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REC'D TN
REGULATORY
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OFFICE OF THE
EXECUTIVE SECRETARY

May 21, 2002

VIA HAND DELIVERY

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

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

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of BellSouth Telecommunications, Inc.'s Petition for Stay of Order Setting Performance Measures, Benchmarks and Enforcement Mechanisms Issued May 14, 2002. Copies are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH/jej

Enclosure

POSTED
5/21/02

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

In Re: *Docket to Establish Generic Performance Measures, Benchmarks, and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*

Docket No. 01-00193

**BELLSOUTH TELECOMMUNICATIONS, INC.'S
PETITION FOR STAY OF ORDER SETTING PERFORMANCE MEASURES,
BENCHMARKS AND ENFORCEMENT MECHANISMS ISSUED MAY 14, 2002**

Pursuant to Tenn. Code Ann. § 4-5-316 and Section 1220-1-2-.19 of the Rules of the Tennessee Regulatory Authority (the "TRA"), BellSouth Telecommunications, Inc. ("BellSouth") hereby petitions the TRA for a stay of the TRA's Order Setting Performance Measures, Benchmarks and Enforcement Mechanisms ("Order") issued May 14, 2002, in the referenced proceeding. BellSouth requests this stay to remain in effect pending the filing and resolution of the Motion for Reconsideration BellSouth intends to file, as well as during any ensuing appeals that may be necessary. As grounds for this motion, BellSouth respectfully submits that the stay is appropriate and necessary for the following reasons:

1. Tennessee Code Annotated § 4-5-316 authorizes the Authority to stay the effectiveness of an order pending an appeal. The statute does not identify any specific factors that the Authority should consider. However, under Rule 62 of the Federal Rules of Civil Procedure, which is identical in all relevant respects to the equivalent state rule, a court is to consider the following factors:

(1) the likelihood that the party seeking the stay will prevail on the merits of the appeal; (2) the likelihood that the moving party will be irreparably harmed absent the stay; (3) the prospect that others will be harmed if the court grants the stay; and (4) the public interest in granting the stay.

Hilton v. Braunskill, 481 U.S. 770, 776, 107 S. Ct. 2113, 95 L.Ed.2d 724 (1987); *see also Michigan Coalition of Radioactive Material Users, Inc. v. Griepstrog*, 945 F.2d 150, 153 (6th Cir. 1991). TRA Rule 1220-1-2-.19 includes similar factors and states that the TRA shall consider and give appropriate weight to those factors. These factors do not constitute prerequisites, each of which must be met for a stay, but rather are considerations that must be balanced together. *Id.* When these factors are balanced in this case, it is clear that a stay should be issued.

2. This docket was created for the purpose of establishing generic performance measures and benchmarks and to create an enforcement mechanism to insure that BellSouth provides access to its Operational Support Systems (OSS) on a basis comparable to that which it provides its retail operations. If there is no comparable retail operation, access is to be permitted on a basis that allows competing carriers a meaningful opportunity to compete with BellSouth.

3. BellSouth, as well as other parties to this proceeding, proposed various performance measures, benchmarks and enforcement mechanisms calculated to accomplish the intended purpose stated in the paragraph next preceding. In its Order, the TRA adopted 68 measures, most of which have their genesis in proposals made by BellSouth. However, the TRA made extensive changes in the measurements, examples of which are set forth in the Affidavit of Alphonso Varner, attached hereto.

4. The testimony that BellSouth provided in this docket, which was uncontroverted, was that it would take approximately three months from the date of a TRA order before the performance measures and enforcement mechanism could be implemented in Tennessee. That time frame assumed that no changes, or only minor changes were made in the performance measures proposed by BellSouth. No estimate was given, nor could it have been, of the time that would have been required to implement performance measures that differed from those proposed by BellSouth.

5. The Order directs that a great number of the now-changed performance measures be implemented immediately, and that the balance be implemented in no more than 90 days. As the Affidavit of Mr. Varner attests, since it would require 90 days to implement the BellSouth-proposed measurements, if unchanged, it is literally impossible for BellSouth to implement the changed performance measures that the TRA has ordered immediately, or indeed, to implement those performance measures within the next three months.

6. BellSouth submits, based on the information in Mr. Varner's affidavit, that it cannot comply with the Order of the TRA in the time frames required. The evidence is unequivocal that performance measures could not be implemented in the time required by the TRA. If the Order is not stayed, BellSouth will find itself, through no fault of its own, in violation of the literal terms of the Order.

