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March 28, 2002

VIA HAND DELIVERY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Docket to Establish Generic Performance Measurements, Benchmarks and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Mr. Waddell:

This letter is to follow up on our letter of January 23, 2002 and comments filed in Docket No. 01-00362 on January 10, 2002, which confirmed that, to the extent the Georgia Public Service Commission ("Georgia PSC") adopts modifications to the Georgia SQM, whether in response to comments from the parties or input from the FCC, BellSouth will agree, as explained below, to implement such modifications in Tennessee. Therefore, under BellSouth's proposal, the Authority and CLECs in Tennessee will benefit from those modifications.

To bring you up to date, this is to advise that during the performance measures workshops conducted by the Georgia PSC, the CLEC Coalition proposed, and BellSouth did not object, to including Measure P-11 (Service Order Accuracy) as a measure under the Georgia PSC's Self-Effectuating Enforcement Mechanism ("SEEM") Plan.

BellSouth has previously offered to implement the Georgia SQM and the Georgia SEEM in Tennessee. The SQM is the basis of BellSouth's MSS filing and provides more than sufficient data to assess BellSouth's compliance with the Act. If the Authority adopts the Georgia SQM, and BellSouth's MSS, BellSouth will

implement the Revised SEEM "penalty" plan currently in effect in Georgia in Tennessee, including the Service Order Accuracy measure. BellSouth will pay Tier II penalty payments to the State of Tennessee consistent with that plan when, and if, that plan becomes effective in this State. The relevant SEEM documentation, which has already been provided to the FCC and to the CLECs in other state proceedings, is attached to this letter.

Tier II payments will be paid based on an average of three months data (as are all Tier II penalties) and on $50 per affected occurrence. The penalty will be calculated as follows: First, a statistically valid sample of orders will be selected from completed orders, and the monthly service order accuracy rate will be computed as described in the business rules of BellSouth's Service Quality Measurement ("SQM") plan. Second, if the service order accuracy rate is less than the benchmark, BellSouth will compute the difference between the achieved rate and the benchmark. Third, the difference between the achieved rate and the benchmark will be multiplied by the number of completed orders for the disaggregated category, which will then be multiplied by $50. The number of completed orders will be equal to the CLEC denominator for the applicable disaggregated category as reported in Measure P-3 (Missed Installation Appointments).

The following example will illustrate the manner by which BellSouth will calculate Tier II payments under the existing Service Order Accuracy measure. For 3 months ending April 2002, assume the service order accuracy rate for Residence < 10 Circuits (Non-Dispatch) is 92%, which is less than the Commission-approved benchmark of 95%. The difference between the monthly rate and the benchmark (3%) would then be multiplied by the average number of completed orders for Residence < 10 Circuits (Non-Dispatch) for 3 months ending April 2002, which will be obtained from the Measure P-3 report and which for purposes of this example is assumed to be 25,000. With the $50 penalty per occurrence, the total Tier II SEEM penalty in this example for Residence < 10 Circuits (Non-Dispatch) in April 2002 would be $37,500 (3% x 25,000 x $50). If BellSouth missed the measure for three consecutive months, BellSouth would then pay this Tier II penalty to the State.

This same calculation would be made for each of the 20 levels of disaggregation for resale and unbundled network elements under the current

Service Order Accuracy measure adopted in Georgia. The penalty calculation for interconnection trunks will be made on the aggregate basis, since the product disaggregation levels for trunks under the existing Service Order Accuracy measure do not correspond to the disaggregation levels under the Missed Installation Appointments measure.

BellSouth is agreeing voluntarily to include the Georgia Service Order Accuracy measure in the Georgia SEEM plan here in Tennessee until such time as the Georgia PSC (or the Authority) adopts a revised Service Order Accuracy measure. Details regarding a revised SOA measure are currently being discussed by the industry. Upon adoption by the Georgia PSC (or the Authority), the new Service Order Accuracy measure will be included, in the SEEM plan, if adopted in Tennessee, and BellSouth's agreement to pay Tier II payments under the existing Service Order Accuracy measure described in this letter will terminate.

Finally, BellSouth has no objection to the Authority allowing other parties to file a response to this letter.

