases},$$

and the cumulative hypergeometric distribution is

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{1j}) \\ \sum\limits_{h=\max(0,a_j-n_{1j})}^{x} HG(h), & \max(0, a_j - n_{1j}) \le x \le \min(a_j, n_{2j}) \\ 1 & x > \min(a_j, n_{2j}) \end{cases}$$

For Rate Measures, the notation needed is defined as

b_{1j} = the number of ILEC base elements in cell j

b_{2j} = the number of CLEC base elements in cell j

b_j = the total number of base elements in cell j; $b_{1j} + b_{2j}$

$\bar{p}_{1j}$ = the ILEC sample rate of cell j; n_{1j}/b_{1j}

$\bar{p}_{2j}$ = the CLEC sample rate of cell j; n_{2j}/b_{2j}

q_j = the relative proportion of CLEC elements for cell j; b_{2j}/b_j

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1 - q_j)^{n_j - k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases},$$

and the cumulative binomial distribution is

$$CBN(x) = P(B \le x) = \begin{cases} 0 & x < 0 \\ \sum\limits_{k=0}^{x} BN(k), & 0 \le x \le n_j \\ 1 & x > n_j \end{cases}.$$

Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below.

1. **Calculate cell weights,** W_j. A weight based on the number of transactions is used so that a cell which has a larger number of transactions has a larger weight. The actual weight formulae will depend on the type of measure.

Mean Measure

$$W_j = \sqrt{\dfrac{n_{1j}n_{2j}}{n_j}}$$

Proportion Measure

$$W_j = \sqrt{\dfrac{n_{2j}n_{1j}}{n_j} \cdot \dfrac{a_j}{n_j} \cdot \left(1 - \dfrac{a_j}{n_j}\right)}$$

Rate Measure

$$W_j = \sqrt{\dfrac{b_{1j}b_{2j}}{b_j} \cdot \dfrac{n_j}{b_j}}$$

2. **In each cell, calculate a Z value,** Z_j. A Z statistic with mean 0 and variance 1 is needed for each cell.

   - If $W_j = 0$, set $Z_j = 0$.
   - Otherwise, the actual Z statistic calculation depends on the type of performance measure.

Mean Measure

$$Z_j = \Phi^{-1}(\alpha)$$

where α is determine by the following algorithm.

If $\min(n_{1j}, n_{2j}) > 6$, then determine α as

$$\alpha = P(t_{n_{1j}-1} \leq T_j),$$

that is, α is the probability that a t random variable with $n_{1j} - 1$ degrees of freedom, is less than

$$T_j = t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}\, n_{2j}(n_{1j} + n_{2j})}}\right)\left(t^2 + \dfrac{n_{2j} - n_{1j}}{2n_{1j} + n_{2j}}\right),$$

where

$$t_j = \frac{\overline{X}_{1j} - \overline{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

and the coefficient g is an estimate of the skewness of the parent population, which we assume is the same in all cells. It can be estimated from the ILEC values in the largest cells. This needs to be done only once for each measure. We have found that attempting to estimate this skewness parameter for each cell separately leads to excessive variability in the "adjusted" t. We therefore use a single compromise value in all cells.

Note, that t_j is the "modified Z" statistic. The statistic T_j is a "modified Z" corrected for the skewness of the ILEC data.

If $\min(n_{1j}, n_{2j}) \leq 6$, and

a) $M_j \leq 1,000$ (the total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less).

- Calculate the sample sum for all possible samples of size n_{2j}.
- Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
- Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

b) $M_j > 1,000$

- Draw a random sample of 1,000 sample sums from the permutation distribution.
- Add the observed sample sum to the list. There is a total of 1001 sample sums. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
- Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}.$$

Proportion Measure

$$Z_j = \frac{n_j \, a_{1j} - n_{1j} \, a_j}{\sqrt{\dfrac{n_{1j} \, n_{2j} \, a_j \, (n_j - a_j)}{n_j - 1}}} \, .$$

Rate Measure

$$Z_j = \frac{n_{1j} - n_j \, q_j}{\sqrt{n_j \, q_j (1 - q_j)}} \, .$$

3. **Obtain a truncated Z value for each cell,** Z_j^*. To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. Mathematically, this is written as

$$Z_j^* = \min(0, Z_j) \, .$$

4. **Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity,** $E(Z_j^*|H_0)$ and $Var(Z_j^*|H_0)$. In order to compensate for the truncation in step 3, an aggregated, weighted sum of the Z_j^* will need to be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

- If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formulae for calculating $E(Z_j^* \mid H_0)$ and $Var(Z_j^* \mid H_0)$ cannot be used. Set both equal to 0.

- If $\min(n_{1j}, n_{2j}) > 6$ for a mean measure, $\min\left\{a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right)\right\} > 9$ for a proportion measure, or $\min\left(n_{1j}, n_{2j}\right) > 15$ and $n_j q_j (1 - q_j) > 9$ for a rate measure then

$$E(Z_j^* \mid H_0) = -\frac{1}{\sqrt{2\pi}} \, , \text{ and}$$

$$Var(Z_j^* \mid H_0) = \frac{1}{2} - \frac{1}{2\pi} \, .$$

- Otherwise, determine the total number of values for Z_j^*. Let z_{ji} and θ_{ji}, denote the values of Z_j^* and the probabilities of observing each value, respectively.

$$E(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji} \text{ ,and}$$

$$Var(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[E(Z_j^* \mid H_0) \right]^2 .$$

The actual values of the z's and θ's depends on the type of measure, and the sums in the equations are over all possible values of the index i.

Mean Measure

$$N_j = \min(M_j, 1{,}000), \quad i = 1, K, N_j$$

$$z_{ji} = \min\left\{ 0, 1 - \Phi^{-1}\left(\tfrac{R_i - 0.5}{N_j} \right) \right\} \quad \text{where } R_i \text{ is the rank of sample sum i}$$

$$\theta_j = \frac{1}{N_j}$$

Proportion Measure

$$z_{ji} = \min\left\{ 0, \frac{n_j i - n_{1j} a_j}{\sqrt{\dfrac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}} \right\}, \quad i = \min(a_j, n_{2j}), K, \max(0, a_j - n_{1j})$$

$$\theta_{ji} = HG(i)$$

Rate Measure

$$z_{ji} = \min\left\{ 0, \frac{i - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}} \right\}, \quad i = 0, K, n_j$$

$$\theta_{ji} = BN(i)$$

5. **Calculate the aggregate test statistic, Z^T.**

$$Z^T = \frac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* \mid H_0)}{\sqrt{\sum_j W_j^2 Var(Z_j^* \mid H_0)}}$$

The Balancing Critical Value

There are four key elements of the statistical testing process:

1. the null hypothesis, H_0, that parity exists between ILEC and CLEC services
2. the alternative hypothesis, H_a, that the ILEC is giving better service to its own customers
3. the Truncated Z test statistic, Z^T, and
4. a critical value, c

The decision rule[1] is

- If $\quad Z^T < c \quad$ then $\quad$ accept H_a.

- If $\quad Z^T \geq c \quad$ then $\quad$ accept H_0.

There are two types of error possible when using such a decision rule:

Type I Error: Deciding favoritism exists when there is, in fact, no favoritism.

Type II Error: Deciding parity exists when there is, in fact, favoritism.

The probabilities of each type of each are:

Type I Error: $\alpha = P(Z^T < c \mid H_0)$.

Type II Error: $\beta = P(Z^T \geq c \mid H_a)$.

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that.

$$c_B = \frac{\sum_j W_j M(m_j, se_j) - \sum_j W_j \frac{-1}{\sqrt{2\pi}}}{\sqrt{\sum_j W_j^2 V(m_j, se_j)} + \sqrt{\sum_j W_j^2 \left(\frac{1}{2} - \frac{1}{2\pi}\right)}}.$$

where

$$M(\mu, \sigma) = \mu \, \Phi(\tfrac{-\mu}{\sigma}) - \sigma \, \phi(\tfrac{-\mu}{\sigma})$$

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[1] This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

$$V(\mu,\sigma) = (\mu^2 + \sigma^2)\Phi(\tfrac{-\mu}{\sigma}) - \mu\sigma\phi(\tfrac{-\mu}{\sigma}) - M(\mu,\sigma)^2$$

$\Phi(\cdot)$ is the cumulative standard normal distribution function, and $\phi(\cdot)$ is the standard normal density function.

This formula assumes that Z_j is approximately normally distributed within cell j. When the cell sample sizes, n_{1j} and n_{2j}, are small this may not be true. It is possible to determine the cell mean and variance under the null hypothesis when the cell sample sizes are small. It is much more difficult to determine these values under the alternative hypothesis. Since the cell weight, W_j will also be small (see calculate weights section above) for a cell with small volume, the cell mean and variance will not contribute much to the weighted sum. Therefore, the above formula provides a reasonable approximation to the balancing critical value.

The values of m_j and se_j will depend on the type of performance measure.

