

# TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman  
Lynn Greer, Director  
Melvin Malone, Director



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## Notice of Filing

**IN RE:**                    **Docket to Establish Generic Performance Measurements, Benchmarks, and Enforcement Mechanisms for BellSouth Telecommunications, Inc.**

**DOCKET NO:**        **01-00193**

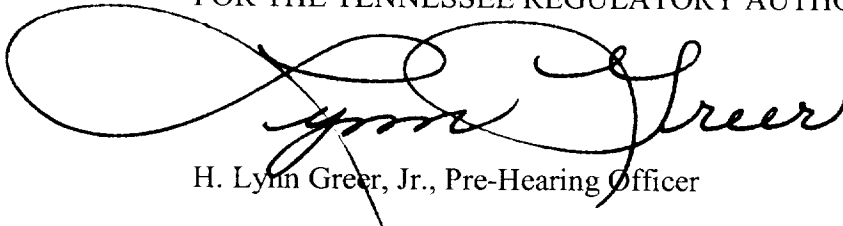
**DATE:**                **August 16, 2001**

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Concurrent with the establishment of the above-referenced docket, the TRA adopted as a base the performance measurements, benchmarks and enforcement mechanisms that were ordered in the ITC^Deltacom/BellSouth arbitration (Docket No. 99-00430).<sup>1</sup> On March 12, 2001, parties were requested to file comments regarding recommended changes/revisions that should be made to this base.

The docket has progressed with parties filing their respective testimony and exhibits in support of positions taken. To assist the Authority in its evaluation of said testimony and exhibits filed, it is requested that each party complete and submit the attached matrices. Since the docket was established with these performance measures, benchmarks and enforcement mechanisms as the basis for all recommended revisions, completion of the attached matrices should not be burdensome. Therefore, it is requested that the attached matrices be filed with the Authority prior to the outset of the Hearing scheduled for August 20, 2001 in this proceeding. Should any party desire the attached matrices in electronic format, please contact David Foster at (615) 741-2791, extension 188.

FOR THE TENNESSEE REGULATORY AUTHORITY



H. Lynn Greer, Jr., Pre-Hearing Officer

Attachments:

Original Notice in Docket File

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<sup>1</sup> Docket No. 99-00430, *Petition for Arbitration of ITC^DeltaCom Communications, Inc. with BellSouth Telecommunications, Inc. Pursuant to The Telecommunications Act of 1996.*

Company  
Date

**Matrix I**

| <b>SQM Measures from the TRA Order of August 11, 2000, and later modified by the June 26, 2001 order in Docket 99-00430</b>  | <b>Agree or Disagree with Baseline Measure <sup>11</sup></b> | <b>If disagree, Proposed alternative.</b> |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------|
| <b>Pre-Ordering OSS</b>                                                                                                      |                                                              |                                           |
| 1. Average Response Time and Response Interval                                                                               |                                                              |                                           |
| 2. Interface Availability Regional Level 99.5% for any unscheduled downtime. No                                              |                                                              |                                           |
| <b>Ordering</b>                                                                                                              |                                                              |                                           |
| 3. Percent Flow-Through Service Requests (Summary)                                                                           |                                                              |                                           |
| 4. Percent Flow-Through Service Requests (Detail)                                                                            |                                                              |                                           |
| 5. Flow-Through Error Analysis                                                                                               |                                                              |                                           |
| <b>CLEC LSR Information - LSR Flow-Through Matrix</b>                                                                        |                                                              |                                           |
| 6. Percent Rejected Service Requests                                                                                         |                                                              |                                           |
| 7. Reject Interval Distribution and Average Reject Interval                                                                  |                                                              |                                           |
| 8. Reject Interval                                                                                                           |                                                              |                                           |
| 9. Percent Firm Order Confirmation Returned                                                                                  |                                                              |                                           |
| 10. Speed of Answer in Ordering Center                                                                                       |                                                              |                                           |
| 11. Average Response Time for Loop Make-Up Information                                                                       |                                                              |                                           |
| <b>Provisioning</b>                                                                                                          |                                                              |                                           |
| 12. Mean Held Order Interval & Distribution Intervals                                                                        |                                                              |                                           |
| 13. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices                                           |                                                              |                                           |
| 14. Percent Missed Installation Appointments                                                                                 |                                                              |                                           |
| 15. Average Completion Interval (OCI) & Order Completion Interval Distribution                                               |                                                              |                                           |
| 16. Average Completion Notice Interval                                                                                       |                                                              |                                           |
| 17. Coordinated Customer Conversions                                                                                         |                                                              |                                           |
| 18. % Provisioning Troubles w/i 30 days Service Order Activity                                                               |                                                              |                                           |
| 19. Total Service Order Cycle Time (TSOCT)                                                                                   |                                                              |                                           |
| 20. Percentage of LNP Only Due Dates within Industry Guidelines                                                              |                                                              |                                           |
| 21. Percentage of Time the Old Service provider Releases the Subscription Prior to the Expiration of the Second 9 Hour Timer |                                                              |                                           |
| 22. Percentage of Customer Accounts Restructured Prior to LNP Due Date                                                       |                                                              |                                           |
| 23. Percentage of Pre-mature Disconnects for LNP Orders                                                                      |                                                              |                                           |
| 24. Average Days Required to Process a Request                                                                               |                                                              |                                           |
| 25. Percentage of Pre-mature Disconnects (Coordinated Cutovers)                                                              |                                                              |                                           |
| 26. Percentage of Missed Mechanized INP Conversions                                                                          |                                                              |                                           |
| 27. Percent NXX's loaded and tested prior to the LERG effective date                                                         |                                                              |                                           |
| 28. Average Delay Days for NXX Loading and Testing                                                                           |                                                              |                                           |
| <b>Maintenance &amp; Repair</b>                                                                                              |                                                              |                                           |
| 29. Missed Repair Appointments                                                                                               |                                                              |                                           |