Thank you for your attention to this matter. Copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; > = 10 line/circuits
- Dispatch/Non-Dispatch

Data Retained

• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

SEEM Measure

[redacted]		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

[redacted]	
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

Appendix A: Fee Schedule

1. Table-1: Liquidated Damages For Tier-1 Measures (Per Affected Item)

Performance Measurement	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Pre-Ordering	$20	$30	$40	$50	$60	$70
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
Billing	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00
IC Trunks	$100	$125	$175	$250	$325	$500
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000

2. Table-2: Remedy Payments For Tier-2 Measures

Performance Measurement	Per Affected Item
OSS/Pre-Ordering	$20
Ordering	$60
Provisioning	$300
Provisioning-UNE (Coordinated Customer Conversions)	$875
Maintenance and Repair	$300
Maintenance and Repair-UNE	$875
Billing	$1.00
LNP	$500
IC Trunks	$500
Collocation	$15,000
Change Management	$1,000
Service Order Accuracy	$50

Appendix B: SEEM Submetrics

1. Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
2	Percent Missed Installation Appointments - Resale POTS
3	Percent Missed Installation Appointments - Resale Design
4	Percent Missed Installation Appointments - UNE Loop and Port Combinations
5	Percent Missed Installation Appointments - UNE Loops
6	Percent Missed Installation Appointments - UNE xDSL
7	Percent Missed Installation Appointments - UNE Line Sharing
8	Percent Missed Installation Appointments - Local IC Trunks
9	Average Completion Interval - Resale POTS
10	Average Completion Interval - Resale Design
11	Average Completion Interval - UNE Loop and Port Combinations
12	Average Completion Interval - UNE Loops
13	Average Completion Interval - UNE xDSL
14	Average Completion Interval - UNE Line Sharing
15	Average Completion Interval - Local IC Trunks
16	Coordinated Customer Conversions Interval - Unbundled Loops
17	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
18	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
19	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
20	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
21	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
22	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
23	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
24	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
25	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
26	LNP – Average Time Out of Service for LNP Conversions
27	LNP – Percent Missed Installation Appointments
28	Missed Repair Appointments - Resale POTS
29	Missed Repair Appointments - Resale Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
30	Missed Repair Appointments - UNE Loop and Port Combinations
31	Missed Repair Appointments - UNE Loops
32	Missed Repair Appointments - UNE xDSL
33	Missed Repair Appointments - UNE Line Sharing
34	Missed Repair Appointments - Local IC Trunks
35	Customer Trouble Report Rate - Resale POTS
36	Customer Trouble Report Rate - Resale Design
37	Customer Trouble Report Rate - UNE Loop and Port Combinations
38	Customer Trouble Report Rate - UNE Loops
39	Customer Trouble Report Rate - UNE xDSL
40	Customer Trouble Report Rate - UNE Line Sharing
41	Customer Trouble Report Rate - Local IC Trunks
42	Maintenance Average Duration - Resale POTS
43	Maintenance Average Duration - Resale Design
44	Maintenance Average Duration - UNE Loop and Port Combinations
45	Maintenance Average Duration - UNE Loops
46	Maintenance Average Duration - UNE xDSL
47	Maintenance Average Duration - UNE Line Sharing
48	Maintenance Average Duration - Local IC Trunks
49	Percent Repeat Troubles within 30 days - Resale POTS
50	Percent Repeat Troubles within 30 days - Resale Design
51	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
52	Percent Repeat Troubles within 30 days - UNE Loops
53	Percent Repeat Troubles within 30 days - UNE xDSL
54	Percent Repeat Troubles within 30 days - UNE Line Sharing
55	Percent Repeat Troubles within 30 days - Local IC Trunks
56	Trunk Group Performance - CLEC Trunk Group
57	Collocation Percent of Due Dates Missed

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Average Completion Interval - Resale POTS
22	Average Completion Interval - Resale Design
23	Average Completion Interval - UNE Loop and Port Combinations
24	Average Completion Interval - UNE Loops
25	Average Completion Interval - UNE xDSL
26	Average Completion Interval - UNE Line Sharing
27	Average Completion Interval - Local IC Trunks
28	Coordinated Customer Conversions Interval - Unbundled Loops
29	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
30	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
31	Cooperative Acceptance Testing - Percent xDSL Loops Tested
32	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
37	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
38	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
39	LNP – Average Time Out of Service for LNP Conversions
40	LNP - Percent Missed Installation Appointments
41	Missed Repair Appointments - Resale POTS
42	Missed Repair Appointments - Resale Design
43	Missed Repair Appointments - UNE Loop and Port Combinations
44	Missed Repair Appointments - UNE Loops
45	Missed Repair Appointments - UNE xDSL
46	Missed Repair Appointments - UNE Line Sharing
47	Missed Repair Appointments - Local IC Trunks
48	Customer Trouble Report Rate - Resale POTS
49	Customer Trouble Report Rate - Resale Design
50	Customer Trouble Report Rate - UNE Loop and Port Combinations
51	Customer Trouble Report Rate - UNE Loops
52	Customer Trouble Report Rate - UNE xDSL
53	Customer Trouble Report Rate - UNE Line Sharing
54	Customer Trouble Report Rate - Local IC Trunks
55	Maintenance Average Duration - Resale POTS
56	Maintenance Average Duration - Resale Design
57	Maintenance Average Duration - UNE Loop and Port Combinations
58	Maintenance Average Duration - UNE Loops
59	Maintenance Average Duration - UNE xDSL
60	Maintenance Average Duration - UNE Line Sharing
61	Maintenance Average Duration - Local IC Trunks
62	Percent Repeat Troubles within 30 days - Resale POTS
63	Percent Repeat Troubles within 30 days - Resale Design
64	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
65	Percent Repeat Troubles within 30 days - UNE Loops
66	Percent Repeat Troubles within 30 days - UNE xDSL
67	Percent Repeat Troubles within 30 days - UNE Line Sharing
68	Percent Repeat Troubles within 30 days - Local IC Trunks
69	Invoice Accuracy
70	Mean Time to Deliver Invoices