Mean Measure

For mean measures, one is concerned with two parameters in each cell, namely, the mean and variance. A possible lack of parity may be due to a difference in cell means, and/or a difference in cell variances. One possible set of hypotheses that capture this notion, and take into account the assumption that transaction are identically distributed within cells is:

$$H_0: \mu_{1j} = \mu_{2j}, \sigma_{1j}^2 = \sigma_{2j}^2$$

$$H_a: \mu_{2j} = \mu_{1j} + \delta_j \cdot \sigma_{1j}, \sigma_{2j}^2 = \lambda_j \cdot \sigma_{1j}^2 \qquad \delta_j > 0, \lambda_j \geq 1 \text{ and } j = 1,\dots,L.$$

Under this form of alternative hypothesis, the cell test statistic Z_j has mean and standard error given by

$$m_j = \frac{-\delta_j}{\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}, \text{ and}$$

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

For a proportion measure there is only one parameter of interest in each cell, the proportion of transaction possessing an attribute of interest. A possible lack of parity may be due to a difference in cell proportions. A set of hypotheses that take into account

the assumption that transaction are identically distributed within cells while allowing for an analytically tractable solution is:

$$H_0: \frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = 1$$

$$H_a: \frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = \psi_j \qquad \psi_j > 1 \text{ and } j = 1,\ldots,L.$$

These hypotheses are based on the "odds ratio." If the transaction attribute of interest is a missed trouble repair, then an interpretation of the alternative hypothesis is that a CLEC trouble repair appointment is ψ_j times more likely to be missed than an ILEC trouble.

Under this form of alternative hypothesis, the within cell asymptotic mean and variance of a_{1j} are given by[2]

$$E(a_{1j}) = n_j \pi_j^{(1)}$$

$$var(a_{1j}) = \frac{n_j}{\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}}$$

where

$$\pi_j^{(1)} = f_j^{(1)}\left(n_j^2 + f_j^{(2)} + f_j^{(3)} - f_j^{(4)}\right)$$

$$\pi_j^{(2)} = f_j^{(1)}\left(-n_j^2 - f_j^{(2)} + f_j^{(3)} + f_j^{(4)}\right)$$

$$\pi_j^{(3)} = f_j^{(1)}\left(-n_j^2 + f_j^{(2)} - f_j^{(3)} + f_j^{(4)}\right)$$

$$\pi_j^{(4)} = f_j^{(1)}\left(n_j^2\left(\tfrac{2}{\psi_j}-1\right) - f_j^{(2)} - f_j^{(3)} - f_j^{(4)}\right)$$

$$f_j^{(1)} = \frac{1}{2n_j^2\left(\tfrac{1}{\psi_j}-1\right)}$$

$$f_j^{(2)} = n_j n_{1j}\left(\tfrac{1}{\psi_j}-1\right)$$

$$f_j^{(3)} = n_j a_j\left(\tfrac{1}{\psi_j}-1\right)$$

$$f_j^{(4)} = \sqrt{n_j^2\left[4n_{1j}\left(n_j - a_j\right)\left(\tfrac{1}{\psi_j}-1\right) + \left(n_j + \left(a_j - n_{1j}\right)\left(\tfrac{1}{\psi_j}-1\right)\right)^2\right]}$$

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[2] Stevens, W. L. (1951) Mean and Variance of an entry in a Contingency Table. *Biometrica*, **38**, 468-470.

Recall that the cell test statistic is given by

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}.$$

Using the equations above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j^2 \pi_j^{(1)} - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}, \text{ and}$$

$$se_j = \sqrt{\frac{n_j^3 (n_j - 1)}{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)\left(\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}\right)}}.$$

Rate Measure

A rate measure also has only one parameter of interest in each cell, the rate at which a phenomenon is observed relative to a base unit, e.g. the number of troubles per available line. A possible lack of parity may be due to a difference in cell rates. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells is:

$$H_0: r_{1j} = r_{2j}$$

$$H_a: r_{2j} = \varepsilon_j r_{1j} \qquad \varepsilon_j > 1 \text{ and } j = 1, \ldots, L.$$

Given the total number of ILEC and CLEC transactions in a cell, n_j, and the number of base elements, b_{1j} and b_{2j}, the number of ILEC transaction, n_{1j}, has a binomial distribution from n_j trials and a probability of

$$q_j^* = \frac{r_{1j} b_{1j}}{r_{1j} b_{1j} + r_{2j} b_{2j}}.$$

Therefore, the mean and variance of n_{1j}, are given by

$$E(n_{1j}) = n_j q_j^*$$

$$var(n_{1j}) = n_j q_j^* (1 - q_j^*)$$

Under the null hypothesis

$$q_j^* = q_j = \frac{b_{1j}}{b_j},$$

but under the alternative hypothesis

$$q_j^* = q_j^a = \frac{b_{1j}}{b_{1j} + \varepsilon_j b_{2j}}.$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_{1j} - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}.$$

Using the relationships above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j\left(q_j^a - q_j\right)}{\sqrt{n_j q_j (1 - q_j)}} = (1 - \varepsilon_j)\sqrt{\frac{n_j b_{1j} b_{2j}}{b_{1j} + \varepsilon_j b_{2j}}}, \text{ and}$$

$$se_j = \sqrt{\frac{q_j^a (1 - q_j^a)}{q_j (1 - q_j)}} = \sqrt{\varepsilon_j}\,\frac{b_j}{b_{1j} + \varepsilon_j b_{2j}}.$$

Determining the Parameters of the Alternative Hypothesis

In this appendix we have indexed the alternative hypothesis of mean measures by two sets of parameters, λ_j and δ_j. Proportion and rate measures have been indexed by one set of parameters each, ψ_j and ε_j respectively. While statistical science can be used to evaluate the impact of different choices of these parameters, there is not much that an appeal to statistical principles can offer in directing specific choices. Specific choices are best left to telephony experts. Still, it is possible to comment on some aspects of these choices:

- Parameter Choices for λ_j. The set of parameters λ_j index alternatives to the null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z testing which is being recommended here is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen.

- <u>Parameter Choices for δ_j.</u> The set of parameters δ_j are much more important in the choice of the balancing point than was true for the λ_j. The reason for this is that they directly index differences in average service. The truncated Z test is very sensitive to any such differences; hence, even small disagreements among experts in the choice of the δ_j could be very important. Sample size matters here too. For example, setting all the δ_j to a single value – $\delta_j = \delta$ – might be fine for tests across individual CLECs where currently in Louisiana the CLEC customer bases are not too different. Using the same value of δ for the overall state testing does not seem sensible, however, since the state sample would be so much larger.

- <u>Parameter Choices for ψ_j or ε_j.</u> The set of parameters ψ_j or ε_j are also important in the choice of the balancing point for tests of their respective measures. The reason for this is that they directly index increases in the proportion or rate of service performance. The truncated Z test is sensitive to such increases; but not as sensitive as the case of δ_j for mean measures. Sample size matters here as well. As with mean measures, using the same value of ψ or ε for the overall state testing does not seem sensible since the state sample would be so much larger.

The bottom line here is that beyond a few general considerations, like those given above, a principled approach to the choice of the alternative hypotheses to guard against, must come from elsewhere.

Decision Process

Once Z^T has been calculated, it is compared to the balancing critical value to determine if the ILEC is favoring its own customers over a CLEC's customers.

This critical value changes as the ILEC and CLEC transaction volume change. One way to make this transparent to the decision maker, is to report the difference between the test statistic and the critical value, $diff = Z^T - c_B$. If favoritism is concluded when $Z^T < c_B$, then the $diff < 0$ indicates favoritism.

This make it very easy to determine favoritism: a positive $diff$ suggests no favoritism, and a negative $diff$ suggests favoritism.

BST VSEEM REMEDY PROCEDURE

TIER-1 CALCULATION:
1. Calculate the test statistic for each CLEC at the State Level; z_{CLEC1} (See Exhibit C)

2. Calculate the balancing critical value($^cB_{CLEC1}$) that is associated with the alternative hypothesis (that the CLEC mean does not exceed the ILEC mean by no more than $100\delta_B\%$ of an ILEC standard deviation; where, δ_B is fixed). (See Exhibit C)

3. If the State test statistic is equal to or falls above the State balancing critical value, stop here. Otherwise, go to step 4.

4. Calculate the Parity Gap by subtracting the value of step 2. from that of step 1.;
$z_{CLEC1} - {}^cB_{CLEC1}$

5. Calculate the Volume Proportion using a linear distribution with slope of ¼. This can be accomplished by taking the absolute value of the Parity Gap from step 4. divided by 4; $ABS((z_{CLEC1} - {}^cB_{CLEC1}) / 4)$. All parity gaps equal or greater to 4 will result in a volume proportion of 100%.

6. Calculate the Affected Volume by multiplying the Volume Proportion from step 5. by the Total $CLEC_1$ Volume in the negatively affected cell; where the cell value is negative. (See Exhibit C)

7. Calculate the payment to CLEC-1 by multiplying the result of step 6. by the appropriate dollar amount from the fee schedule.

   So, CLEC-1 payment $= $ Affected Volume$_{CLEC1}$ * $$ from Fee Schedule

Example: CLEC-1 Missed Installation Appointments (MIA) for UNE Loops

	n_I	n_c	MIA_I	MIA_c	Z	C_B	Parity Gap	Volume Proportion	Affected Volume
State	50000	600	9%	16%	-1.92	-0.21	**1.71**	0.4275	
Cell									
1		150	0.091	0.112	-1.994				64
2		75	0.176	0.098	0.734				
3		10	0.128	0.333	-2.619				4
4		50	0.158	0.242	-2.878				21
5		15	0.245	0.075	1.345				
6		200	0.156	0.130	0.021				
7		30	0.166	0.233	-0.600				13
8		20	0.106	0.127	-0.065				9
9		40	0.193	0.218	-0.918				17
10		10	0.160	0.235	-0.660				4
									133

where n_I = ILEC observations and n_c = CLEC-1 observations

Payout for CLEC-1 is (133 units) * ($400/unit) = $53,010

TIER-2 CALCULATION:

1. Calculate the test statistic for the CLEC Aggregate at the State Level using all transactions from the calendar quarter; z_{CLECA}

2. Calculate the balancing critical value($^{c}B_{CLECA}$) that is associated with the alternative hypothesis (that the CLEC mean does not exceed the ILEC mean by no more than $100\delta_B\%$ of an ILEC standard deviation; where, δ_B is fixed).

