

**P-2: Average Jeopardy Notice Interval & Percentage of Orders Given  
Jeopardy Notices  
(Deleted)**

## P-2A: Jeopardy Notice Interval

### Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the due date of the order.

### Exclusions

- Orders held for CLEC end user reasons
- Disconnect (D) and From (F) orders
- Orders with Jeopardy Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with a due date of  $\leq 48$  hours.

### Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunk results are usually zero as these trunks seldom experience facility delays. The Committed Due Date is considered the Confirmed Due Date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

### Calculation

**Jeopardy Interval** = a - b

- a = Date and Time of Scheduled Due Date on Service Order
- b = Date and Time of Jeopardy Notice

**Average Jeopardy Interval** = c / d

- c = Sum of all Jeopardy Intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON

- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

**Relating to BellSouth Performance**

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

**SQM Disaggregation - Analog/Benchmark**

| <b>SQM Level of Disaggregation</b>                        | <b>SQM Analog/Benchmark</b> |
|-----------------------------------------------------------|-----------------------------|
| • Resale Residence .....                                  | 95% > = 48 hours            |
| • Resale Business .....                                   | 95% > = 48 hours            |
| • Resale Design .....                                     | 95% > = 48 hours            |
| • Resale PBX .....                                        | 95% > = 48 hours            |
| • Resale Centrex.....                                     | 95% > = 48 hours            |
| • Resale ISDN .....                                       | 95% > = 48 hours            |
| • LNP (Standalone) .....                                  | 95% > = 48 hours            |
| • INP (Standalone) .....                                  | 95% > = 48 hours            |
| • 2W Analog Loop Design.....                              | 95% > = 48 hours            |
| • 2W Analog Loop Non-Design .....                         | 95% > = 48 hours            |
| • 2W Analog Loop with LNP - Design .....                  | 95% > = 48 hours            |
| • 2W Analog Loop with LNP- Non-Design .....               | 95% > = 48 hours            |
| • 2W Analog Loop with INP-Design.....                     | 95% > = 48 hours            |
| • 2W Analog Loop with INP-Non-Design .....                | 95% > = 48 hours            |
| • UNE Digital Loop < DS1 .....                            | 95% > = 48 hours            |
| • UNE Digital Loop >= DS1 .....                           | 95% > = 48 hours            |
| • UNE Loop + Port Combinations.....                       | 95% > = 48 hours            |
| - Dispatch In .....                                       | - Dispatch In               |
| - Switch Based.....                                       | - Switch Based              |
| • UNE Switch Ports.....                                   | 95% > = 48 hours            |
| • UNE Combo Other .....                                   | 95% > = 48 hours            |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | 95% > = 48 hours            |
| • UNE ISDN (Includes UDC) .....                           | 95% > = 48 hours            |
| • UNE Line Sharing .....                                  | 95% > = 48 hours            |
| • UNE Other Design.....                                   | 95% > = 48 hours            |
| • UNE Other Non-Design.....                               | 95% > = 48 hours            |
| • Local Transport (Unbundled Interoffice Transport) ..... | 95% > = 48 hours            |
| • Local Interconnection Trunks.....                       | 95% > = 48 hours            |
| • UNE Line Splitting .....                                | 95% > = 48 hours            |
| • EELs .....                                              | 95% > = 48 hours            |

**SEEM Measure**

| <b>SEEM</b> | <b>Tier I</b> | <b>Tier II</b> |
|-------------|---------------|----------------|
| No.....     |               |                |

| <b>SEEM Disaggregation</b> | <b>SEEM Analog/Benchmark</b> |
|----------------------------|------------------------------|
| • Not Applicable.....      | Not Applicable               |

## P-2B: Percentage of Orders Given Jeopardy Notices

### Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

### Exclusions

- Orders held for CLEC end user reasons
- Disconnect (D) and From (F) orders

### Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

### Calculation

**Percent of Orders Given Jeopardy Notice** =  $(a / b) \times 100$

- a = Number of Orders Given Jeopardy Notices in Reporting Period
- b = Number of Orders Confirmed (due) in Reporting Period

**Percent of Orders Given Jeopardy Notice >= 48 hours** =  $(c / d) \times 100$

- c = Number of Orders Given Jeopardy Notice >= 48 hours in Reporting Period (electronic only)
- d = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON

- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

**Relating to BellSouth Performance**

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

**SQM Disaggregation - Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

- |                                                           |                                                                      |
|-----------------------------------------------------------|----------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                     |
| • Resale Business .....                                   | Retail Business                                                      |
| • Resale Design .....                                     | Retail Design                                                        |
| • Resale PBX .....                                        | Retail PBX                                                           |
| • Resale Centrex.....                                     | Retail Centrex                                                       |
| • Resale ISDN .....                                       | Retail ISDN                                                          |
| • LNP (Standalone) .....                                  | Retail Residence and Business (POTS)                                 |
| • INP (Standalone) .....                                  | Retail Residence and Business (POTS)                                 |
| • 2W Analog Loop Design.....                              | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop Non-Design .....                         | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with LNP - Design.....                   | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with LNP - Non-Design .....              | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with INP-Design.....                     | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with INP-Non-Design .....                | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • UNE Digital Loop <DS1 .....                             | Retail Digital Loop <DS1                                             |
| • UNE Digital Loop >=DS1 .....                            | Retail Digital Loop >=DS1                                            |
| • UNE Loop + Port Combinations.....                       | Retail Residence and Business                                        |
| - Dispatch In.....                                        | - Dispatch In                                                        |
| - Switch Based.....                                       | - Switch Based                                                       |
| • UNE Switch Ports.....                                   | Retail Residence and Business (POTS)                                 |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch                       |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL Provided to Retail                                              |
| • UNE ISDN (Includes UDC) .....                           | Retail ISDN - BRI                                                    |
| • UNE Line Sharing .....                                  | ADSL Provided to Retail                                              |
| • UNE Other Design.....                                   | Retail Design                                                        |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                        |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                           |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                   |
| • UNE Line Splitting .....                                | ADSL Provided to Retail                                              |
| • EELs .....                                              | Retail DS1/DS3                                                       |

**SEEM Measure**

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |  |  |
|---------|--|--|
| No..... |  |  |
|---------|--|--|

**SEEM Disaggregation****SEEM Analog/Benchmark**

- |                       |                |
|-----------------------|----------------|
| • Not Applicable..... | Not Applicable |
|-----------------------|----------------|

## P-3: Percent Missed Initial Installation Appointments

### Definition

“Percent missed initial installation appointments” monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

### Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. (“Zero Due Date Orders”)
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc., Order types may be coded C, N, R or T)
- Disconnect (D) & From (F) orders
- End User Misses

### Business Rules

Percent Missed Initial Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The “due date” is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

### Calculation

**Percent Missed Installation Appointments** =  $(a / b) \times 100$

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >= 10 lines/circuits (except trunks)
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)

- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity

**Note:** Code in parentheses is the corresponding header found in the raw data file.

#### Relatng to BellSouth Performance

- Report Month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity

#### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                              | SQM Analog/Benchmark                                                  |
|----------------------------------------------------------|-----------------------------------------------------------------------|
| • Resale Residence .....                                 | Retail Residence                                                      |
| • Resale Business .....                                  | Retail Business                                                       |
| • Resale Design .....                                    | Retail Design                                                         |
| • Resale PBX .....                                       | Retail PBX                                                            |
| • Resale Centrex.....                                    | Retail Centrex                                                        |
| • Resale ISDN .....                                      | Retail ISDN                                                           |
| • LNP (Standalone) .....                                 | Retail Residence and Business (POTS)                                  |
| • INP (Standalone) .....                                 | Retail Residence and Business (POTS)                                  |
| • 2W Analog Loop Design.....                             | Retail Residence and Business Dispatch                                |
| • 2W Analog Loop Non-Design .....                        | Retail Residence and Business – (POTS Excluding Switch- Based Orders) |
| • 2W Analog Loop With LNP - Design .....                 | Retail Residence and Business Dispatch                                |
| • 2W Analog Loop With LNP- Non-Design .....              | Retail Residence and Business – (POTS Excluding Switch-Based Orders)  |
| • 2W Analog Loop With INP-Design .....                   | Retail Residence and Business Dispatch                                |
| • 2W Analog Loop With INP-Non-Design .....               | Retail Residence and Business – (POTS Excluding Switch-Based Orders)  |
| • UNE Digital Loop < DS1 .....                           | Retail Digital Loop < DS1                                             |
| • UNE Digital Loop >= DS1 .....                          | Retail Digital Loop >= DS1                                            |
| • UNE Loop + Port Combinations.....                      | Retail Residence and Business                                         |
| - Dispatch In.....                                       | - Dispatch In                                                         |
| - Switch Based.....                                      | - Switched Based                                                      |
| • UNE Switch Ports.....                                  | Retail Residence and Business (POTS)                                  |
| • UNE Combo Other .....                                  | Retail Residence, Business and Design Dispatch                        |
| • UNE xDSL (HDSL, ADSL and UCL) .....                    | ADSL Provided to Retail                                               |
| - Without Conditioning.....                              | - Without Conditioning                                                |
| - With Conditioning.....                                 | - With Conditioning (BellSouth does not offer this service to Retail) |
| • UNE ISDN .....                                         | Retail ISDN - BRI                                                     |
| • UNE Line Sharing Without Conditioning .....            | ADSL Provided to Retail                                               |
| With Conditioning .....                                  | ADSL Provided to Retail                                               |
| • UNE Other Design.....                                  | Retail Design                                                         |
| • UNE Other Non-Design .....                             | Retail Residence and Business                                         |
| • Local Transport (Unbundled Interoffice Transport)..... | Retail DS1/DS3 Interoffice                                            |
| • Local Interconnection Trunks.....                      | Parity with Retail                                                    |
| • UNE Line Splitting Without Conditioning .....          | ADSL Provided to Retail                                               |
| With Conditioning .....                                  | ADSL Provided to Retail                                               |
| • EELs .....                                             | Retail DS1/DS3                                                        |
| • UNE UDC/IDSL.....                                      | Retail ISDN - BRI                                                     |