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
71	Usage Data Delivery Accuracy
72	Trunk Group Performance - Aggregate
73	Collocation Percent of Due Dates Missed
74	Timeliness of Change Management Notices
75	Timeliness of Documents Associated with Change
76	Service Order Accuracy - Resale Residence
77	Service Order Accuracy - Resale Business
78	Service Order Accuracy - Resale Design (Specials)
79	Service Order Accuracy - UNE Specials (Design)
80	Service Order Accuracy - UNE (Non-Design)
81	Service Order Accuracy - Local Interconnection Trunks

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits
- Dispatch / No Dispatch

Data Retained

• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

SEEM Measure

[redacted]		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

[redacted]	
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

Appendix A: Fee Schedule

1. Table-1: Liquidated Damages For Tier-1 Measures (per affected item)

Performance Measurment	Month 1	Month 2	Month3	Month4	Month 5	Month 6
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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
Billing	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00
IC Trunks	$100	$125	$175	$250	$325	$500
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000

2. Table-2: Remedy Payments For Tier-2 Measures

Performance Measurment	Per Affected Item
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Ordering	$60
Provisioning	$300
Provisioning-UNE (Coordinated Customer Conversions)	$875
Maintenance and Repair	$300
Maintenance and Repair-UNE	$875
Billing	$1.00
LNP	$500
IC Trunks	$500
Collocation	$15,000
Change Management	$1,000
Service Order Accuracy	$50

Appendix B: SEEM Submetrics

1. Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
2	Percent Missed Installation Appointments - Resale POTS
3	Percent Missed Installation Appointments - Resale Design
4	Percent Missed Installation Appointments - UNE Loop and Port Combinations
5	Percent Missed Installation Appointments - UNE Loops
6	Percent Missed Installation Appointments - UNE xDSL
7	Percent Missed Installation Appointments - UNE Line Sharing
8	Percent Missed Installation Appointments - Local IC Trunks
9	Average Completion Interval - Resale POTS
10	Average Completion Interval - Resale Design
11	Average Completion Interval - UNE Loop and Port Combinations
12	Average Completion Interval - UNE Loops
13	Average Completion Interval - UNE xDSL
14	Average Completion Interval - UNE Line Sharing
15	Average Completion Interval - Local IC Trunks
16	Coordinated Customer Conversions Interval - Unbundled Loops
17	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
18	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
19	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
20	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
21	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
22	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
23	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
24	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
25	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
26	LNP - Percent Missed Installation Appointments
27	Missed Repair Appointments - Resale POTS
28	Missed Repair Appointments - Resale Design
29	Missed Repair Appointments - UNE Loop and Port Combinations

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
30	Missed Repair Appointments - UNE Loops
31	Missed Repair Appointments - UNE xDSL
32	Missed Repair Appointments - UNE Line Sharing
33	Missed Repair Appointments - Local IC Trunks
34	Customer Trouble Report Rate - Resale POTS
35	Customer Trouble Report Rate - Resale Design
36	Customer Trouble Report Rate - UNE Loop and Port Combinations
37	Customer Trouble Report Rate - UNE Loops
38	Customer Trouble Report Rate - UNE xDSL
39	Customer Trouble Report Rate - UNE Line Sharing
40	Customer Trouble Report Rate - Local IC Trunks
41	Maintenance Average Duration - Resale POTS
42	Maintenance Average Duration - Resale Design
43	Maintenance Average Duration - UNE Loop and Port Combinations
44	Maintenance Average Duration - UNE Loops
45	Maintenance Average Duration - UNE xDSL
46	Maintenance Average Duration - UNE Line Sharing
47	Maintenance Average Duration - Local IC Trunks
48	Percent Repeat Troubles within 30 days - Resale POTS
49	Percent Repeat Troubles within 30 days - Resale Design
50	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
51	Percent Repeat Troubles within 30 days - UNE Loops
52	Percent Repeat Troubles within 30 days - UNE xDSL
53	Percent Repeat Troubles within 30 days - UNE Line Sharing
54	Percent Repeat Troubles within 30 days - Local IC Trunks
55	Trunk Group Performance - CLEC Trunk Group
56	Collocation Percent of Due Dates Missed