3. If the State test statistic is equal to or falls above the State balancing critical value for three consecutive months, stop here. Otherwise, go to step 4.

4. Calculate the Parity Gap by subtracting the value of step 2. from that of step 1.;
$$z_{CLECA} - {}^{c}B_{CLECA}$$

5. Calculate the Volume Proportion using a linear distribution with slope of ¼. This can be accomplished by dividing the Parity Gap from step 4. by 4; $((z_{CLECA} - {}^{c}B_{CLECA})/4)$. All parity gaps equal or greater to 4 will result in a volume proportion of 100%.

6. Calculate the Affected Volume by multiplying the Volume Proportion from step 5. by the Total $CLEC_A$ Volume (CLEC Aggregate) in the negatively affected cell; where the cell value is negative (See Exhibit C).

7. Calculate the payment to CLEC-1 by multiplying the result of step 6. by the appropriate dollar amount from the fee schedule.

So, CLEC-A payment = Affected Volume$_{CLECA}$ * $$ from Fee Schedule

Example: CLEC-A Missed Installation Appointments (MIA) for UNE Loops

State Quarter1	n_I	n_c	MIA_I	MIA_c	Z	C_B	Parity Gap	Volume Proportion	Affected Volume
Quarter1	180000	2100	9%	16%	-1.92	-0.21	**1.71**		
Cell									
1		500	0.091	0.112	-1.994				214
2		300	0.176	0.098	0.734				
3		80	0.128	0.333	-2.619				34
4		205	0.158	0.242	-2.878				88
5		45	0.245	0.075	1.345				
6		605	0.156	0.130	0.021				
7		80	0.166	0.233	-0.600				34
8		40	0.106	0.127	-0.065				17
9		165	0.193	0.218	-0.918				71
10		80	0.160	0.235	-0.660				34
									492

where n_I = ILEC observations and n_c = CLEC-A observations

Payout for CLEC-A is (492 units) * ($875/unit) = <u>$430,172</u>

Tier-3 is triggered by repeat failures for the CLEC Aggregate in a given calendar quarter for five select measures, 12 sub-metrics. The table below displays a situation that would trigger a Tier-3 failure, and one that would not.

Process	Measures	TIER-3 FAILURE X = Miss			NOT A TIER-3 FAILURE X = Miss		
		Month 1	Month 2	Month 3	Month 1	Month 2	Month
Percent Missed Installation Appointments	Resale POTS	X	X	X	X		
	Resale Design	X			X	X	X
	UNE Loop & Port Combo		X				
	UNE Loops	X	X	X			
Percent Missed Repair Appointments	Resale POTS	X	X	X	X		X
	Resale Design		X	X			
	UNE Loop & Port Combo					X	
	UNE Loops					X	X
Billing	Billing Accuracy	X	X	X	X		
	Billing Timeliness				X	X	X
Trunk Blockage	Percent Trunk Blockage	X	X	X			
Collocation	Percent Missed Collocation Due Dates						

Tier-3 is effective immediately after quarter results, and can only be lifted when two of the five sub-metrics show compliance for two consecutive months in the following quarter. All tiers are independent, such that triggering Tier-3 will not cease payout of any Tier-1 or Tier-2 failures.

Table-1

LIQUIDATED DAMAGES TABLE FOR TIER-1 MEASURES

PER AFFECTED ITEM						
	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Ordering	$40	$50	$60	$70	$80	$90
Provisioning	$100	$125	$175	$250	$325	$500
Provisioning UNE (Coordinated Customer Conversions)	$400	$450	$500	$550	$650	$800
Maintenance and Repair	$100	$125	$175	$250	$325	$500
Maintenance and Repair UNE	$400	$450	$500	$550	$650	$800
LNP	$150	$250	$500	$600	$700	$800
IC Trunks	$100	$125	$175	$250	$325	$500
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000

Table-2

VOLUNTARY PAYMENTS FOR TIER-2 MEASURES

	Per Affected Item
OSS Pre-Ordering	$20
Ordering	$60
Provisioning	$300
UNE Provisioning (Coordinated Customer Conversions)	$875
Maintenance and Repair	$300
UNE Maintenance and Repair	$875
Billing	$1.00
LNP	$500
IC Trunks	$500
Collocation	$15,000

Attachment 10

Bona Fide Request/ New Business Request Process

Bona Fide Request/ New Business Request Process

1.0   When applicable.   Bona Fide Request/New Business Requests ("BFR/NBR") are to be used when AT&T requests any Services and Elements not already provided in this Agreement or the process needed to provide the Services and Elements, which process is not provided in this Agreement, (collectively for purposes of this Attachment 10, "the Services"). AT&T may also utilize this process to make a request not already provided in this Agreement where said request does not constitute a request under the Telecommunications Act of 1996. This Attachment 10 does not apply to Section 9 of the General Terms and Conditions of this Agreement, incorporated herein by this reference.

1.1   Details required.   A BFR/NBR shall be submitted in writing by AT&T and shall specifically identify: (i) the date requested for the Services; (ii) the Services requested; (iii) the associated technical requirements; (iv) space requirements; and (v) other specifications necessary to clearly define the request. If applicable, such a request also shall include AT&T's designation of the request as being an obligation of BellSouth pursuant to the Telecommunications Act of 1996.

1.2   AT&T cancellation. AT&T may cancel a BFR/NBR in writing at any time. BellSouth will then cease analysis of the request. If AT&T cancels a BFR/NBR after BellSouth has received AT&T's written "notice to proceed" as described in Section 1.6 of this Attachment 10, AT&T agrees to pay BellSouth the reasonable, demonstrable, and actual costs directly related to complying with AT&T's BFR/NBR up to the date of cancellation.

1.3   BellSouth acknowledgment. Within two (2) business days of receipt of a BFR/NBR, BellSouth shall acknowledge in writing its receipt and identify its single point of contact responsible for responding to the request and shall request any additional information needed to process the request. Notwithstanding the foregoing, BellSouth may reasonably request additional information from AT&T at any time during the processing of the BFR/NBR.

1.4   Preliminary analysis delivery.   Unless otherwise agreed by both parties in writing, within thirty-five (35) calendar days of its receipt of a BFR/NBR, BellSouth shall either provide to AT&T a preliminary analysis of the BFR/NBR or notify AT&T that it needs more time to provide AT&T with its preliminary analysis, at which time AT&T and BellSouth will then determine a mutually agreeable date for delivery of the preliminary analysis.

1.5   <u>Preliminary analysis details</u>. The preliminary analysis will state whether BellSouth can meet AT&T's requirements and shall include BellSouth's proposed price plus or minus 25 percent ("the Preliminary Analysis Range") and the date the request can be met. If BellSouth cannot provide the Services by the requested date, it shall provide an alternative proposed date together with a detailed explanation as to why BellSouth is not able to meet AT&T's requested date. The preliminary analysis also will include a detailed breakdown of the costs supporting the proposed price, including the development costs, as defined in Section 1.7 below, necessary to complete AT&T's BFR/NBR. BellSouth also shall indicate in the preliminary analysis its agreement or disagreement with AT&T's designation of the request as an obligation under the Telecommunications Act of 1996. If BellSouth does not agree with AT&T's designation, it may use the dispute resolution process set forth in Section 18 of the General Terms and Conditions of this Agreement, incorporated herein by this reference. In no event, however, shall any dispute delay BellSouth's processing of the request.

1.6   <u>Notice to proceed</u>. After providing the preliminary analysis to AT&T, BellSouth shall proceed with AT&T's BFR/NBR upon receipt of AT&T's written "notice to proceed." This "notice to proceed" shall not be construed by BellSouth as a waiver of AT&T's right to invoke dispute resolution process set forth in Section 16 of the General Terms and Conditions of this Agreement, incorporated herein by this reference, as to any issue, including BellSouth's proposed price, the reasonable, demonstrable, and actual costs incurred in the event of AT&T's cancellation of a BFR/NBR, or the amount of development costs paid. All payments are subject to adjustment according to the outcome of the dispute resolution process set forth in Section 16 of the General Terms and Conditions of this Agreement, incorporated herein by this reference. In no event shall any dispute delay BellSouth proceeding with completing the BFR/NBR.

1.7   <u>Development costs</u>. Subject to the provision of Section 1.6 above, after receipt and review of BellSouth's preliminary analysis, if AT&T decides to proceed, AT&T agrees to pay the fixed amount identified in the preliminary analysis for the initial work required to develop the project plan, create the design parameters, and establish all activities and resources required to complete the BFR/NBR. These costs will be referred to as "development" costs. The development costs identified in the preliminary analysis are fixed. AT&T will begin processing the payment of development costs at the time it issues the written "notice

to proceed" with payment due to BellSouth within 15 days of the issuance of the notice to proceed.

1.8   Interim payment in the event of price dispute. In the event of a dispute over payments made by AT&T or requested by BellSouth, including development costs and any interim progress payment, upon BellSouth's written request, AT&T agrees to negotiate an interim lump sum progress payment to compensate BellSouth for its reasonable, demonstrable and actual costs incurred in processing AT&T's BFR/NBR. The interim lump sum progress payment shall be calculated by determining the average between BellSouth's proposed price and AT&T's estimate of the price for processing its BFR/NBR. AT&T agrees to pay 50% of this amount as the interim lump sum progress payment. If AT&T's proposed price is less than 50% of BellSouth's proposed price, the average shall be calculated by assuming that AT&T's price is exactly 50% of BellSouth's proposed price.