|                                                                                                                        |  |  |
|------------------------------------------------------------------------------------------------------------------------|--|--|
| 30. Customer Trouble Report Rate                                                                                       |  |  |
| 31. Maintenance Average Duration                                                                                       |  |  |
| 32. Percent Repeat Troubles w/i 30 days)                                                                               |  |  |
| 33. Out of Service > 24 Hours                                                                                          |  |  |
| 34. OSS Interface Availability                                                                                         |  |  |
| 35. OSS Response Interval and Percentages                                                                              |  |  |
| 36. Average Answer Time - Repair Centers                                                                               |  |  |
| 37. Mean Time to Repair                                                                                                |  |  |
| <b>Billing</b>                                                                                                         |  |  |
| 38. Invoice Accuracy                                                                                                   |  |  |
| 39. Mean Time to Deliver Invoices                                                                                      |  |  |
| 40. Usage Data Delivery Accuracy                                                                                       |  |  |
| 41. Usage Data Delivery Completeness                                                                                   |  |  |
| 42. Usage Data Delivery Timeliness                                                                                     |  |  |
| 43. Mean Time to Deliver Usage                                                                                         |  |  |
| 44. Percent of Accurate and Complete Formatted Mechanized Bills                                                        |  |  |
| 45. Billing Completeness                                                                                               |  |  |
| 46. Unbillable Usage                                                                                                   |  |  |
| <b>Operator Services (Toll) and Directory Assistance</b>                                                               |  |  |
| 47. Average Speed to Answer (Toll)                                                                                     |  |  |
| 48. Percent Answered within "X" Seconds (Toll)                                                                         |  |  |
| 49. Average Speed to Answer (DA)                                                                                       |  |  |
| 50. Percent Answered within "X" Seconds (DA)                                                                           |  |  |
| 51. Percentage of Updates Completed into the DA Database within 72 hours for Facility Based CLECs                      |  |  |
| 52. Average Update Interval for DA Database for Facility Based CLECs                                                   |  |  |
| 53. Percentage DA Database Accuracy for Manual Updates                                                                 |  |  |
| <b>E911</b>                                                                                                            |  |  |
| 54. Timeliness                                                                                                         |  |  |
| 55. Accuracy                                                                                                           |  |  |
| 56. Mean Interval                                                                                                      |  |  |
| <b>Trunk Group Performance</b>                                                                                         |  |  |
| 57. Trunk Group Service Report                                                                                         |  |  |
| 58. Trunk Group Service Detail                                                                                         |  |  |
| <b>Collocation</b>                                                                                                     |  |  |
| 59. Average Response Time                                                                                              |  |  |
| 60. Average Arrangement Time                                                                                           |  |  |
| 61. % of Due Dates Missed                                                                                              |  |  |
| <b>Bona Fide Requests</b>                                                                                              |  |  |
| 62. Percentage of Requests Processed within 30 Business Days                                                           |  |  |
| 63. Percentage of Quotes Provided for Authorized BFRs / Special Requests Processed within X (10, 30, 90) Business Days |  |  |
| <b>Attach additional proposed measures on a separate sheet.</b>                                                        |  |  |

/1 Baseline measures for this proceeding are those adopted by the Authority in Docket 99-00430, the BellSouth/ ITC Deltacom Arbitration.