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Average Completion Interval - Resale POTS
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23	Average Completion Interval - UNE Loop and Port Combinations
24	Average Completion Interval - UNE Loops
25	Average Completion Interval - UNE xDSL
26	Average Completion Interval - UNE Line Sharing
27	Average Completion Interval - Local IC Trunks
28	Coordinated Customer Conversions Interval - Unbundled Loops
29	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
30	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
31	Cooperative Acceptance Testing - Percent xDSL Loops Tested
32	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
37	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
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48	Customer Trouble Report Rate - Resale Design
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52	Customer Trouble Report Rate - UNE Line Sharing
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54	Maintenance Average Duration - Resale POTS
55	Maintenance Average Duration - Resale Design
56	Maintenance Average Duration - UNE Loop and Port Combinations
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58	Maintenance Average Duration - UNE xDSL
59	Maintenance Average Duration - UNE Line Sharing
60	Maintenance Average Duration - Local IC Trunks
61	Percent Repeat Troubles within 30 days - Resale POTS
62	Percent Repeat Troubles within 30 days - Resale Design
63	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
64	Percent Repeat Troubles within 30 days - UNE Loops
65	Percent Repeat Troubles within 30 days - UNE xDSL
66	Percent Repeat Troubles within 30 days - UNE Line Sharing
67	Percent Repeat Troubles within 30 days - Local IC Trunks
68	Invoice Accuracy
69	Mean Time to Deliver Invoices
70	Usage Data Delivery Accuracy

Table B-2: Tier 2 Submetrics (Continued)

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71	Trunk Group Performance - Aggregate
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73	Timeliness of Change Management Notices
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76	Service Order Accuracy - Resale Business
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78	Service Order Accuracy - UNE Specials (Design)
79	Service Order Accuracy - UNE (Non-Design)
80	Service Order Accuracy - Local Interconnection Trunks

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The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

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- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits
- Dispatch / No Dispatch

Data Retained

• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

SEEM Measure

[redacted]		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

[redacted]	
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

Appendix A: Fee Schedule

1. Table-1: Liquidated Damages For Tier-1 Measures (per affected item)

Performance Measurment	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Pre-Ordering	$20	$30	$40	$50	$60	$70
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
Billing	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00
IC Trunks	$100	$125	$175	$250	$325	$500
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000

2. Table-2: Remedy Payments For Tier-2 Measures

Performance Measurment	Per Affected Item
OSS/Pre-Ordering	$20
Ordering	$60
Provisioning	$300
Provisioning-UNE (Coordinated Customer Conversions)	$875
Maintenance and Repair	$300
Maintenance and Repair-UNE	$875
Billing	$1.00
LNP	$500
IC Trunks	$500
Collocation	$15,000
Change Management	$1,000
Service Order Accuracy	$50