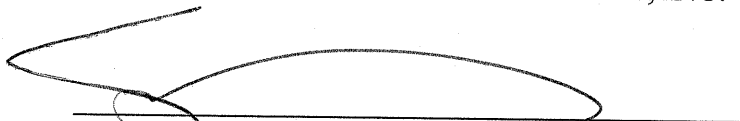
7. It is axiomatic that a party is irreparably harmed when it faces the risk of sanction or penalty for the failure to do that which it is unable to do. *B.F. Goodrich Tire Co. v. Lyster*, 328 F.2d 411 (5th Cir. 1964) (finding that trial court erred when it sanctioned party for failure to obtain written answers when it was physically impossible for party to obtain such answers). Accordingly, BellSouth would be irreparably harmed in the event that this Order were not stayed. Moreover, placing a party in jeopardy of penalty for the failure to do that which it is unable to do is contrary to the public interest.

8. Further, to the extent that the TRA grants all or any portion of the Motion for Reconsideration that BellSouth will file in this proceeding, any efforts to comply with the TRA order in the time frame allowed, even though such efforts cannot possibly be successful, will divert limited resources that should not be wasted.

WHEREFORE, for all the foregoing reasons, BellSouth respectfully requests that the TRA stay the Order in which it directed BellSouth to implement specified performance measures within specified time frames not supported by the evidence and with which BellSouth cannot comply.

Respectfully submitted,

BELLSOUTH TELECOMMUNICATIONS, INC.

A handwritten signature in dark ink, appearing to read "Guy M. Hicks", is written over a horizontal line.

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**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

In Re: *Docket to Establish Generic Performance Measures, Benchmarks, and
Enforcement Mechanisms for BellSouth Telecommunications, Inc.*

Docket No. 01-00193

AFFIDAVIT OF ALPHONSO J. VARNER

I, Alphonso J. Varner, being duly sworn, depose and say as follows:

1. My name is Alphonso J. Varner. I represent BellSouth in regulatory proceedings concerning performance measurements and enforcement. I have provided testimony to the Tennessee Regulatory Authority (TRA) in several dockets.

2. The purpose of this affidavit is to address the time allotted for implementation of the TRA's Order setting Performance Measurements, Benchmarks and Enforcement Mechanisms ("Order"), issued by the Authority on May 14, 2002. My affidavit will address a number of the changes in the measurements, enforcement mechanisms and BellSouth's procedures resulting from the May 14, 2002 Order.

3. In the Order, the TRA adopts 68 Performance Measurements as noted on Exhibit A of the Order. Of these 68 measurements, 64 measurements were derived from one of three BellSouth sources: 1) Exhibit DAC-1 attached to the Direct Testimony of David A. Coon filed July 16, 2001; 2) a BellSouth SQM dated March 12, 2001; 3) or, in the instance of TN Measurement P-16, "Service Order Accuracy," from the Rebuttal Testimony of David A. Coon, filed August 10, 2001.

4. In its Order, the Authority directed BellSouth to either implement the TRA's measurements immediately, or, in some cases, within 90 days of the Order. However, the uncontroverted testimony in this proceeding, which I affirm again in this Affidavit, is that implementation of the exact measurements proposed by BellSouth in its testimony ("BellSouth measurements") would take three months from the date such implementation was ordered. See Page 102 of the Direct Testimony of David Coon, lines 5 through 7, where Mr. Coon stated that BellSouth could implement the BellSouth measurements within 3 months of a Order from the Authority.

5. While BellSouth could have implemented the BellSouth measures within 3 months, and while the Order ostensibly specifies 64 measurements proposed by BellSouth, the Order modifies 61 of these measurements. Most of these modifications are significant, requiring additional programming beyond what would have been required if the Authority had adopted the BellSouth measurements.

6. Further, several aspects of the Order require BellSouth to make changes to practices, methods and procedures if BellSouth is to comply with the Order. According to the Order, 49 of these changed measurements are to be implemented immediately. It is impossible to make the changes required in order to conform to the TRA's order "immediately."

7. Attachment 1 to this Affidavit contains a detailed analysis of each measurement in the Order. That attachment identifies the TN measurement number, the name of the measurement, refers to Exhibit DAC-1 where applicable, and identifies the changes to BellSouth's measurements required to implement the Order that BellSouth has been able to identify to this point. Several examples of these changes will be discussed below that attempt to demonstrate the breadth of the changes the Order requires.