Company

Date

## Matrix II

| Measures                                                    | Standards and Benchmarks                                                                                                                                                                                                                                                                                                                       | Agree or Disagree with Baseline Standard or Benchmark | If disagree, proposed alternative |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------|
| <b>Pre-Ordering OSS</b>                                     |                                                                                                                                                                                                                                                                                                                                                |                                                       |                                   |
| 1. Average Response Time and Response Interval              | Elapsed time is measured in seconds and tenths of seconds rounded to the nearest tenth of a second. Standard: TN Reservations 1-30: 2 seconds and none greater than 5 seconds. TN Reservations 31+: Less than 2 hours. Address validation, due date, LIDB: 2 seconds. CSR: 5 seconds. Dispatch: 8 seconds. PIC and Directory Listings: Parity. |                                                       |                                   |
| 2. Interface Availability Regional Level                    | Benchmark: 99.5% for any unscheduled downtime. No scheduled downtime during prime time operating hours (7am - 6pm Eastern).                                                                                                                                                                                                                    |                                                       |                                   |
| <b>Ordering</b>                                             |                                                                                                                                                                                                                                                                                                                                                |                                                       |                                   |
| 3. Percent Flow-Through Service Requests (Summary)          | Resale Residence - 95%; Resale Business - 90%; UNE - 85%; LNP - 85%.                                                                                                                                                                                                                                                                           |                                                       |                                   |
| 4. Percent Flow-Through Service Requests (Detail)           | Resale Residence - 95%; Resale Business - 90%; UNE - 85%; LNP - 85%.                                                                                                                                                                                                                                                                           |                                                       |                                   |
| 5. Flow-Through Error Analysis                              | Diagnostic.                                                                                                                                                                                                                                                                                                                                    |                                                       |                                   |
| <b>CLEC LSR Information - LSR Flow-Through Matrix</b>       |                                                                                                                                                                                                                                                                                                                                                |                                                       |                                   |
| 6. Percent Rejected Service Requests                        | Diagnostic.                                                                                                                                                                                                                                                                                                                                    |                                                       |                                   |
| 7. Reject Interval Distribution and Average Reject Interval | Texas Measurement                                                                                                                                                                                                                                                                                                                              |                                                       |                                   |
| 8. Reject Interval                                          | 95% or greater within: (mechanized) 1 hour; (partially mechanized) 5 hours; (non-mechanized) 24 hours.                                                                                                                                                                                                                                         |                                                       |                                   |