Appendix B: SEEM Submetrics

1. Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
2	Percent Missed Installation Appointments - Resale POTS
3	Percent Missed Installation Appointments - Resale Design
4	Percent Missed Installation Appointments - UNE Loop and Port Combinations
5	Percent Missed Installation Appointments - UNE Loops
6	Percent Missed Installation Appointments - UNE xDSL
7	Percent Missed Installation Appointments - UNE Line Sharing
8	Percent Missed Installation Appointments - Local IC Trunks
9	Average Completion Interval - Resale POTS
10	Average Completion Interval - Resale Design
11	Average Completion Interval - UNE Loop and Port Combinations
12	Average Completion Interval - UNE Loops
13	Average Completion Interval - UNE xDSL
14	Average Completion Interval - UNE Line Sharing
15	Average Completion Interval - Local IC Trunks
16	Coordinated Customer Conversions Interval - Unbundled Loops
17	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
18	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
19	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
20	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
21	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
22	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
23	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
24	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
25	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
26	LNP – Average Time Out of Service for LNP Conversions
27	LNP – Percent Missed Installation Appointments
28	Missed Repair Appointments - Resale POTS
29	Missed Repair Appointments - Resale Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
30	Missed Repair Appointments - UNE Loop and Port Combinations
31	Missed Repair Appointments - UNE Loops
32	Missed Repair Appointments - UNE xDSL
33	Missed Repair Appointments - UNE Line Sharing
34	Missed Repair Appointments - Local IC Trunks
35	Customer Trouble Report Rate - Resale POTS
36	Customer Trouble Report Rate - Resale Design
37	Customer Trouble Report Rate - UNE Loop and Port Combinations
38	Customer Trouble Report Rate - UNE Loops
39	Customer Trouble Report Rate - UNE xDSL
40	Customer Trouble Report Rate - UNE Line Sharing
41	Customer Trouble Report Rate - Local IC Trunks
42	Maintenance Average Duration - Resale POTS
43	Maintenance Average Duration - Resale Design
44	Maintenance Average Duration - UNE Loop and Port Combinations
45	Maintenance Average Duration - UNE Loops
46	Maintenance Average Duration - UNE xDSL
47	Maintenance Average Duration - UNE Line Sharing
48	Maintenance Average Duration - Local IC Trunks
49	Percent Repeat Troubles within 30 days - Resale POTS
50	Percent Repeat Troubles within 30 days - Resale Design
51	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
52	Percent Repeat Troubles within 30 days - UNE Loops
53	Percent Repeat Troubles within 30 days - UNE xDSL
54	Percent Repeat Troubles within 30 days - UNE Line Sharing
55	Percent Repeat Troubles within 30 days - Local IC Trunks
56	Trunk Group Performance - CLEC Trunk Group
57	Collocation Percent of Due Dates Missed

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Average Completion Interval - Resale POTS
22	Average Completion Interval - Resale Design
23	Average Completion Interval - UNE Loop and Port Combinations
24	Average Completion Interval - UNE Loops
25	Average Completion Interval - UNE xDSL
26	Average Completion Interval - UNE Line Sharing
27	Average Completion Interval - Local IC Trunks
28	Coordinated Customer Conversions Interval - Unbundled Loops
29	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
30	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
31	Cooperative Acceptance Testing - Percent xDSL Loops Tested
32	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
37	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
38	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
39	LNP – Average Time Out of Service for LNP Conversions
40	LNP - Percent Missed Installation Appointments
41	Missed Repair Appointments - Resale POTS
42	Missed Repair Appointments - Resale Design
43	Missed Repair Appointments - UNE Loop and Port Combinations
44	Missed Repair Appointments - UNE Loops
45	Missed Repair Appointments - UNE xDSL
46	Missed Repair Appointments - UNE Line Sharing
47	Missed Repair Appointments - Local IC Trunks
48	Customer Trouble Report Rate - Resale POTS
49	Customer Trouble Report Rate - Resale Design
50	Customer Trouble Report Rate - UNE Loop and Port Combinations
51	Customer Trouble Report Rate - UNE Loops
52	Customer Trouble Report Rate - UNE xDSL
53	Customer Trouble Report Rate - UNE Line Sharing
54	Customer Trouble Report Rate - Local IC Trunks
55	Maintenance Average Duration - Resale POTS
56	Maintenance Average Duration - Resale Design
57	Maintenance Average Duration - UNE Loop and Port Combinations
58	Maintenance Average Duration - UNE Loops
59	Maintenance Average Duration - UNE xDSL
60	Maintenance Average Duration - UNE Line Sharing
61	Maintenance Average Duration - Local IC Trunks
62	Percent Repeat Troubles within 30 days - Resale POTS
63	Percent Repeat Troubles within 30 days - Resale Design
64	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
65	Percent Repeat Troubles within 30 days - UNE Loops
66	Percent Repeat Troubles within 30 days - UNE xDSL
67	Percent Repeat Troubles within 30 days - UNE Line Sharing
68	Percent Repeat Troubles within 30 days - Local IC Trunks
69	Invoice Accuracy
70	Mean Time to Deliver Invoices

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
71	Usage Data Delivery Accuracy
72	Trunk Group Performance - Aggregate
73	Collocation Percent of Due Dates Missed
74	Timeliness of Change Management Notices
75	Timeliness of Documents Associated with Change
76	Service Order Accuracy - Resale Residence
77	Service Order Accuracy - Resale Business
78	Service Order Accuracy - Resale Design (Specials)
79	Service Order Accuracy - UNE Specials (Design)
80	Service Order Accuracy - UNE (Non-Design)
81	Service Order Accuracy - Local Interconnection Trunks

CERTIFICATE OF SERVICE

I hereby certify that on March 28, 2002, a copy of the foregoing document was served on the parties of record as indicated:

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