8. One of the key changes the Order makes to the BellSouth measurements involves product disaggregation. As an example, the TN measurement P-1, "Mean Held Order," has 36 levels of product disaggregation specified. Of these 36 product groups, 20 are either new or are revised definitions of existing product groups. These 20 are:

- Resold BRI ISDN
- Resold PRI ISDN
- Resold DID trunks
- UNE Platform Dispatch In
- UNE Platform Dispatch Out
- UNE DS1
- UNE DS3 and greater
- Unbundled ISDN BRI
- Unbundled ISDN PRI
- Unbundled ADSL
- Unbundled HDSL
- UCL (short and long)

Unbundled 2 wire xDSL loop

Unbundled 4 wire xDSL loop

Other Unbundled Loops Design – Dispatch In

Other Unbundled Loops Design – Dispatch Out

Other Unbundled Loops Non Design – Dispatch In

Other Unbundled Loops Non Design – Dispatch Out

Enhanced Extended Loops (EELs) Dispatch

Special Access to EELs conversion

Many of the products listed above are currently included in BellSouth's existing measurements, but not identified and reported as specified in the Order. For instance, Resold BRI ISDN and Resold PRI ISDN are currently combined and included in the category Resale ISDN. Both BRI and PRI are in that grouping but the data is not reported separately. To separately report these products, BellSouth must modify programming and, depending on the report, changes may have to be made to the feed for the source data.

9. Importantly, the Order specifies changes in product disaggregation or standards for 25 other measurements that, per the Order, are to be implemented immediately, each of which will require similar programming. Based on the time BellSouth has had to evaluate the changes, it is not possible to estimate how long it will take to effectuate all the changes that would be required by the TRA's Order as presently written.

10. To illustrate one problem area, certain of BellSouth's measurements are regional in nature. BellSouth's ability to comply with the time frames established by the Order is complicated by the Order's apparent requirement that a number of these regional processes and regional measurements be converted to measurements that have Tennessee-specific data. As an example, the Order changes TN Measurement O-2, "Acknowledgement Message Completeness" from a regional to a state-specific metric. Programming and possibly operational changes are required to provide this state specificity. As the Authority will recall, it took several months to provide state-specific flow through data, where BellSouth has been reporting the information on a regional basis.¹ There are a total of 17 measurements that are currently done at the regional level that the Order appears to require be measured at the Tennessee level. The conversion of these measures cannot be done in the time allowed by the Order.

11. It may be helpful, in explaining why these measures cannot be implemented in the time required by the TRA, to explain the process that is involved in a modification of an existing measure. A modification to any measurement is a methodical process that requires the efforts of subject matter experts, business analysts, programmers, developers

¹ The issue there was the reporting of a flow-through percentage on a state-by-state basis, instead of reporting the result on a regional basis. The time required to provide that information, almost three months, did not involve any of the complications posed by the TRA's modifications to the BellSouth measurements involved here. For instance, creating a state-by-state flow through report did not involve breaking the report further down into product disaggregations, which adds significant work effort. Moreover, that involved a single measure. Here there are at least 17 additional measures that will have to be changed, some of which will involve more development time than was the case with the flow through report. In addition there are forty to fifty other measures that will also be implicated in this process. If the preparation of the single state-by-state flow through report took three months, it would not be unreasonable for the work on 61 measurements to take months, perhaps a year or longer.

and database analysts, as well as personnel dedicated to quality control. To be specific, a single measurement change involves each of the following steps:

- 1) Conversion of requirements into general business rules and source system identification, including,
 - (a) A determination of the changes required in the detailed documentation of the measurements. In BellSouth this documentation includes the Service Quality Measurement Plan (SQM);
 - (b) Research and documentation necessary to produce the high-level framework for the changes in the measurement. This step includes a description of the revision, the intent of the measurement and a description of the output required;
 - (c) The handoff to the organization that will refine the framework into the technical specifications for changes in the measurement.
- 2) Development of a preliminary measurement design document, including,
 - (a) Complete identification of the sources of the input database, table, field and data value;
 - (b) Detailed description and application of business rule(s);
 - (c) Detailed description of output requirements;
 - (d) Coordination of development requirements and the Coding design;
 - (e) Reconciliation between Design Requirements and Coding Requirements.
- 3) Code development and initial testing, which includes:

- (a) Review and an initial mapping of requirements for the revised measurement into the programs, data base routines and other recurring processes that are used each month to produce the results;
 - (b) Coding and test process run to ensure that the data inputs are accurately captured, that the business rules are coded properly and that any outputs(s) used as an intermediate step in the monthly production process are accurate;
 - (c) Application of code production process and testing for expected output and validation of records inclusion and exclusion.
- 4) Output and presentation development, including
- (a) Review of initial design requirements and mapping into the existing production processing;
 - (b) Coding and test process with test or actual data;
 - (c) Application of intermediate or raw data to production process.
- 5) Integration testing for potential impact on existing production outputs.
- 6) Performance assurance plan development and testing
- (a) Review and initial mapping of requirements into the production process;
 - (b) Coding and testing process with test or actual data;
 - (c) Application of intermediate or raw data to production process with output estimates for evaluation of potential impact on payments.
12. Obviously, the amount of time required for each measurement change depends on the complexity of the change. However, this effort typically requires anywhere from 45 to 270 days for the total process per measurement. To repeat, this time period is for every

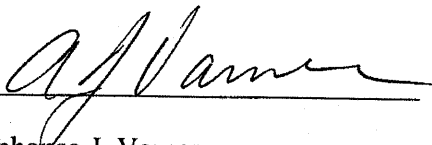
measurement, and the more changes to individual measurements, and the more measures to be changed, the longer the process takes to accomplish.