|                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                       |  |  |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 9. Percent Firm Order Confirmation Returned                                                                                  | All Res and Bus 95% within 5 hours/ Complex Bus 94% within 24 hours for 200 or less lines and 48 hours for 200 or more lines/ UNE Loop (1-49) 95% within 5 hours/ UNE Loop (>50) 94% within 48 hours/ Switch Ports 95% within 5 hours. The Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark. |  |  |
| 10. Speed of Answer in Ordering Center                                                                                       | Greater than 95% of calls, by center, are answered within 20 seconds. 100% of all calls answered within 30 seconds.                                                                                                                                                                                                                                   |  |  |
| 11. Average Response Time for Loop Make-Up Information                                                                       | Manual: 3 business days; Electronic (Actual Requested, actual received) 12.6 seconds and 90% - 15 seconds; 95% - 25 seconds. (Design requested, design received) 10 seconds and 90% - 11.9 seconds; 95% - 20 seconds.                                                                                                                                 |  |  |
| <b>Provisioning</b>                                                                                                          |                                                                                                                                                                                                                                                                                                                                                       |  |  |
| 12. Mean Held Order Interval & Distribution Intervals                                                                        | See Appendix 1.                                                                                                                                                                                                                                                                                                                                       |  |  |
| 13. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices                                           | 95% >= 48 hours.                                                                                                                                                                                                                                                                                                                                      |  |  |
| 14. Percent Missed Installation Appointments                                                                                 | See Appendix 1.                                                                                                                                                                                                                                                                                                                                       |  |  |
| 15. Average Completion Interval (OCI) & Order Completion Interval Distribution                                               | 95% within 'x' days unless otherwise noted - See Appendix 2.                                                                                                                                                                                                                                                                                          |  |  |
| 16. Average Completion Notice Interval                                                                                       | See Appendix 1.                                                                                                                                                                                                                                                                                                                                       |  |  |
| 17. Coordinated Customer Conversions                                                                                         | 95% <= 15 minutes                                                                                                                                                                                                                                                                                                                                     |  |  |
| 18. % Provisioning Troubles w/i 30 days Service Order Activity                                                               | See Appendix 1.                                                                                                                                                                                                                                                                                                                                       |  |  |
| 19. Total Service Order Cycle Time (TSOCT)                                                                                   | Diagnostic.                                                                                                                                                                                                                                                                                                                                           |  |  |
| 20. Percentage of LNP Only Due Dates within Industry Guidelines                                                              | 96.5%                                                                                                                                                                                                                                                                                                                                                 |  |  |
| 21. Percentage of Time the Old Service provider Releases the Subscription Prior to the Expiration of the Second 9 Hour Timer | 96.5%                                                                                                                                                                                                                                                                                                                                                 |  |  |

|                                                                        |                                                                                                                                                                                                                                                                                                                                                          |       |  |  |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--|--|
| 22. Percentage of Customer Accounts Restructured Prior to LNP Due Date |                                                                                                                                                                                                                                                                                                                                                          | 96.5% |  |  |
| 23. Percentage of Pre-mature Disconnects for LNP Orders                | 2% or less premature disconnects starting 10 minutes before scheduled due time.                                                                                                                                                                                                                                                                          |       |  |  |
| 24. Average Days Required to Process a Request                         | 90% within 35 days.                                                                                                                                                                                                                                                                                                                                      |       |  |  |
| 25. Percentage of Pre-mature Disconnects (Coordinated Cutovers)        | Texas Measurement                                                                                                                                                                                                                                                                                                                                        |       |  |  |
| 26. Percentage of Missed Mechanized INP Conversions                    | 2% or less premature disconnects starting 10 minutes before scheduled time, 8% or less of the BST coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.                                                                                                                                                  |       |  |  |
| 27. Percent NXX's loaded and tested prior to the LERG effective date   | 100% by LERG effective date.                                                                                                                                                                                                                                                                                                                             |       |  |  |
| 28. Average Delay Days for NXX Loading and Testing                     | 100% within 5 calendar days of completion date.                                                                                                                                                                                                                                                                                                          |       |  |  |
| <b>Maintenance &amp; Repair</b>                                        |                                                                                                                                                                                                                                                                                                                                                          |       |  |  |
| 29. Missed Repair Appointments                                         | Standard: 1% missed.                                                                                                                                                                                                                                                                                                                                     |       |  |  |
| 30. Customer Trouble Report Rate                                       | See Appendix 3.                                                                                                                                                                                                                                                                                                                                          |       |  |  |
| 31. Maintenance Average Duration                                       | See Appendix 3.                                                                                                                                                                                                                                                                                                                                          |       |  |  |
| 32. Percent Repeat Troubles w/i 30 days                                | See Appendix 3.                                                                                                                                                                                                                                                                                                                                          |       |  |  |
| 33. Out of Service > 24 Hours                                          | (1) Out of service conditions where a 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. (3) All other troubles resolved within 24 hours. |       |  |  |
| 34. OSS Interface Availability                                         | 99.50%                                                                                                                                                                                                                                                                                                                                                   |       |  |  |
| 35. OSS Response Interval and Percentages                              | Parity with retail (TAFI, CRIS, DLETH, DLR, LMOS, LMOSupd, LNP, MARCH, OSPCM, Predictor, SOCs).                                                                                                                                                                                                                                                          |       |  |  |
| 36. Average Answer Time - Repair Centers                               | Greater than 95% of calls, by center, are answered within 20 seconds. 100% of all calls answered within 30 seconds.                                                                                                                                                                                                                                      |       |  |  |
| 37. Mean Time to Repair                                                | Parity with retail.                                                                                                                                                                                                                                                                                                                                      |       |  |  |

