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BellSouth Telecommunications, Inc.

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T.R.A. DOCKET ROOM

August 5, 2003

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VIA HAND DELIVERY

Hon. Deborah Taylor Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

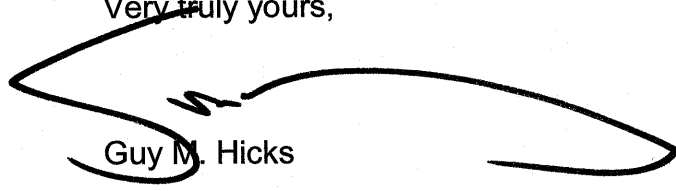
Re: *Docket to Establish Generic Performance Measurements, Benchmarks
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Tate:

Consistent with the terms of the Settlement Agreement relating to performance measurements approved by the Authority in this proceeding, BellSouth is filing fifteen copies of BellSouth's Response to action items from the July 7 Industry Notification Workshop regarding September PMAP Change Notification. This Report is being filed with all of the state public service commissions in BellSouth's nine-state region.

Copies of the enclosed are being provided to counsel of record. Thank you for your assistance in this regard.

Very truly yours,


Guy M. Hicks

GMH:ch



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July 30, 2003

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

In the Data Notification workshop held on July 7, 2003, BellSouth Telecommunications, Inc. ("BellSouth") was asked to provide certain information in response to a question from workshop participants. Outlined below is BellSouth's response to this question:

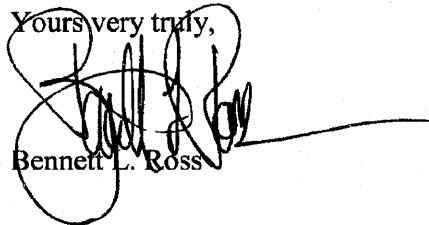
September Data Notification / Provisioning Measurements/ Item 3 – Specify the types of troubles that are not being correctly matched to service orders.

Response – There are seven types of trouble scenarios not associated with the line portion of an ADSL to retail, line sharing, or line splitting service, but which are improperly being associated with service orders for the provisioning of the data side of a line connection. These trouble scenarios are identified by Trouble Type Codes in LMOS and are as follows: 1xx (No Dial Tone); 2xx (Can't Call Other); 3xx (Transmission); 4xx (Can't Be Called); 5xx (Memory Service Failure); 7xx (Physical); and 8xx (Miscellaneous). The remaining Trouble Type Codes are 6xx and 9xx, which represent physical troubles with Data and Video/Internet/ISP failures and are appropriate to associate with recently completed service orders for Line Sharing, Line Splitting, and ADSL provided to retail services.

Mr. Reece McAlister
July 30, 2003
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Enclosed please find an original and eighteen (17) copies of this letter, as well as an electronic version, for filing. I would appreciate your returning the three (2) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Yours very truly,

A handwritten signature in black ink, appearing to read "Bennett L. Ross", with a long horizontal flourish extending to the right.

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (via electronic mail)
Parties of Record (via electronic mail)

499543

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CERTIFICATE OF SERVICE

I hereby certify that on August 5, 2003, a copy of the foregoing document was served on the following parties, via the method indicated:

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- ☐ Facsimile
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- ☒ Electronic

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