1.9   Firm quote delivery. As soon as possible, but in no event later than sixty-five (65) calendar days after receipt of the request, BellSouth shall provide AT&T with a firm BFR/NBR response that will include, at a minimum, the firm availability date, the installation intervals, a binding price quote, which shall not exceed the Preliminary Analysis Range, and a final detailed breakdown of all costs supporting the final price.

1.10   Acceptance or rejection of firm quote. Within thirty (30) calendar days after receipt of the firm BFR/NBR response from BellSouth, AT&T will notify BellSouth in writing of its acceptance or rejection of BellSouth's proposal. If BellSouth receives no response to the firm quote from AT&T within the thirty day time frame, BellSouth shall issue a written request for confirmation that AT&T does not wish to proceed with the BFR/NBR. If BellSouth receives no response from AT&T within five (5) calendar days of its written request for confirmation, BellSouth may consider the BFR/NBR canceled. BellSouth may recover any costs incurred to the extent permitted under the provision of Section 1.2 of this Attachment 10.

1.11   Pricing Principles. Unless AT&T agrees otherwise, all proposed prices shall be derived in accordance with the Act and any applicable Commission rules and regulations. Payments for Services purchased under a BFR/NBR will be made as specified in thisAttachment 10, unless otherwise agreed to by AT&T.

1.12   Amendment. Upon AT&T's acceptance of the firm quote by BellSouth, the parties shall amend the Agreement to incorporate the Services contemplated by the BFR/NBR. The amendment shall include all pertinent rates, terms and conditions and shall be filed with the appropriate regulatory commission pursuant to the requirements of the Act.

ATTACHMENT 11

ACRONYMS

ACRONYM	DEFINITION
AAA	American Arbitration Association
AABS	Automated Alternate Billing System (AABS)
ACAC	Access Customer Advocate Center
ADA	Americans with Disabilities Act
ADSL	Asynchronous Digital Subscriber Line
ADUF	Access Daily Usage File
AIN	Advanced Intelligent Network
ALEC	Alternative Local Exchange Carrier
ALI/DMS	Automatic Location Identification/Data Management Systems
AMA	Automatic Message Accounting
AMI	Alternate Marked Inversion
ANI	Automatic Number Identification
ANSI	American National Standards Institute
ASPR	AT&T Security Policy and Requirements
ASR	Access Services Request
ASWC	AT&T Serving Wire Center
ATIS	Alliance for Telecommunications Industry Solutions
ATM	Asynchronous Transfer Mode
BACR	Billing Account Cross Reference
BAN	Billing Account Number
BAPCO	BellSouth Advertising and Publishing Company
BAR	Billing Account Reference
BFR/NBR	Bona Fide Request/New Business Request
BLV	Busy Line Verification
BLV/BLI	Busy Line Verification/Busy Line Interrupt
BLV/BLVI	Busy Line Verification/Busy Line Verification Interrupt
BLV/ELI	Busy Line Verification/Emergency Line Interrupt
BNS	Billed Number Screening
BOC	Bell Operating Company
BOS	Billing Output Specifications
BRI	Basic Rate ISDN
BSWC	BellSouth Serving Wire Center
CABS	Carrier Access Billing Systems
CAMA	Centralized Automatic Message Accounting
CARE	Customer Account Record Exchange
CATS	Calling Card and Third Number Settlement System
CATV	Cable Television
CBOS	CABS Billing Output Specifications
CCC	Clear Channel Capability
CCITT	Consultative Committee on International Telegraph & Telephone
CCL	Common Carrier Line

CCS	Common Channel Signaling
CCSAS	Common Channel Signaling Access Service
CCSNIS	Common Channel Signaling Network Interface Specification
CERCLA	Comprehensive Environmental Response Compensation and Liability Act
CI	Customer Interface
CIC	Carrier Identification Code
CF/B	Call Forward on Busy
CF-B/DA	Call Forward on Busy/Don't Answer
CF/DA	Call Forward Don't Answer
CFR	Code of Federal Regulations
CPN	Calling Party Number
CLASS	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identifier
CLLIC	Common Language Location Identifier Code
CLUB	Customized Large User Bill
CMDS	Centralized Message Distribution System
CMRS	Commercial Mobile Radio Service
CNAM	Calling Name Delivery Database Service
CO	Central Office
CPE	Customer Premises Equipment
CPR	CPR Institute for Dispute Resolution
CRIS	Customer Record Information System
CSA	Contract Service Arrangement
CSIQ	Customer Service Information Query
CSOTS	Customer Service Order Trouble System
CSR	Customer Service Record
CT	Common Transport
CY	Current Year
DA	Directory Assistance
DADAS	Direct Access to Directory Assistance Service
DADS	Directory Assistance Database Service
DB	Database
DCC	Data Communications Channel
DCS	Digital Cross-Connect System
DDD	Desired Due Date
DID	Direct Inward Dialing
DLC	Digital Loop Carrier
DLR	Design Layout Record
DMOQs	Direct Measures of Quality
DN	Directory Numbers
DN-RI	Directory Number - Route Index
DS-0	Digital Signal Level Zero

DS-1	Digital Signal Level One
DS-3	Digital Signal Level Three
DRAM	Digital Recorded Announcement Machine
DSLAM	Digital Subscriber Line Access Multiplexer
DSN	Data Set Name
DSX	Digital Cross Connect
DT	Dedicated Transport
DTMF	Dual-Tone Multi Frequency
DTN	Destination Telephone Number
E&M	Ear & Mouth Signaling
EAMF	Equal Access Multi-Frequency
EBAS	Enhanced Billing and Access Service
EBCDIC	Extended Binary-Coded Decimal Interchange Code
ECTA	Exchange Carrier Trouble Analysis
EDI	Electronic Data Interface
EDI-PC	Electronic Data Interface – Personal Computer
EFT	Electronic Funds Transfer
EI	Electronic Interface
EI	Emergency Interrupt
ELI	Emergency Line Interrupt
EMI	Exchange Message Interface
EMR	Exchange Message Record
EO	End Office
EODUF	Enhanced Optional Daily Usage File
E/O	Electrical to Optical
EPA	Environmental Protection Agency
ESF	Extended Super Frame
ESIT	Exchange Service Interconnection Traffic
ESP	Enhanced Service Provider
ETTR	Estimated Time to Repair
FB	Flat Rate Business Line
FCC	Federal Communications Commission
FDI	Feeder Distribution Interface
FGA	Feature Group A
FGB	Feature Group B
FGD	Feature Group D
FL	Foreign Listing
FOC	Firm Order Confirmation
FR	Flat Rate Residential Line
FRS	Functional Requirements Specification
FSPOI	Facilities Signaling Point of Interconnection
GSST	General Subscriber Services Tariff
GTT	Global Title Translation
HDSL	High-bit-rate Digital Subscriber Line
HFC	Hybrid Fiber Coax

HVAC	Heating/Ventilation/Air Conditioning
IAM	Initial Address Message
IBC	Initial Billing Company
ID	Remote Identifiers
IDLC	Integrated Digital Loop Carrier
IEEE	Institute of Electrical and Electronic Engineers
IITP	Internetwork Interoperability Test Plan
ILEC	Incumbent Local Exchange Carrier
INC	Industry Numbering Committee
INP	Interim Number Portability
IOF	Interoffice Facility
IP	Internet Protocol
IPP	Independent Payphone Provider
ISDN	Integrated Services Digital Network
ISDNUP	Integrated Services Digital Network User Part
ISNI	Intermediate Signaling Network Identifier
ISP	Internet Service Provider
ISUP	Integrated Services User Part
ITU	International Telecommunications Union
IVS	Interactive Voice Subsystem
IVMS	Interswitch Voice Messaging Service
IXC	Interexchange Carrier
JIA	Joint Implementation Agreement
JIP	Jurisdiction Information Parameter
LATA	Local Access Transport Area
LCC	Line Class Code
LCSC	Local Carrier Service Center
LEC	Local Exchange Carrier
LENS	Local Exchange Navigation System
LERG	Local Exchange Routing Guide
LGX	Lightguide Cross-Connect
LIDB	Line Information Database
LNP	Local Number Portability
LPIC	Local (IntraLata) Primary Exchange Carrier
LRN	Local Routing Number
LRN-LNP	Local Routing Number-Local Number Portability
LRN-PNP	Local Routing Number-Permanent Number Portability
LSR	Local Service Request
LSSGR	LATA Switching Systems Generic Requirements
MDF	Main Distribution Frame
MDU	Multiple Dwelling Unit
MECAB	Multiple Exchange Carrier Access Billing
MECOD	Multiple Exchange Carrier Ordering and Design
MF	Multi-Frequency
MLT	Mechanized Loop Tests