13. In addition to the programming changes that I have discussed above, the requirements of the Order specify certain changes in measurements that will require changes in BellSouth's processes before BellSouth can implement the revision to the measurement. As an example, TN Measurement M&R-6, "Average Answer Time- Repair Centers," contains a requirement that this regional center report answer time by product. Calls to the center are not currently identified by product. In order to implement this change, each employee in the repair center would have to be trained to input a product code for each trouble called into the repair center. This would obviously add to the time required to enter the trouble information. Furthermore, in order to associate each answer time with a unique product, a CLEC could call in no more than one trouble at a time. Programming would then have to be revised to capture this data and report the answer times by individual product. Development of these processes cannot be accomplished in the time allowed by the Order and indeed, at this point, it is uncertain how much time would be required for BellSouth to comply with the Order.

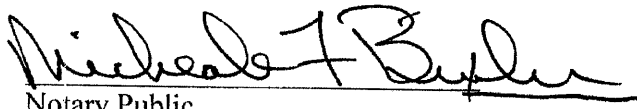
14. The purpose of my affidavit is not to provide an exhaustive list of the issues that BellSouth has in complying with the timing requirements of the Order. Instead, I have provided illustrations of the issues that have been raised for the sole purpose of demonstrating that it is literally impossible for BellSouth to comply with the time constraints imposed on it by the Order. Further, each requirement of the Order that goes

beyond the BellSouth measurements creates a unique set of facts that must be addressed individually. Accordingly the time that it will take to accomplish what the Order requires is dependent upon many factors.

Further Affiant sayeth not.


Alphonso J. Varner

Sworn to and subscribed before me this 21th day of
May, 2002.


Notary Public

My Commission expires: _____

MICHEALE F. BIXLER
Notary Public, Douglas County, Georgia
My Commission Expires November 3, 2005

Analysis of TRA Decision on Performance Measurements. Docket 01-00193 Attachment 1
Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
1. OSS-1	Average Response Time & Response Interval (Pre-Ordering/Ordering)	OSS-1	1. Yes	1. Parity + 2 Seconds	Immediately	1
2. OSS-2	Interface Availability (Preordering and Ordering)	OSS-2	2. Yes	1. Definition: Set scheduled availability as 7am – 6pm. 2. Business Rules: Changed rules for a full outage. 3. Report Structure: Removed “Regional Level” reporting and added “State Specific” 4. SQM Disaggregation: Added “RoboTAG” & removed 14 Interfaces so that only EDI, LENS, TAG and RoboTag are measured.. 5. SEEM Disaggregation: Added “RoboTAG” & removed 4 Interfaces. 6. SQM & SEEM Benchmark: Changed to be during peak hours (7am-6pm EST).	90 Days after Order	
3. OSS-3	Interface Availability (Maintenance & Repair)	OSS-3	3. Yes	1. Report Structure: Removed “Regional Level” reporting and added “State Specific”. 2. SEEM Disaggregation: Added 7 interfaces.	Immediately	2

Analysis of TRA Decision on Performance Measurements. Docket 01-00193 Attachment 1
Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
4. OSS-4	Response Interval (Maintenance & Repair)	OSS-4	4. Yes	1. Calculation: Changed Categories for "Number of Response Intervals" 2. SEEM Disaggregation: Added 11 interfaces. 3. SEEM Measure: Added Tier 2 enforcement.	Immediately	3
5. PO-1	Loop Makeup - Response Time - Manual	PO-1	5. Yes	1. Exclusions: Specified designated holidays. 2. Report Structure: Deleted Regional Scope; left state. 3. SEEMS: Added Tier 1	Immediately	4
6. PO-2	Loop Make Up - Response Time - Electronic	PO-2	6. Yes	1. Exclusions: Specified designated holidays. 2. Report Structure: Deleted Regional Scope; left state. 3. SEEMS: Added Tier 1 4. Benchmark: 95% in one minute	Immediately	5
7. O-1	Acknowledgement Message Timeliness	O-1	7. Yes	1. Report Structure: Change Geographic Scope from "Region" to "State". Requires new ordering process. 2. Benchmark: Change EDI to 95% within 30 minutes immediately 3. SEEMS: Add Tier 1	Immediately	6
8. O-2	Acknowledgement Message Completeness	O-2	8. Yes	1. Report Structure: Change Geographic Scope from "Region" to "State". Requires new ordering processes. 2. SEEMS: Add Tier 1	Immediately	7