|                                                                                                   |  |                                                                      |     |  |  |
|---------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------|-----|--|--|
| <b>Billing</b>                                                                                    |  |                                                                      |     |  |  |
| 38. Invoice Accuracy                                                                              |  | Parity with retail.                                                  |     |  |  |
| 39. Mean Time to Deliver Invoices                                                                 |  | Parity with retail.                                                  |     |  |  |
| 40. Usage Data Delivery Accuracy                                                                  |  | Parity with retail.                                                  |     |  |  |
| 41. Usage Data Delivery Completeness                                                              |  | Parity with retail.                                                  |     |  |  |
| 42. Usage Data Delivery Timeliness                                                                |  | Parity with retail.                                                  |     |  |  |
| 43. Mean Time to Deliver Usage                                                                    |  | Parity with retail.                                                  |     |  |  |
| 44. Percent of Accurate and Complete Formatted Mechanized Bills                                   |  |                                                                      | 99% |  |  |
| 45. Billing Completeness                                                                          |  | Parity with retail.                                                  |     |  |  |
| 46. Unbillable Usage                                                                              |  | Aggregate measurement. No Benchmark required.                        |     |  |  |
| <b>Operator Services (Toll) and Directory Assistance</b>                                          |  |                                                                      |     |  |  |
| 47. Average Speed to Answer (Toll)                                                                |  | Parity by design.                                                    |     |  |  |
| 48. Percent Answered within "X" Seconds (Toll)                                                    |  | Parity by design.                                                    |     |  |  |
| 49. Average Speed to Answer (DA)                                                                  |  | 85% answered within 10 seconds. 95% answered within 20 seconds.      |     |  |  |
| 50. Percent Answered within "X" Seconds (DA)                                                      |  | 85% answered within 10 seconds. 95% answered within 20 seconds.      |     |  |  |
| 51. Percentage of Updates Completed into the DA Database within 72 hours for Facility Based CLECs |  | 95% updated within 72 hours.                                         |     |  |  |
| 52. Average Update Interval for DA Database for Facility Based CLECs                              |  | 48 hours. Benchmark will be reevaluated in 6 months.                 |     |  |  |
| 53. Percentage DA Database Accuracy for Manual Updates                                            |  |                                                                      | 97% |  |  |
| <b>E911</b>                                                                                       |  |                                                                      |     |  |  |
| 54. Timeliness                                                                                    |  | Parity by design.                                                    |     |  |  |
| 55. Accuracy                                                                                      |  | Parity by design.                                                    |     |  |  |
| 56. Mean Interval                                                                                 |  | Parity by design.                                                    |     |  |  |
| <b>Trunk Group Performance</b>                                                                    |  |                                                                      |     |  |  |
| 57. Trunk Group Service Report                                                                    |  | BST to CLEC trunk blockage at parity with BST to BST trunk blockage. |     |  |  |
| 58. Trunk Group Service Detail                                                                    |  | BST to CLEC trunk blockage at parity with BST to BST trunk blockage. |     |  |  |

| <b>Collocation</b>                                                                                                     |  |                                                                                                                                                                                                                                                 |  |  |
|------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 59. Average Response Time                                                                                              |  | 95% within 10 calendar days.                                                                                                                                                                                                                    |  |  |
| 60. Average Arrangement Time                                                                                           |  | Standard: (1) 90 calendar days Caged Physical Collocation, (2) 20 days Cageless Collocation, and (3) 30 calendar days Virtual Collocation.                                                                                                      |  |  |
| 61. % of Due Dates Missed                                                                                              |  | Zero misses of committed due date.                                                                                                                                                                                                              |  |  |
| <b>Bona Fide Requests</b>                                                                                              |  |                                                                                                                                                                                                                                                 |  |  |
| 62. Percentage of Requests Processed within 30 Business Days                                                           |  | 90% within 30 business days.                                                                                                                                                                                                                    |  |  |
| 63. Percentage of Quotes Provided for Authorized BFRs / Special Requests Processed within X (10, 30, 90) Business Days |  | 90% within 30 business days. New network elements that are operational at the time of request - 10 days. New network elements that are Ordered by the FCC - 30 days. New network elements not operational at the time of the request - 90 days. |  |  |