MPB	Meet-Point Billing
MPOE	Minimum Point of Entry
MRVT	MTP Routing Verification Test
MSAG	Master Street Address Guide
MTA	Multiple Tandem Access
MTP	Message Transfer Port
MTTR	Mean Time to Repair
MWI	Message Waiting Indicator
NANC	North American Numbering Council
NAV	Network Applications Vehicle
NC	Network Cable
NEBS	Network Equipment Building System
NEC	National Electrical Code
NECA	National Exchange Carrier Association
NESC	National Electrical Safety Code
NGDLC	Next Generation Digital Loop Carrier
NICS	Non-Intercompany Settlement System
NID	Network Interface Device
NIU	Network Interface Unit
NPA	Numbering Plan Area
NPAC	Number Portability Administration Center
NRC	Non-recurring Charge
NTW	Network Terminating Wire
NXX	Three-Digit Central Office Code (N=2-9, X=0-9)
OAM	Operation and Maintenance
OAM&P	Operations Administration Maintenance & Provisioning
OBF	Ordering and Billing Forum
OC	Order Coordination
OC-TS	Order Coordination Time Specific
OC-N	Optical Circuit – (Number)
OCN	Operating Company Number
OSHA	Occupational Safety and Health Act
ODUF	Optional Daily Usage File
OLI	Originating Line Information
OMAP	Operations, Maintenance & Administration Part
ORT	Operational Readiness Test
OS	Operator Services
OSS	Operational Support Systems
OTS	Operator Transfer Service
PBX	Private Branch Exchange
PCBs	Polychlorinated biphenyls
PDH	Plesiochronous Digital Hierarchy
PIC	Primary Interexchange Carrier
PIN	Personal Identification Number
PIU	Percent Interstate Usage

PLU	Percent Local Usage
PNP	Permanent Number Portability
POI	Point of Interface
POI	Points of Interconnection
PON	Purchase Order Number
POP	Point of Presence
POT	Point of Termination
POTS	Plain Old Telephone Service
PSAP	Public Safety Answering Point
PSTN	Public Switched Telecommunications Network
PUC	Public Utilities Commission
RACF	Remote Access Call Forwarding
RAO	Revenue Accounting Office
RCF	Remote Call Forwarding
RCRA	Resource Conservation and Recovery Act
RI	Route Index
RIC	Residual Interconnection Charges
RI-PH	Route Index - Portability Hub
ROW	Right of Way
RSAG	Regional Street Address Guide
RSM	Remote Switch Module
RT	Remote Terminal
SAG	Street Address Guide
SBC	Subsequent Billing Company
SCCP	Signaling Connection Control Point
SCE	Service Creation Environment
SCE/SMS	Service Creation Environment and Service Management System
SCP	Service Control Points
SDH	Synchronous Digital Hierarchy
SEC LOC	Secondary Location
SECAB	Small Exchange Carrier Access Billing
SIC	Standard Industrial Code
SL1	Service Level One
SL2	Service Level Two
SMDI	Simplified Message Desk Interface
SMDI-E	Simplified Message Desk Interface - Enhanced
SMS	Service Management System
SONET	Synchronous Optical Network
SP	Signaling Point
SPID	Service Profile Identifier
SPNP	Service Provider Number Portability
SPNP-RCF	Service Provider Number Portability-Remote Call Forwarding
SPNP-LERG	Service Provider Number Portability-Local Exchange

	Routing Guide
SPNP-DID	Service Provider Number Portability-Direct Inward Dialing
SPNP-RI	Service Provider Number Portability-Route Indexing
SPOC	Single Point of Contact
SPOI	Signaling Point of Interconnection
SRVT	SCCP Routing Verification Test
SS7	Signaling System 7
SSP	Switching Service Point
STP	Signaling Transfer Point
STPS	Signaling Transfer Point Switch
STS	Synchronous Transport Signal
SWA	Interexchange Carrier Switched Access
TAFI	Trouble Analysis Facilitation Interface
TAG	Telecommunications Access Gateway
TC	Transaction Code
TCAP	Transaction Capabilities Application Port
TELRIC	Total Element Long Run Incremental Cost
TGSR	Trunk Group Service Request
TIA/EIA	Telecommunications Industries Association/Electronic Industries Association
TLN	Telephone Line Number
TNS	Transit Network Selection
TOPS	Traffic Operator Position System
TR	Technical Requirements
TS	Tandem Switching
TSGR	Transport System Generic Requirements
UCL	Unbundled Copper Loop
UDL	Unbundled Digital Loop
UDLC	Universal Digital Loop Carrier
UNE	Unbundled Network Element
USL	Unbundled Subloop
USLC	Unbundled Subloop Concentration System
USOC	Universal Service Order Code
UVL	Unbundled Voice-grade Loop
V&H	Vertical and Horizontal
WTN	Working Telephone Number
xDSL	Digital Subscriber Line

ATTACHMENT 12

NETWORK SECURITY

NETWORK SECURITY

1. **Network Security – Protection of Service and Property**

1.1 BellSouth agrees to take reasonable and prudent steps to ensure adequate protection of AT&T property located with BellSouth Premises including, but not limited to:

1.1.1 Controlling all approved system and modem access through security servers. Access to, or connection with, a network element shall be established through a secure network or security gateway and/or firewall. Dial-up access to modems connected to network entry points must be protected by individual authentication of the user, e.g., via Network Access passwords, smart cards, tokens;

1.1.2 A security software package will be used, or at a minimum, perform manual checks that monitor user and machine integrity and confidentiality, such as password assignment and aging, directory and permission configuration, and system accounting data; and

1.1.3 Maintain accurate and complete records detailing the individual data connections and systems to which they have granted the other party access or interface privileges. These records will include, but are not limited to, login identification, user request records, system configuration, time limits of user access or system interfaces.

Attachment 13

BAPCO Agreement

AGREEMENT

In consideration of the mutual promises contained herein, BellSouth Advertising & Publishing Corporation, a Georgia Corporation ("BAPCO") and AT&T Communications of the South Central States, Inc., a Delaware corporation *("AT&T")* [OPEN BELLSOUTH] agree as follows:

1.   **RECITALS**. BAPCO is the publisher of alphabetical and classified *printed* [OPEN BELLSOUTH] directories for certain communities in the southeastern region of the U.S. (the "Directories"). AT&T provides local exchange telephone service in communities in which BAPCO publishes Directories. BAPCO and AT&T hereby establish the terms by which BAPCO will include listings of AT&T customers in such Directories and by which BAPCO will provide such Directories to AT&T customers. BAPCO agrees that it will provide to AT&T services that are at least equal in quality to those services provided to *BellSouth Telecommunications Inc. ("BellSouth"), its affiliates or* [OPEN BELLSOUTH] other CLECs, and consistent with *the provisions described in Section 5 of this Agreement.* [OPEN BELLSOUTH]

2.   *Authority. BAPCO assumes the authority and agrees to perform the obligations delegated to it by BellSouth in Section 20 of the Interconnection Agreement dated _____ between AT&T and BellSouth.* [OPEN BELLSOUTH]

3.   **AT&T OBLIGATIONS**. AT&T agrees as follows:

    (a)   AT&T shall provide to BAPCO, or its designee, at AT&T's expense and at no charge, listing information concerning its subscribers (designating any who do not desire published listings), consisting of customer name, address, telephone number and all other information reasonably requested by BAPCO, including disconnect information, as set forth on Exhibit A for use by BAPCO or its affiliates or agents in publishing Directories. Such customer listing information shall be provided in the format set forth in Exhibit A, or as otherwise mutually agreed between the parties from time to time.

    (b)   AT&T shall also provide directory delivery information to BAPCO , *or its designee* [OPEN BELLSOUTH], as set forth in Exhibit A for all AT&T customers .

    (c)   AT&T shall advise BAPCO, *or its designee* [OPEN BELLSOUTH], promptly of any directory-related inquiries, requests or complaints which it may

receive from AT&T customers and shall provide reasonable cooperation to BAPCO in response to or resolution of the same.

(d)   AT&T shall respond promptly regarding corrections or queries raised by BAPCO to process listing changes requested by customers.

4.   BAPCO OBLIGATIONS.

(a)   BAPCO shall include at no charge to AT&T or AT&T's customers one standard listing for each AT&T customer per line or per hunting group in BAPCO's appropriate local alphabetical Directory as published periodically by BAPCO unless nonlisted or unpublished status is designated by customers. Such listings shall be interfiled with the listings of other local exchange telephone company customers and otherwise published in the manner of such other listings is accordance with and subject to BAPCO's generally applicable publishing policies *described in Section 5 below* [OPEN BELLSOUTH], without designation or differentiation as to the subscriber's exchange carrier.

(b)   BAPCO shall publish additional listings, foreign listings and all other alphabetical Directory listings offered by BellSouth for AT&T customers upon their request, consistent with BAPCO's *publishing policies described in Section 5 below* [OPEN BELLSOUTH], in BAPCO's alphabetical Directories. BAPCO shall publish all listings for all AT&T's customers in an identical manner *and* upon the same terms and conditions *described in Section 5 below* [OPEN BELLSOUTH].

(c)   BAPCO will distribute its regularly published alphabetical and classified Directories to local AT&T customers on the same basis that BAPCO delivers Directories to *BellSouth's, its affiliates or* [OPEN BELLSOUTH] other CLEC's customers, and in accordance with BAPCO's *publishing and delivery policies as described in Section 5 below* [OPEN BELLSOUTH], including delivery following Directory publication and upon establishment of new AT&T service, if a current Directory for that geographic area has not previously been provided.

(d)   BAPCO shall make available recycling services for Directories to AT&T customers under the same terms and conditions that BAPCO makes such services available to *BellSouth's, its affiliates or other CLEC's customers* [OPEN BELLSOUTH].