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
9. O-3	Percent Flow-Through Service Requests (Summary)	O-3	9. Yes	1. Report Structure: Changed from Region to State 2. Benchmarks: Bus 95% within 3 months; UNE 90 within 3 months/95% within 6 months; LNP 90 within 3 months /95% within 6 months. Most stringent of any state.	90 Days after Order	
10. O-4	Percent Flow-Through Service Requests (Detail)	O-4	10. Yes	1. Report Structure: This report is to only contain Tennessee specific information. 2. Benchmarks: Bus 95% within 3 months; UNE 90 within 3 months/95% within 6 months; LNP 90 within 3 months /95% within 6 months. Most stringent of any state. 3. SEEM: Add Tier 1	90 Days after Order	
11. O-5	Flow-Through Error Analysis	O-5	11. Yes	1. Report Structure: This report should contain Tennessee specific information.	Immediately	8
12. O-6	CLEC LSR Information	O-6	12. Yes	1. Report Structure: Added "State". This report should contain Tennessee specific information. 2. SQM Analog/Benchmark: File a BellSouth plan to increase flow-through eligibility from 57% to 95% or more products.	Improvement Plan due 90 Days after Order	

Analysis of TRA Decision on Performance Measurements. Docket 01-00193 Attachment 1
Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
13. O-7	Percent Rejected Service Requests	O-7	13. Yes	1. SQM Disaggregation: Major product changes including new products, product break-downs, and label changes. Removed disaggregation for interconnection trunks.	Immediately	9
14. O-8	Reject Interval	O-8	14. Yes	1. Exclusions: a. Specified designated holidays. b. Added specific holiday exclusions to ASRs. 2. SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. Removed disaggregation for interconnection trunks. 3. SQM & SEEM Analog/Benchmark: Benchmarks for Mechanized changed from 95% in one hour to 97%, Partial Mech changed from 855 within 10 hours to 95% within 5 hours (most stringent of any BellSouth state). Also Non Mech changed from 85% to 95% within 24 hours & Trunks tightened from 85% within 24 hours to 95% within 36 hours. 4. SEEM: Add Tier 1	Immediately	10

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
 Attachment 1
 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
15. O-9	Firm Order Confirmation Timeliness	O-9	15. Yes	- Exclusions: - Specified designated holidays. - SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. Removed disaggregation for interconnection trunks. - SQM & SEEM Analog/Benchmark: Benchmarks for Fully Mech changed from 95% in 3 hours to 1 hour, Partial Mech, changed from 85% in 10 hours to 95% in 5 hours Non-Mech changed from 85% in 36 hours to 95% in 24 hours, & Trunks tightened form 95% in 10 days to 95% in 48 hours. - FOC time is also included and duplicated in Order Completion Measurements, P-6 and P-7	Immediately	11

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
16. O-10	Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual	O-10	16. Yes	1. Exclusions: a. Specified designated holidays. 2. Report Structure: Removed Regional Scope; state remains. 3. SQM & SEEM Disaggregation: Product disaggregation changed. Now has ADSL, HDSL, UCL, IDSL (UDC), & Interoffice Transport 4. SQM & SEEM Analog/Benchmark: Benchmark changed from "95% within 5 business days" to "95% within 5 days". 5. SEEM Measure: Added Tier 1 & 2 enforcement.	Immediately	12
17. O-11	Firm Order Confirmation and Reject Response Completeness	O-11	17. Yes	1. SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. 2. SEEM: Added Tier 1	Immediately	13

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
18. O-12	Speed of Answer in Ordering Center	O-12	18. Yes	1. Business Rules: Added CWINS in addition to LCSC – even though CWINS is not an ordering center. 2. Report Structure: Added CWINS under CLEC aggregate. 3. SQM & SEEM Disaggregation: Adds CWINS under CLEC aggregate. 4. SQM & SEEM Analog/Benchmark: Changed from “Parity with Retail” to “95% within 20 seconds & 100% within 30 seconds”. Creates significant disparity issue with retail. Uncertain if this also applies to retail. 5. SEEM Measure: Added Tier 2 enforcement	90 Days after Order	
19. P-1	Mean Held Order Interval & Distribution Interval	P-1	19. Yes	1. SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	14

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
20. P-2	Average Jeopardy Notice Interval NOTE: This is 1/2 of GA 4/6 P-2	P-2	20. Yes	1. SQM & SEEM Benchmark: Changed to "95% within at least 48 hours of 5:00pm on the commitment date of the order, including all orders whether submitted through mechanized or non-mechanized means". 2. SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. 3. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	15
21. P-3	Percentage of Orders Given Jeopardy Notices NOTE: This is 1/2 of GA 4/6 P-2	P-2	21. Yes	1. SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	16