Company  
Date

**Matrix III**

| <b>Enforcement Mechanisms adopted in the TRA Order of February 23, 2001 in Docket 99-00430 <sup>/2</sup></b> | <b>Agree or Disagree with Baseline Enforcement Mechanism</b> | <b>If disagree, proposed alternative</b> |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------|
| Tier 1 - Ordering                                                                                            |                                                              |                                          |
| Tier 1 - Provisioning                                                                                        |                                                              |                                          |
| Tier 1 - UNE Provisioning                                                                                    |                                                              |                                          |
| Tier 1 - Maintenance and Repair                                                                              |                                                              |                                          |
| Tier 1 - UNE Maintenance and Repair                                                                          |                                                              |                                          |
| Tier 1 - LNP                                                                                                 |                                                              |                                          |
| Tier 1 - IC Trunks                                                                                           |                                                              |                                          |
| Tier 1 - Collocation                                                                                         |                                                              |                                          |
| Tier 2 - OSS Pre-Ordering                                                                                    |                                                              |                                          |
| Tier 2 - Ordering                                                                                            |                                                              |                                          |
| Tier 2 - Provisioning                                                                                        |                                                              |                                          |
| Tier 2 - UNE Provisioning                                                                                    |                                                              |                                          |
| Tier 2 Maintenance and Repair                                                                                |                                                              |                                          |
| Tier 2 - UNE Maintenance and Repair                                                                          |                                                              |                                          |
| Tier 2 - Billing                                                                                             |                                                              |                                          |
| Tier 2 - LNP                                                                                                 |                                                              |                                          |
| Tier 2 - IC Trunks                                                                                           |                                                              |                                          |
| Tier 2 - Collocation                                                                                         |                                                              |                                          |

<sup>/2</sup> See Appendix 4 for a listing of adopted enforcement measures.

## Appendix 1

Mean Held Order Interval  
Percent Missed Installation Appointments  
Average Completion Notice Interval  
Percent Provisioning Troubles w/i 30 days

## Benchmark/Analog

|                                   |                                      |
|-----------------------------------|--------------------------------------|
| Resale residence                  | Parity with retail residence         |
| Resale business                   | Parity with retail business          |
| Resale Design                     | Parity with retail Design            |
| Resale PBX                        | Parity with retail PBX               |
| Resale Centrex                    | Parity with retail Centrex           |
| Resale ISDN                       | Parity with retail ISDN              |
| 2 W Analog Loop Design            | Retail Res. And Bus. Dispatch        |
| 2 W Analog Loop Non-Design        | Retail Res. And Bus. POTS            |
| 2 W Analog Loop w/ INP Design     | Retail Res. And Bus. Dispatch        |
| 2 W Analog Loop w/ INP Non-Design | Retail Res. And Bus. Dispatch        |
| 2 W Analog Loop w/ LNP Design     | Retail Res. And Bus. Dispatch        |
| 2 W Analog Loop w/ LNP Non-Design | Retail Res. And Bus. Dispatch        |
| UNE Digital Loop < DS1            | Retail Digital Loop<DS1              |
| UNE Digital Loop>= DS1            | Retail Digital Loop>=DS1             |
| UNE xDSL (ADSL, HDSL, UCL)        | ADSL provide to retail               |
| UNE ISDN                          | Retail ISDN- BRI                     |
| Line Sharing                      | ADSL provide to retail               |
| INP Standalone                    | Retail POTS                          |
| LNP Standalone                    | Retail POTS                          |
| Switch ports                      | Retail POTS                          |
| Loop + port combination           | Retail Res. And Bus. (POTS)          |
| UNE Combo Other                   | Retail Res, Bus, & Design (Dispatch) |
| Local Transport                   | Retail DS1/DS3 Interoffice           |
| UNE Other Non-Design              | Retail Res. & Bus.                   |
| UNE Other Design                  | Retail Design                        |
| Local Interconnection Trunks      | Parity with retail                   |