(e)   BAPCO will include for AT&T, in the customer guide section of the Directory, *not less than one full page of information about AT&T services, including addresses and telephone numbers for AT&T customer service*

and AT&T's logo [OPEN BELLSOUTH] in the same manner as that included for all other carriers, information relating to establishment of service, repair and billing in the generic customer guide pages of its alphabetical Directories in accordance with BAPCO's *publishing policies as described in Section 5 below* [OPEN BELLSOUTH]. AT&T will provide information requested by BAPCO for such purposes on a timely basis. Any change or modification to the *form and* [OPEN BELLSOUTH] content AT&T provides to BAPCO for inclusion in the customer guide section of the Directory shall be approved by AT&T in advance.

(f) BAPCO shall make available at no charge to AT&T or its customers one listing for *each* [OPEN BELLSOUTH] AT&T business customer's primary listings in one appropriate heading in *the applicable* [OPEN BELLSOUTH] local classified directory as published periodically by BAPCO. Such listings shall be published according to BAPCO's *publishing policies as described in Section 5 below* [OPEN BELLSOUTH].

(g) BAPCO shall solicit, accept and publish directory advertising from business customers of AT&T in communities for which BAPCO publishes classified Directories in the same manner and upon the same terms as it solicits, accepts and publishes advertising from advertisers who are not AT&T customers. Except for customer information actually published in a Directory, BAPCO shall not use any customer information provided to it by AT&T for the solicitation of business for other carriers.

(h) BAPCO shall not provide listing information relating to AT&T customers to other local exchange service providers or independent directory publishers without AT&T approval, except as may be required in relation to this Agreement or as otherwise required by law.

5. **PUBLISHING POLICIES**. BAPCO shall maintain full authority over its publishing schedules, policies, standards, and practices and over the scope and publishing schedules of its Directories. BAPCO shall provide AT&T, *on a quarterly basis* [OPEN BELLSOUTH], with *notice of* [OPEN BELLSOUTH] changes to BAPCO's publishing policies that in BAPCO's judgment *could* [OPEN BELLSOUTH] affect AT&T's *performance of its obligations under this Agreement that support* [OPEN BELLSOUTH] BAPCO's publishing of listings for AT&T's customers . *However, such changes as contained in the quarterly notice may not take effect until the following quarter unless mutually agreed otherwise* [OPEN BELLSOUTH]. Such policy updates shall include, without limitation, the subjects described in Exhibit B

6.   **LIABILITY AND INDEMNITY**.

(a)   AT&T agrees to defend, indemnify and hold harmless BAPCO from all damages, claims, suits, losses or expenses, including without limitation reasonable costs and attorneys' fees, arising out of or resulting from any error in or omission of any residential or business listing for customers of AT&T to the extent such error or omission is caused by AT&T's failure to provide accurate customer information to BAPCO.

(b)   BAPCO agrees to defend, indemnify and hold harmless AT&T from all damages, claims, suits, losses or expenses, including without limitation reasonable costs and attorneys' fees arising out of or resulting from: (i) any error in or omission of any paid advertising for customers of AT&T other than those errors caused by AT&T's failure to provide accurate customer information to BAPCO; provided, however, that BAPCO agrees that, where permitted by law, its advertising contracts with AT&T's customers shall limit liability of BAPCO and AT&T for errors and omissions to a rebate of advertising charges for the advertising containing the error or omission (inclusion of such limitation of AT&T's liability to be undertaken in BAPCO's normal course of business); or (ii) any error in or omission of any business listing for customers of AT&T to the extent such error or omission is caused by BAPCO's failure to publish correctly such customer information provided by AT&T; provided, however, that notwithstanding the foregoing, BAPCO's liability to AT&T for any claims relating to or arising from errors in or omissions of residential customers listings shall be limited to One Dollar ($1.00) for each such claim.

(c)   Except as provided above each party agrees to defend, indemnify and hold harmless the other from damages, claims, suits, losses or expenses, including without limitation reasonable costs and reasonable attorney's fees, to the extent of such party's relative fault, arising out of or resulting from any error, omission or act of such party hereunder. Each party shall notify in writing the other promptly of any act or omission which may give rise to a claim hereunder, and of any claim or suit arising hereunder. Each party shall provide reasonable and timely cooperation in its resolution of any claim or lawsuit arising hereunder. Without waiver of any rights hereunder, the indemnified party may at its expense undertake its own defense in any such claim or suit.

(d)   Notwithstanding anything in this Section 5 to the contrary, in no event shall either party be liable to the other or to any third party for any special, incidental or consequential damages or any loss of profits.

(e)   AT&T agrees to include in any local service tariff it files a provision limiting its liability and that of BAPCO, for any claims relating to directory listings or advertisements, to the customers cost of local service or to the charge for any such listing, whichever is less.

7.   **TERM.** This Agreement shall be effective on the date of the last signature hereto and shall remain in effect for a term of *three* **[OPEN BELLSOUTH]** years, *concurrent with the Interconnection Agreement dated _____ between AT&T and BellSouth* **[OPEN BELLSOUTH],** and shall relate to Directories published by BAPCO during such period. Thereafter, it shall continue in effect unless terminated by either party upon sixty (60) days prior written notice.

8.   **ASSIGNMENT.** This Agreement shall be binding upon any successors or assigns of the parties during its term.

9.   **RELATIONSHIP OF THE PARTIES.** This Agreement does not create any joint venture, partnership or employment relationship between the parties or their employees, and the relationship between the parties shall be that of an independent contractor. There shall be no intended third party beneficiaries to this Agreement.

10.   **NONDISCLOSURE**

(a)   During the term of this Agreement it may be necessary for the parties to provide each other with certain information ("Information") considered to be private or proprietary. The recipient shall protect such Information from distribution, disclosure or dissemination to anyone except its employees or contractors with a need to know such Information in conjunction herewith, except as otherwise authorized in writing. All such Information shall be in writing or other tangible form and clearly marked with a confidential or proprietary legend. Information conveyed orally shall be designated as proprietary or confidential at the time or such oral conveyance and shall be reduced to writing within forty-five (45) days.

(b)   The parties will not have an obligation to protect any portion of Information which: (1) is made publicly available lawfully by a nonparty to this Agreement; (2) is lawfully obtained from any source other than the providing party; (3) is previously known without an obligation to keep it confidential; (4) is released by the providing party in writing; or (5) commencing two (2) years after the termination date of this Agreement if such Information is not a trade secret under applicable law.

(c) Each party will make copies of the Information only as necessary for its use under the terms hereof, and each such copy will be marked with the same proprietary notices as appear on the originals. Each party agrees to use the Information solely in support of this Agreement and for no other purpose.

11. **FORCE MAJEURE**. Neither party shall be responsible to the other for any delay or failure to perform hereunder to the extent caused by fire, flood, explosion, war, strike, riot, embargo, governmental requirements, civic or military authority, act of God, or other similar cause beyond its reasonable control. Each party shall use best efforts to notify the other promptly of any such delay or failure and shall provide reasonable cooperation to ameliorate the effects thereof.

12. **PUBLICITY.** Neither party shall disclose the terms of this Agreement nor use the trade names or trademarks of the other without the prior express written consent of the other.

13. **REPRESENTATIVES AND NOTICES**.

(a) Each party shall name one or more representatives for contacts between the parties which shall be authorized to act on its behalf. Such representatives may be changed from time to time upon written notice to the other party.

(b) Notices required by law or under this Agreement shall be given in writing by hand delivery, certified or registered mail, or by facsimile followed by certified or registered mail, addressed to the named representatives of the parties with copies to:

If to BAPCO:	Director-LEC/BST Interface BellSouth Advertising & Publishing Corporation Room 270 59 Executive Park South Atlanta, GA 30329
With Copy to:	Vice President and General Counsel BellSouth Advertising & Publishing Corporation Room 430 59 Executive Park South Atlanta, GA 30329
If to AT&T:	Bill C. Peacock Director – Local Services & Access

Management
Room 12254
1200 Peachtree St., N.E.
Atlanta, GA 30309

With Copy to: James P. Campbell
           Chief Commercial Attorney
           Suite 8100
           1200 Peachtree St., NE
           Atlanta, GA 30309

14. **MISCELLANEOUS.** This Agreement represents the entire Agreement between the parties with respect to the subject matter hereof and supersedes any previous oral or written communications, representations, understandings, or agreements with respect thereto. It may be executed in counterparts, each of which shall be deemed an original. All prior and contemporaneous written or oral agreements, representations, warranties, statements, negotiations, and / or understandings by and between the parties, whether express or implied, are superseded, and there are no representations or warranties, either oral or written, express or implied, not herein contained. This Agreement shall be governed by the laws of the state of Tennessee.

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives in one or more counterparts, each of which shall constitute an original, on the dates set forth below.

BELLSOUTH ADVERTISING & PUBLISHING CORPORATION	AT&T COMMUNICATIONS OF THE SOUTH CENTRAL STATES, INC.
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____

EXHIBIT A

ACCOUNT INFORMATION SECTION (Items in this section are mandatory)

1. **Main Telephone Number**: Main line of telephone service that all other numbers are associated to. (Area Code/NXX/Line Numbers)

2. **Published Telephone Number**: Telephone number to appear in the directory.

3. **Old Telephone Number**: If the number is changing, enter the OLD Telephone Number.

4. **Type of Directory Service**: Bus (Business) or Res (Residence)

5. **Order Type**: N – New connect order; D – Disconnect service order; C – Change of listings; R – Directory delivery only.

6. **Due Date**: Date that service is requested.

7. **Carrier name**: The name of the local exchange AT&T and operating company code.

8. **Carrier Number**: Operating Company Number.