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
22. P-4	Percent Missed Installation Appointments	P-3	22. Yes	1. Business Rules: States that "The measurement will include the appointment time in those cases where the CLEC has ordered a time-specific appointment. 2. SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes.	90 Days after Order	
23. P-5	Percent Completions/Attempts without notice or with less than 24 hours notice Derived from CLEC proposal. Is similar to GA 4/6 P-6.	New Measure	No	1. Added BellSouth aggregate (retail) even though it is a benchmark. 2. SQM & SEEM Analog/Benchmark: "Greater than 95% of Completion and Completion Attempts should receive more than 24 hour notice. In Georgia, this measurement is diagnostic measure: Added Tier 1 & Tier 2 enforcement. 3.	90 Days after Order	

Analysis of TRA Decision on Performance Measurements. Docket 01-00193
 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
24. P-6	Average Completion Interval NOTE: This is 1/2 of GA 4/6 P-4	P-4	23. Yes	1. Business Rules: a. Changed the clock to start when BellSouth receives a valid LSR from the CLEC. This effectively adds the FOC time and the OCI time. b. Interval Buckets need clarification. 2. Calculation: Calculation for "b" to reflect new start time(receipt of a valid LSR). 3. SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes. a.	90 Days after Order	

Analysis of TRA Decision on Performance Measurements. Docket 01-00193 Attachment 1
Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
25. P-7	Order Completion Interval Distribution NOTE: This is 1/2 of GA 4/6 P-4	P-4	24. Yes	- Business Rules: - Changed the clock to start when BellSouth receives a valid LSR from the CLEC. This effectively adds the FOC time. - Calculation: Calculation for "b" to reflect new start time (receipt of a valid LSR). - Report Structure: - UNE & Design intervals require clarification. - SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes.	90 Days after Order	
26. P-8	Average Completion Notice Interval	P-5	25. Yes	- SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes. - SEEM Measure: Added Tier 1 & Tier 2 enforcement	Immediately	17

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Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
27. P-9	Coordinated Customer Conversions Interval	P-6	26. Yes	1. SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. Many additional products for which coordinated cutovers are not done. 2. Benchmark increased to 98% within 15 minutes, after 6 months.	Immediately	18
28. P-10	Coordinated Customer Conversions – Hot Cut Timeliness Within Interval and Average Interval	P-6A	27. Yes	1. SQM & SEEM Disaggregation: Products changed to “UNE, SL1, & SL2”. Need clarification on meaning of “UNE.”	Immediately	19
29. P-11	Coordinated Customer Conversions – Average Recovery Time	P-6B	28. Yes		Immediately	
30. P-12	Hot Cut Conversions – Percentage of Provisioning Troubles Received Within 7 Days of a Completed Service Order	P-6C	29. Yes	1. Modified disaggregation for SEEM.	Immediately	20
31. P-13	Cooperative Acceptance Testing – Percentage of xDSL Loops Tested	P-7	30. Yes	1. Added Tier 1 enforcement 2. Added separate levels of product disaggregation for SQM and SEEM. 3. SQM & SEEM Benchmark: Changed to read “95% of lines successfully passing cooperative testing.”	90 Days after Order	

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Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
32. P-14	Percent of Timely Loop Modification/De-Conditioning on xDSL Loops	New Measure	No	1. Report Structure: Includes "Tennessee Specific". 2. SQM & SEEM Disaggregation: Includes "2-Wire DSL", "4-Wire DSL", "Line Sharing", & "Line Splitting". 3. SQM & SEEM Benchmark: 95% within 5 business days. 4. SEEM Measure: Applies Tier 1 & Tier 2 enforcement.	90 Days after Order	
33. P-15	Percent Provisioning Troubles Within 30 Days of Service Order Activity Completion	P-8	31. Yes	1. SQM & SEEM Disaggregation & Analog: Major product changes including new products, product break-downs, and label changes.	Immediately	21
34. P-16	Service Order Accuracy	New measure	32. No – but provided in separate filing w rebuttal testimony.	1. Report Structure: Added Tennessee Specific. 2. SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. 3. SEEM Measure: Added Tier 1 enforcement.	Immediately	22
35. P-17	Total Service Order Cycle Time (TSOCT)	P-9	33. Yes	1. SQM Disaggregation: Product changes including new products, product break-downs, and label changes.	Immediately	23
36. P-18	LNP – Average Time of Out of Service for LNP Conversions	P-10A	34. Yes	1. SQM & SEEM Benchmark: Removed phrase "Unless different industry guideline is established..."	Immediately	24