## Appendix 2

| Disaggregation, Analogs and Benchmarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| G. Product Level Disaggregation for (Ordering, Provisioning, and Maintenance & Repair)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Benchmark—95% within x Days unless otherwise noted (resale) for <u>Order Completion Interval</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Retail analog for other provisioning and maintenance and repair measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <ol style="list-style-type: none"> <li>1 Resold Residence POTS</li> <li>2 Resold Business POTS</li> <li>3 Resold BRI ISDN</li> <li>4 Resold PRI ISDN</li> <li>5 Resold Centrex/Centrex-like</li> <li>6 Resold Analog PBX trunks</li> <li>7 Resold DID Trunks</li> <li>8 Resold Voice-Grade Private Line</li> <li>9 Resold DS1 Services</li> <li>10 Resold DS3 Services</li> <li>11 Resold &gt;DS3 Services</li> <li>12 Other Resold Services</li> <li>13 UNE Platform</li> <li>14 UNE Channelized DS1 (DS1 loop + multiplexing)</li> <li>15 Unbundled 8 dB Analog Loops</li> <li>16 Unbundled 2-wire Digital Loops</li> <li>17 Unbundled 4-wire Digital Loops</li> <li>18 Unbundled ADSL Loops</li> <li>19 Unbundled HDSL Loops</li> <li>20 Unbundled xDSL Loops</li> <li>21 Other Unbundled Loops</li> <li>22 UNE Analog Switch Port (line side)</li> <li>23 UNE BRI Capable Switch Port (line side)</li> <li>24 UNE DS1 Switch Port (line side)</li> <li>25 UNE PRI Switch Port (trunk side)</li> <li>26 UNE DID-capable Switch Port (trunk side)</li> <li>27 UNE Message Trunk Port</li> <li>28 UNE Dedicated DS0 Transport</li> <li>29 UNE Dedicated DS1 Transport</li> <li>30 UNE Dedicated DS3 Transport</li> <li>31 Interconnect Trunks (DS0s, DS1s and DS3s,)</li> <li>32 Two-Way Trunking, Inbound Augments, separately)</li> </ol> | <ol style="list-style-type: none"> <li>1 Retail Analog</li> <li>2 Retail Analog</li> <li>3 Retail Analog</li> <li>4 Retail Analog</li> <li>5 Retail Analog</li> <li>6 Retail Analog</li> <li>7 Retail Analog</li> <li>8 Retail Analog</li> <li>9 Retail Analog</li> <li>10 Retail Analog</li> <li>11 Retail Analog</li> <li>12 Retail Analog</li> <li>13 Retail POTS</li> <li>14 3, 7, and 10 days, for a, b, and c, volumes respectively</li> <li>15 Same as above</li> <li>16 Same as above</li> <li>17 Same as above</li> <li>18 Same as above</li> <li>19 Same as above</li> <li>20 Same as above</li> <li>21 Same as above</li> <li>22 2 days</li> <li>23 3 days</li> <li>24 5 days</li> <li>25 5 days</li> <li>26 5 days</li> <li>27 5 days</li> <li>28 3, 7, and 10 days, for a, b, and c, volumes respectively</li> <li>29 Same as above</li> <li>30 Same as above</li> <li>31 ILEC Trunks</li> <li>32 ILEC Trunks</li> </ol> | <ol style="list-style-type: none"> <li>1 Retail Analog</li> <li>2 Retail Analog</li> <li>3 Retail Analog</li> <li>4 Retail Analog</li> <li>5 Retail Analog</li> <li>6 Retail Analog</li> <li>7 Retail Analog</li> <li>8 Retail Analog</li> <li>9 Retail Analog</li> <li>10 Retail Analog</li> <li>11 Retail Analog</li> <li>12 Retail Analog</li> <li>13 Retail POTS</li> <li>14 DS1</li> <li>15 Retail POTS</li> <li>16 Retail POTS</li> <li>17 Retail POTS</li> <li>18 DS1</li> <li>19 DS1</li> <li>20 DS1</li> <li>21 DS1</li> <li>22 POTS</li> <li>23 ISDN</li> <li>24 DS1</li> <li>25 ISDN</li> <li>26</li> <li>27 DS1</li> <li>28 DS1</li> <li>29 DS1</li> <li>30 DS3</li> <li>31 ILEC Trunks</li> <li>32 ILEC Trunks</li> </ol> |