PRIMARY LISTING INFORMATION SECTION (Items in this section are mandatory)

9. **Listed Name**: The way the listing is to appear in the directory. (maximum 1000 characters – including spaces) Caption arrangements should be formatted per guidelines. Non-Pub or Non-List situations should be indicated.

10. **Listed Address**: Current address may include street number – street name, city, state, and zip code. (Note: P.O. Box or Route not acceptable). Omitted address shown as (OAD). (maximum 250 characters)

11. **Service Address**: Physical location of the telephone.

12. **Community Name**: The name of the community where the listing appears. (i.e.: the Atlanta Directory may have a Community name of Buckhead).

13. **Zip code**: 5 or 9 character code.

14. **Yellow Pages Heading**: The Yellow Page heading where customer wants his listing to appear. (Valid for Business Primary Listings only).

15. **Directory Name**: Name of the directory where Customer desires listing to appear (including town section if applicable). If consistent with existing central office and directory configuration, listing will be included. If different, a Foreign Listing will be charged. Directory appearance entitled free is based on the central office prefix. Entitlement for appearance in other directories will be at the rate of a Foreign Listing (FL).

BILLING INFORMATION SECTION (Items in this section are requested but optional)

16. **Billing:** Name to appear on bill.

17. **Billing Address**: Street number, street name, city, state, zip.

18. **Contact Telephone Number**: Telephone number to contact regarding billing.

19. **Responsible Person**: Owner's name or partners' names or 2 corporate officers.

20. **Type of Ownership**: Sole owner; Partnership or Corporation.

21. **Tax ID Number or Social Security Number**: If sole owner, must have social security number.

DIRECTORY DELIVERY INFORMATION SECTION (Items in this section are mandatory)

22. **Name**: Personal or business name.

23. **Delivery Address**: Street number, street name, city, state, zip code of where directories are to be delivered.

24. **Directory (Book ID)**: Bolt code of the directory/

25. **Number of books now**: for immediate delivery/replacement.

26. **Number of books annually**: 0-3 residence, 0-5 business, then negotiated.

REMARKS SECTION (As Required)

27. **Remarks**: Free flow field used by AT&T for any additional information

Exhibit B

BAPCO Deliverables

Publication Schedules

BAPCO will provide to AT&T an *electronic* [OPEN BELLSOUTH] copy of the publication schedules for all directories within the areas served by the AT&T. This schedule will include the name of the directory, the directory bolt code, the business office close date and the issue date. The business office close date represents the last day to receive activity for appearance in the subsequent directory. This date also represents the close date for advertising activity into the Yellow Pages.

The issue date represents the mid point of delivery of the new directory and the date at which new directory billing will begin for the directory being delivered. The length of the delivery period will vary depending upon the size of directory.

Yellow Pages Headings

BAPCO will provide an *electronic* version of the Yellow Pages Heading file which will include all Yellow Pages headings allowed by BAPCO, the Yellow Pages heading code and the associated SIC code. This material would be utilized to assist the business customer in identifying where they would like representation in BAPCO's classified Yellow Pages directories.

Coverage Maps

BAPCO will provide a coverage map for its major directories identifying broadly the geographic area served by the major directory. These maps will be provided only for the major directories in the area served by AT&T.

Central Office Table

BAPCO will provide two *electronic* versions of what is called the ABC table. Version 1 of this report, identifies by NPA and in sequence by central office in which directory a customer is entitled to appear. Version 2 of this report reflects the directory name and all central offices appearing within that directory.

Listing Specifications

BAPCO will provide a condensed *electronic* version of listing specifications reflecting the rules and regulations regarding listing appearance in both the white and yellow pages.

Abbreviation Table

BAPCO will provide an *electronic* copy of the standard abbreviations utilized for given names, titles of address, titles of lineage, military titles, degrees and professional affiliations standards. This information can be used to assist in effectively processing various listed name requests.

Foreign Directory Name Table

BAPCO will provide a list of all foreign directory names to be used in the processing of foreign listing requests. This field is a required element in the establishment of foreign listings.

Customer Guide Pages Appearance Procedures

BAPCO will provide free listing appearance under the areas of Establishing Service, Billing and Repair in the Customer Guide Section of the White Pages for directories where a AT&T operates. These procedures identify how to get your listing to appear and procedures for purchasing LEC specific pages.

ATTACHMENT 14

ALTERNATIVE DISPUTE RESOLUTION

<u>DISAGREE</u>

<u>TABLE OF CONTENTS</u>

ALTERNATIVE DISPUTE RESOLUTION

ALTERNATIVE DISPUTE RESOLUTION

1. <u>Purpose</u>

   Attachment 14 provides for the expeditious, economical, and equitable resolution of disputes between BellSouth and AT&T arising under this Agreement.

2. <u>Exclusive Remedy</u>

2.1 Negotiation and arbitration under the procedures provided herein shall be the exclusive remedy for all disputes between BellSouth and AT&T arising under or related to this Agreement including its breach, except for: (i) disputes arising pursuant to Attachment 6, Connectivity Billing; and (ii) disputes or matters for which the Telecommunications Act of 1996 specifies a particular remedy or procedure. Except as provided herein, BellSouth and AT&T hereby renounce all recourse to litigation and agree that the award of the arbitrators shall be final and subject to no judicial review, except on one or more of those grounds specified in the Federal Arbitration Act (9 USC §§ 1 et seg.), as amended, or any successor provision thereto. The exclusive remedy set forth in this Section shall in no way limit either Party's right to bring a claim in another forum arising under Federal or state laws or statutes, including but not limited to any antitrust claim. (AT&T 12/9/99)

2.1.1 If, for any reason, certain claims or disputes are deemed to be non-arbitrable, the non-arbitrability of those claims or disputes shall in no way affect the arbitrability of any other claims or disputes.

2.1.2 If, for any reason, the Federal Communications Commission or any other federal or state regulatory agency exercises jurisdiction over and decides any dispute related to this Agreement or to any BellSouth tariff and, as a result, a claim is adjudicated in both an agency proceeding and an arbitration proceeding under this Attachment 14, the following provisions shall apply:

2.1.2.1 To the extent required by law, the agency ruling shall be binding upon the Parties for the limited purposes of regulation within the jurisdiction and authority of such agency.

2.1.2.2 The arbitration ruling rendered pursuant to this Attachment 14 shall be binding upon the Parties for purposes of establishing their respective contractual rights and obligations under this Agreement, and for all other purposes not expressly precluded by such agency ruling.

3. <u>Informal Resolution of Disputes</u>

3.1   The Parties to this Agreement shall submit any and all disputes between BellSouth and AT&T for resolution to an Inter-Company Review Board consisting of one representative from AT&T at the Director-or-above level and one representative from BellSouth at the Vice-President-or-above level (or at such lower level as each Party may designate).

3.2   The Parties may enter into a settlement of any dispute at any time.

4.   Initiation of an Arbitration

Except for Disputes Affecting Service, if the Inter-Company Review Board is unable to resolve the dispute within thirty (30) days (or such longer period as agreed to in writing by the Parties) of such submission, and the Parties have not otherwise entered into a settlement of their dispute, either Party may initiate an arbitration in accordance with the CPR Institute for Dispute Resolution ("CPR") Rules for Non-Administered Arbitration and business disputes ("the CPR Rules").

If the Inter-Company Review Board provided for in Section 3 of this Attachment 14 is unable to resolve a Dispute Affecting Service within two (2) business days (or such longer period as agreed to in writing by the Parties) of such submission, and the Parties have not otherwise entered into a settlement of their dispute, either Party, may, through its representative on the Inter-Company Review Board, request arbitration of what in good faith is believed to be a Dispute Affecting Service in accordance with the requirements of Section 9 of this Attachment 14, with the consent of the other party, which consent shall not be unreasonably withheld. Any dispute not resolved in accordance with Section 9 of this Attachment 14 shall be resolved as if it were not a Dispute Affecting Service.

5.   Governing Rules for Arbitration

5.1   The rules set forth below and the CPR Rules shall govern all arbitration proceedings initiated pursuant to this Attachment; however, such arbitration proceedings shall not be conducted under the auspices of the CPR Rules unless the Parties mutually agree. Where any of the rules set forth herein conflict with the rules of the CPR Rules, the rules set forth in this Attachment shall prevail.

6. **Appointment and Removal of Arbitrators for the Disputes other than the Disputes Affecting Service Process**

6.1   Each arbitration conducted pursuant to this Section shall be conducted before a panel of three Arbitrators, each of whom shall meet the qualifications set forth herein. Each Arbitrator shall be impartial, shall not have been employed by or affiliated with any of the Parties hereto or any of their respective Affiliates and shall possess substantial legal, accounting, telecommunications, business or other professional experience relevant to the issues in dispute in the arbitration as stated in the notice initiating such proceeding. The panel of arbitrators shall be selected as provided in the CPR Rules.

6.2   The Parties may, by mutual written agreement, remove an Arbitrator at any time, and shall provide prompt written notice of removal to such Arbitrator.

6.3   In the event that an Arbitrator resigns, is removed pursuant to Section 6.2 of this Attachment 14, or becomes unable to discharge his or her duties, the Parties shall, by mutual written Agreement, appoint a replacement Arbitrator within thirty (30) days after such resignation, removal, or inability, unless a different time period is mutually agreed upon in writing by the Parties. Any matters pending before the Arbitrator at the time he or she resigns, is removed, or becomes unable to discharge his or her duties, will be assigned to the replacement Arbitrator as soon as the replacement Arbitrator is appointed.