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TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
37. P-19	LNP - Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date	P-10B	35. Yes	1. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	25
38. P-20	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9-Hour Timer	New Measure	No	1. SQM & SEEM Benchmark: 96.5% 2. SEEM Measure: Tier 1 & Tier 2 enforcement	90 Days after Order	
39. P-21	LNP - Percent Missed Installation Appointments	P-11	36. Yes	1. SQM Analog/Benchmark: Changed standard from a retail analog to a benchmark: 95% of due dates met. 2. SQM & SEEM Disaggregation: Major product changes including new products, product break-downs, and label changes. Many products do not have LNP associated with them. Additionally may duplicate some results of measurement P-4. Needs clarification.	Immediately	26
40. B-1	Invoice Accuracy	B-1	37. Yes	1. SEEM added Tier 1 2. Add disaggregation to SEEM 3. Specified retail analogs.	Immediately	27

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 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
41. B-2	Mean Time to Deliver Invoices	B-2	38. Yes	1. Business Rules: Specified designated holidays. 2. SQM & SEEM Disaggregation & Analog: Changed products. The Interconnection Trunking Retail Analog of Retail DS1/DS3 interoffice may require clarification. 3. SEEM: Added Tier 1 New Measure	Immediately	28
42. B-3	Percent Billing Errors Corrected in X Days	N/A	No	Is related to similar proposed measurement in GA and FL	90 Days after Order	
43. B-4	Usage Data Delivery Accuracy	1. B-3	39. Yes	1. Report Structure: Added 'Tennessee' to the proposed regional measure. 2. SEEM: Added Tier 1	Immediately	29
44. B-5	Usage Data Delivery Completeness	2. B-4	40. Yes	1. Report Structure: Added 'Tennessee' to the proposed regional measurement. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	30
45. B-6	Usage Data Delivery Timeliness	3. B-5	41. Yes	1. Report Structure: Added 'Tennessee Specific' to this proposed regional measurement. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	31

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TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
46. B-7	Mean Time to Deliver Usage	4. B-6	42. Yes	1. Report Structure: Added 'Tennessee Specific' to this proposed regional measurement. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	32
47. B-8	Recurring Charge Completeness	5. B-7	43. Yes	1. SQM and SEEM Analogs: Changed UNEs and Interconnection Trunking from a benchmark to retail analogs. Added 'Retail Residence & Business POTS' for Resale and UNE and 'Retail DS1/DS3 Interoffice' for Interconnection Trunks. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	33
48. B-9	Non-Recurring Charge Completeness	6. B-8	44. Yes	1. SQM and SEEM Analogs: Added 'Retail Residence & Business POTS' for Resale. 2. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	34

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 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
49. M&R-1	Missed Repair Appointments	7. M&R-1	45. Partially (3/01SQM). Has DeltaCom disaggregati on plus Line Splitting.	1. Removed exclusions for Code 7, 8, 9. 2. SQM & SEEM Disaggregation: Major changes in product disaggregation. 3. SQM & SEEM Benchmark: Changed to 'Standard 1% missed'. Since the table on page 99 has retail analogs, this would imply a comparison of percent missed for CLEC to the retail analog.	Immediately	35
50. M&R-2	Customer Trouble Report Rate	8. M&R-2	46. Partially (3/01SQM). Has DeltaCom disaggregati on plus Line Splitting.	1. Removed exclusions for Code 7, 8, 9. 2. SQM & SEEM Disaggregation: Major changes in product disaggregation.	Immediately	36
51. M&R-3	Maintenance Average Duration	9. M&R-3	47. Partially (3/01SQM). Has DeltaCom disaggregati on plus Line Splitting.	1. Removed exclusions for Code 7, 8, 9 2. SQM & SEEM Disaggregation: Major changes in product disaggregation.	Immediately	37

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 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
52. M&R-4	Percent Repeat Troubles within 30 Days	10. M&R-4	48. Partially (3/01SQM). Has DeltaCom disaggregated on plus Line Splitting.	1. Removed exclusions for Code 7, 8, 9. 2. SQM & SEEM Disaggregation: Major changes in product disaggregation.	Immediately	38
53. M&R-5	Out of Service (OOS) > 24 Hours	11. M&R-5	49. Partially (3/01SQM). Has DeltaCom disaggregated on plus Line Splitting.	1. SQM & SEEM Disaggregation: Major changes in product disaggregations. 2. SQM & SEEM Benchmark: Added numeric benchmark information. Yet table shows a retail analog. Needs clarification. 3. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	39

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Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
54. M&R-6	Average Answer Time-Repair Centers	12. M&R-6	50. Partially (3/01SQM). Has DeltaCom disaggregation on plus Line Splitting.	1. Restructured the measurement to measure speed of answer – by product. Would change regional processes. 2. SQM & SEEM Disaggregation: Removed existing disaggregation and added 31 additional product specific disaggregations. 3. SQM & SEEM Benchmark: Added numeric benchmark information – but a retail analog is also specified on page 109. 4. SEEM Measure: Added Tier 1 & Tier 2 enforcement.	Immediately	40
55. M&R-7	Mean Time To Notify CLEC of Network Outages	13. M&R-7	51. Yes (3/01SQM).	1. Business Rules: Removed reference to CLEC Customer Guide. 2. SQM & SEEM Disaggregation: Changed to 'All Network Outages', TN specific. 3. SEEM Measure: Added Tier 1 & Tier 2 enforcement even though benchmark states parity by design.	Immediately	41