| Disaggregation, Analogs and Benchmarks                                                 |                                                                                                   |                                                                          |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| G. Product Level Disaggregation for (Ordering, Provisioning, and Maintenance & Repair) | Benchmark— 95% within x Days unless otherwise noted (resale) for <u>Order Completion Interval</u> | Retail analog for other provisioning and maintenance and repair measures |
| 33 ILNP                                                                                | 33 3, 7, and 10 days, for a, b, and c, volumes respectively                                       | 33. Retail POTS                                                          |
| 34. PNP or LNP                                                                         | 34 Same as above                                                                                  | 34. Retail POTS                                                          |
| 35 Line-sharing/High Frequency Spectrum UNE                                            | 35 3, 5 and 7 days for a, b and c, volumes                                                        | 35. Retail POTS                                                          |
| 36. Sub-loop unbundling, e.g. network terminating wire                                 | 36 5, 7, 10 days for a, b, and c, volumes                                                         | 36. Retail POTS                                                          |
| 37 Loop Modification/Loop Conditioning                                                 | 37 5, 7, 10 days for a, b, and c volumes.                                                         | 37. Retail POTS                                                          |

### Appendix 3

Customer Trouble Report Rate  
Maintenance Average Duration  
% Repeat Troubles Within 30 Days

Benchmark/Analog

Resale Residence  
Resale Business  
Resale Design  
Resale PBX  
Resale Centrex  
Resale ISDN  
LNP (standalone)  
2 W Analog Loop Design  
2 W Analog Loop Non-Design  
UNE Switch Ports  
UNE Loop + Port Combo  
UNE Combo Other  
  
UNE xDSL (HDSL, ADSL, & UCL)  
UNE ISDN  
UNE Line Sharing  
UNE Other Design  
UNE Other Non-Design  
Local Interconnection Trunks  
Local Transport

Parity with retail Residence  
Parity with retail Business  
Parity with retail Design  
Parity with retail PBX  
Parity with retail Centrex  
Parity with retail ISDN  
Retail POTS  
Retail Res. And Bus. Dispatch  
Retail Res. And Bus. (POTS)  
Retail POTS  
Retail Residence and Business  
Retail Res, Bus, & Design  
(Dispatch)  
ADSL provided to retail  
Retail ISDN- BRI  
ADSL provided to retail  
Retail Res & Bus.  
Retail Design  
Parity with retail  
Retail DS1/DS3 interoffice

**Applicable to all Measurements on Matrix I**

**Appendix 4**

**Liquidated Damages Table for Tier-1 Measures**  
(Paid directly to CLEC)

|                      | Per Affected Item |         |         |          |          |          |
|----------------------|-------------------|---------|---------|----------|----------|----------|
|                      | Month 1           | Month 2 | Month 3 | Month 4  | Month 5  | Month 6  |
| Ordering             | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| Provisioning         | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| Provisioning UNE     | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| Maintenance & Repair | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| Maint. & Repair UNE  | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| LNP                  | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| IC Trunks            | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |
| Collocation          | \$2500            | \$5000  | \$7500  | \$10,000 | \$12,500 | \$15,000 |

**Voluntary Payments for Tier-2 Measures**  
(Paid to the TRA)

|                          | Per Affected Item |
|--------------------------|-------------------|
| OSS Pre-Ordering         | \$15,000          |
| Ordering                 | \$15,000          |
| Provisioning             | \$15,000          |
| UNE Provisioning         | \$15,000          |
| Maintenance & Repair     | \$15,000          |
| UNE Maintenance & Repair | \$15,000          |
| Billing                  | \$15,000          |
| LNP                      | \$15,000          |
| IC Trunks                | \$15,000          |
| Collocation              | \$15,000          |

In summary, Tier-1 enforcement mechanisms payments are paid directly to the CLEC for each of the affected categories listed in the "Liquidated Damages Table for Tier-1 Measures". Tier-2 enforcement mechanism payments are paid directly to the Tennessee Regulatory Authority for each of the affected categories listed in the "Voluntary Payments for Tier-2 measures. Tier-2 payments are paid upon three (3) consecutive months of failure by BellSouth and are in addition to the Tier-1 payments.

Enforcement Mechanism penalties are capped at 20% of Net Revenue from Local Exchange Service until BellSouth receives 271 approval and then they are capped at 36% of Net Revenue from Local Exchange Service. ARMIS data is used to determine these caps.