7. **Duties and Powers of the Arbitrators**

The Arbitrators shall receive complaints and other permitted pleadings, oversee discovery, administer oaths and subpoena witnesses pursuant to the United States Arbitration Act, hold hearings, issue decisions, and maintain a record of proceedings. The Arbitrators shall have the power to award any remedy or relief that a court with jurisdiction over this Agreement could order or grant, including, without limitation, the awarding of damages, pre-judgment interest, specific performance of any obligation created under the Agreement, issuance of an injunction, or imposition of sanctions for abuse or frustration of the arbitration process, except that the Arbitrators may not: (i) award punitive damages; (ii) or any remedy rendered unavailable to the Parties pursuant to Section 10.3 of the General Terms and Conditions of the Agreement; or (iii) limit, expand, or otherwise modify the terms of this Agreement.

8. **Discovery and Proceedings**

8.1   BellSouth and AT&T shall attempt, in good faith, to agree on a plan for discovery. Should they fail to agree, either BellSouth or AT&T may request a joint meeting or conference call with the Arbitrators. The Arbitrators shall resolve any disputes between BellSouth and AT&T, and such resolution with

respect to the scope, manner, and timing of discovery shall be final and binding.

8.2 The Parties shall facilitate the arbitration by: (i) making available to one another and to the Arbitrators, on as expedited a basis as is practicable, for examination, deposition, inspection and extraction all documents, books, records and personnel under their control if determined by the Arbitrators to be relevant to the dispute; (ii) conducting arbitration hearings to the greatest extent possible on successive days; and (iii) observing strictly the time periods established by the CPR Rules or by the Arbitrators for submission of evidence or briefs.

9. Resolution of Disputes Affecting Service

9.1 Purpose

This Section 9 describes the procedures for an expedited resolution of disputes between BellSouth and AT&T arising under this Agreement which directly affect the ability of a Party to provide uninterrupted, high quality services to its customers at the time of the dispute and which cannot be resolved using the procedures for informal resolution of disputes contained in this attachment of the Agreement.

9.2 Appointment and Removal of Arbitrator

9.2.1 A sole Arbitrator will preside over each dispute submitted for arbitration under this Section 9.

9.2.2 The Parties shall appoint three (3) Arbitrators who will serve for the term of this Agreement, unless removed pursuant to Section 9.2.3 of this Attachment 14. The appointment and the order in which Arbitrators shall preside over Disputes Affecting Service will be made by mutual agreement in writing within thirty (30) days after the Effective Date.

9.2.3 The Parties may, by mutual written agreement, remove an Arbitrator at any time, and shall provide prompt written notice of removal to such Arbitrator.

9.2.4 In the event that an Arbitrator resigns, is removed pursuant to Section 9.2.3 of this Attachment 14, or becomes unable to discharge his or her duties, the Parties shall, by mutual written Agreement, appoint a replacement Arbitrator within thirty (30) days after such resignation, removal, or inability, unless a different time period is mutually agreed upon in writing by the Parties. Any matters pending before the Arbitrator at the time he or she resigns, is removed, or becomes unable to discharge his or her duties, will be assigned to the Arbitrator whose name appears next in the alphabet.

9.3   Initiation of Disputes Affecting Service Process.

9.3.1   A proceeding for arbitration under this Section 9 will be commenced by a Party ("Complaining Party") after following the process provided for in Section 4 of this Attachment 14 by filing a complaint with the Arbitrator and simultaneously providing a copy to the other Party ("Complaint").

9.3.2   Each Complaint will concern only the claims relating to an act or failure to act (or series of related acts or failures to act) of a Party which affect the Complaining Party's ability to offer a specific service (or group of related services) to its customers.

9.3.3   A Complaint may be in letter or memorandum form and must specifically describe the action or inaction of a Party in dispute and identify with particularity how the complaining Party's service to its customers is affected.

9.4   Response to Complaint

A response to the Complaint must be filed within five (5) business days after service of the Complaint.

9.5   Reply to Complaint

A reply is permitted to be filed by the Complaining Party within three (3) business days of service of the response. The reply must be limited to those matters raised in the response.

9.6   Discovery

The Parties shall cooperate on discovery matters as provided in Section 8 of this Attachment 14, but following expedited procedures.

9.7   Hearing

9.7.1   The Arbitrator will schedule a hearing on the Complaint to take place within twenty (20) business days after service of the Complaint. However, if mutually agreed to by the Parties, a hearing may be waived and the decision of the Arbitrator will be based upon the papers filed by the Parties.

9.7.2   The hearing will be limited to four (4) days, with each Party allocated no more than two (2) days, including cross examination by the other Party, to present its evidence and arguments. For extraordinary reasons, including the need for extensive cross-examination, the Arbitrator may allocate more time for the hearing.

In order to focus the issues for purposes of the hearing, to present initial views concerning the issues, and to facilitate the presentation of evidence, the Arbitrator has the discretion to conduct a telephone prehearing conference at a mutually convenient time, but in no event later than three (3) days prior to any scheduled hearing.

Each Party may introduce evidence and call witnesses it has previously identified in its witness and exhibit lists. The witness and exhibit lists must be furnished to the other Party at least three (3) days prior to commencement of the hearing. The witness list will disclose the substance of each witness' expected testimony. The exhibit list will identify by name (author and recipient), date, title and any other identifying characteristics the exhibits to be used at the arbitration. Testimony from witnesses not listed on the witness list or exhibits not listed on the exhibit list may not be presented in the hearing.

9.7.3   The Parties will make reasonable efforts to stipulate to undisputed facts prior to the date of the hearing.

9.7.4   Witnesses will testify under oath and a complete transcript of the proceeding, together with all pleadings and exhibits, shall be maintained by the Arbitrator.

9.8   Decision

9.8.1   The Arbitrator will issue and serve his or her decision on the Parties within five (5) business days of the close of the hearing or receipt of the hearing transcript, whichever is later.

9.8.2   The Parties agree to take the actions necessary to implement the decision of the Arbitrator immediately upon receipt of the decision.

10.   Privileges

10.1   Although conformity to certain legal rules of evidence may not be necessary in connection arbitrations initiated pursuant to this Attachment, the Arbitrators shall, in all cases, apply the attorney-client privilege and the work product immunity.

10.2   At no time, for any purposes, may a Party introduce into evidence or inform the Arbitrators of any statement or other action of a Party in connection with negotiations between the Parties pursuant to the Informal Resolution of Disputes provision of this Attachment 14.

11.   Location of Hearing

Unless both Parties agree otherwise, any hearing under this Attachment 14 shall take place in Atlanta, Georgia.

12.   Decision

The Arbitrator(s) decision and award shall be final and binding, and shall be in writing unless the Parties mutually agree to waive the requirement of a written opinion. Judgment upon the award rendered by the Arbitrator(s) may be entered in any court having jurisdiction thereof. Either Party may apply to the

United States District Court for the district in which the hearing occurred for an order enforcing the decision. Except for Disputes Affecting Service, the Arbitrators shall make their decision within ninety (90) days of the initiation of proceedings pursuant to Section 4 of this Attachment, unless the Parties mutually agree otherwise.

13.   Fees

13.1   The Arbitrator(s) fees and expenses that are directly related to a particular proceeding shall be paid by the losing Party. In cases where the Arbitrator(s) determines that neither Party has, in some material respect, completely prevailed or lost in a proceeding, the Arbitrator(s) shall, in his or her discretion, apportion expenses to reflect the relative success of each Party. Those fees and expenses not directly related to a particular proceeding shall be shared equally. In the event that the Parties settle a dispute before the Arbitrator(s) reaches a decision with respect to that dispute, the Settlement Agreement must specify how the Arbitrator(s') fees for the particular proceeding will be apportioned.

13.2   In an action to enforce or confirm a decision of the Arbitrator(s), the prevailing Party shall be entitled to its reasonable attorneys' fees, expert fees, costs, and expenses.

14.   Confidentiality

14.1   BellSouth, AT&T, and the Arbitrator(s) will treat any arbitration proceeding, including the hearings and conferences, discovery, or other related events, as confidential, except as necessary in connection with a judicial challenge to, or enforcement of, an award, or unless otherwise required by an order or lawful process of a court or governmental body.

14.2   In order to maintain the privacy of all arbitration conferences and hearings, the Arbitrator(s) shall have the power to require the exclusion of any person, other than a Party, counsel thereto, or other essential persons.

14.3   To the extent that any information or materials disclosed in the course of an arbitration proceeding contains proprietary or confidential information of either Party, it shall be safeguarded in accordance with Section 18 of the General Terms and Conditions of the Agreement. However, nothing in Section 18 of the General Terms and Conditions of the Agreement shall be construed to prevent either Party from disclosing the other Party's Information to the Arbitrator in connection with or in anticipation of an arbitration proceeding. In addition, the Arbitrators may issue orders to protect the confidentiality of proprietary information, trade secrets, or other sensitive information.

15.   Service of Process

Except as provided in Section 9.3.1 of this Attachment 14, service may be made by submitting one copy of all pleadings and attachments and any other documents requiring service to each Party and one copy to the Arbitrator. Service shall be deemed made (i) upon receipt if delivered by hand; (ii) after three (3) business days if sent by first class U.S. mail; (iii) the next business day if sent by overnight courier service; or (iv) upon confirmed receipt if transmitted by facsimile. If service is by facsimile, a copy shall be sent the same day by hand delivery, first class U.S. mail, or overnight courier service.

15.1   Service by AT&T to BellSouth and by BellSouth to AT&T at the address designated for delivery of notices in this Agreement shall be deemed to be service to BellSouth or AT&T, respectfully.