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Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
56. C-1	Collocation Average Response Time	14. C-1	52. Yes (3/01SQM).	1. SQM & SEEM Disaggregation: Only Caged, Cageless, Virtual, and Adjacent 2. SQM & SEEM Benchmark: Changed to 95% within 10 calendar days. 3. SEEM Measure: Added Tier 1 and Tier 2 enforcement.	Immediately	42
57. C-2	Collocation Average Arrangement Time	15. C-2	53. Yes (3/01SQM).	1. SQM & SEEM Disaggregation: Only Caged, Cageless, Virtual, and Adjacent 2. Benchmark: Changed to 90 calendar days for Adjacent and Caged Physical collocation and 30 calendar days for the rest. 3. SEEM Measure: Added Tier 1 and Tier 2 enforcement.	Immediately	43
58. C-3	Collocation Percent of Due Dates Missed	16. C-3	54. Yes (3/01SQM).	1. Changed disaggregation as noted above. 2. SQM & SEEM Benchmark: Changed to zero misses of committed due dates. 3. SEEM Measure: Added Tier 1 and Tier 2 enforcement.	Immediately	44
59. OS/DA-1	Speed to Answer Performance/Average Speed to Answer-Toll Combines GA 4/6 OS-1 & DA-1	17. OS-1 & DA-1	55. Yes	1. Combined two measurements.	90 Days after Order	

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 Summary of key differences between 5/14/02 Order and BellSouth proposals (Including Exhibit DAC-1)

Attachment 1

TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
60. OS/DA-2	Speed to Answer Performance/Percent Answered with 'X' Seconds Combines GA 4/6 OS-2 & DA-2	18. OS-2 & DA-2	56. Yes	1. Combined two measurements. 2. Definition: Specifies measurement is within 10 seconds.	90 Days after Order	
61. D-1	Average Database Update Interval	19. D-1	57. Yes	1. Business Rules: Additional details that indicate the starting time is when the LSR is first received – not when the service order is completed. When this change is combined with the 72 hour benchmark, this measurement will fail for all orders requiring a provisioning interval longer than 3 days. 2. The calculation, term 'b' is not consistent with the starting time in the definition. 3. SQM & SEEM Benchmark: Changed to 95% within 72 hours. 4. SEEM Measure: Added Tier 1 and Tier 2 enforcement.	90 Days after Order	
62. D-2	Percent Database Update Accuracy	20. D-2	58. Yes	1. SEEM Measure: Added Tier 2 enforcement.	Immediately	45
63. D-3	Percent NXXs and LRNs Loaded by the LERG Effective Date	21. D-3	59. Yes	1. SEEM Measure: Added Tier 2 enforcement.	Immediately	46
64. E-1	E 911 Timeliness	22. E-1	60. Yes	1. Report Structure: State.	Immediately	47

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TN SQM #	TN SQM Name	TN DAC-1 SQM #	Derived from DAC-1?	Significant Changes from BellSo proposals.	Implementation Time	Fr BLS proposal, Immed, w/chgs
65. E-2	E 911 Accuracy	23. E-2	61. Yes	1. Report Structure: State	Immediately	48
66. E-3	E 911 Mean Interval	24. E-3	62. Yes	1. Report Structure: State	Immediately	49
67. TGP-1	Trunk Group Performance-Aggregate	25. TGP-1	63. Yes		Immediately	
68. TGP-2	Trunk Group Performance-CLEC specific	26. TGP-2	64. Yes		Immediately	

CERTIFICATE OF SERVICE

I hereby certify that on May 21, 2002, a copy of the foregoing document was served on the following parties, via the method indicated:

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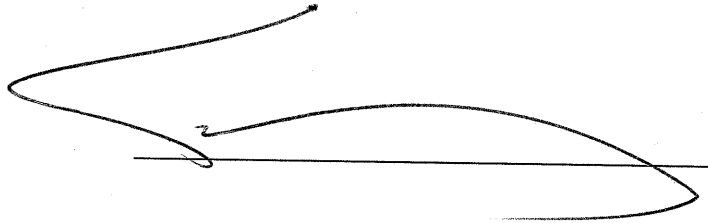
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A large, stylized handwritten signature in black ink, appearing to be a cursive representation of a name, possibly 'Dana Shaffer', written over a horizontal line.