**SEEM Measure**

|             |               |                |
|-------------|---------------|----------------|
| <b>SEEM</b> | <b>Tier I</b> | <b>Tier II</b> |
| Yes .....   | X .....       | X .....        |

**SEEM Disaggregation - Analog/Benchmark**
**SEEM Disaggregation**
**SEEM Analog/Benchmark**

- |                                                           |                                                                       |
|-----------------------------------------------------------|-----------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                      |
| • Resale Business .....                                   | Retail Business                                                       |
| • Resale Design .....                                     | Retail Design                                                         |
| • Resale PBX .....                                        | Retail PBX                                                            |
| • Resale Centrex .....                                    | Retail Centrex                                                        |
| • Resale ISDN .....                                       | Retail ISDN                                                           |
| • LNP (Standalone) .....                                  | Retail Residence and Business (POTS)                                  |
| • INP (Standalone) .....                                  | Retail Residence and Business (POTS)                                  |
| • 2W Analog Loop Design .....                             | Retail Residence and Business Dispatch                                |
| • 2W Analog Loop Non-Design .....                         | Retail Residence and Business – (POTS Excluding Switch-Based Orders)  |
| • 2W Analog Loop With LNP - Design .....                  | Retail Residence and Business Dispatch                                |
| • 2W Analog Loop With LNP- Non-Design .....               | Retail Residence and Business – (POTS Excluding Switch-Based Orders)  |
| • 2W Analog Loop With INP-Design .....                    | Retail Residence and Business Dispatch                                |
| • 2W Analog Loop With INP-Non-Design .....                | Retail Residence and Business – (POTS Excluding Switch-Based Orders)  |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                             |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >=DS1                                             |
| • UNE Loop + Port Combinations .....                      | Retail Residence and Business                                         |
| - Dispatch In .....                                       | - Dispatched In                                                       |
| - Switch Based .....                                      | - Switch Based                                                        |
| • UNE Switch Ports .....                                  | Retail Residence and Business (POTS)                                  |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch                        |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL Provided to Retail                                               |
| - Without Conditioning .....                              | - Without Conditioning                                                |
| - With Conditioning .....                                 | - With Conditioning (BellSouth does not offer this service to Retail) |
| • UNE ISDN .....                                          | Retail ISDN - BRI                                                     |
| • UNE Line Sharing Without Conditioning .....             | ADSL Provided to Retail                                               |
| With Conditioning .....                                   | ADSL Provided to Retail                                               |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                            |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                    |
| • UNE Line Splitting Without Conditioning .....           | ADSL Provided to Retail                                               |
| With Conditioning .....                                   | ADSL Provided to Retail                                               |
| • UNE Other Design .....                                  | Retail Design                                                         |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                         |
| • EELs .....                                              | Retail DS1/DS3                                                        |
| • UNE UDC/IDSL .....                                      | Retail ISDN - BRI                                                     |

**P-3A: Percent Missed Installation Appointments Including Subsequent  
Appointments  
(Deleted)**

## P-4: Average Completion Interval (OCI) & Order Completion Interval Distribution

### Definition

The “average completion interval” measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The “Order Completion Interval Distribution” provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.

### Exclusions

- Canceled 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.)
- Disconnect (D & F) orders (Except “D” orders associated with LNP Standalone)
- “L” Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

### Business Rules

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth’s actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE and Design is: 0-5 = 0-< 5, 5-10 = 5-<10, 10-15 = 10-< 15, 15-20 = 15-< 20, 20-25 = 20-< 25, 25-30 = 25-< 30, >= 30 = 30 and greater.

### Calculation

**Completion Interval** = (a - b)

- a = Completion Date
- b = FOC/SOCS date time-stamp (application date)

**Average Completion Interval** = (c / d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

**Order Completion Interval Distribution** (for each interval) = (e / f) X 100

- e = Service Orders Completed in “X” days
- f = Total Service Orders Completed in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Residence and Business reported in day intervals = 0,1,2,3,4,5,5+
- UNE and Design reported in day intervals =0-5,5-10,10-15,15-20,20-25,25-30, >= 30
- All Levels are reported <10 line/circuits; >= 10 line/circuits (except trunks)

- Geographic Scope
  - State
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date and Time
- Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date and Time
- Order Completion Date and Time
- Service Type
- Geographic Scope

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                   | SQM Analog/Benchmark                                                 |
|-----------------------------------------------|----------------------------------------------------------------------|
| • Resale Residence .....                      | Retail Residence                                                     |
| • Resale Business .....                       | Retail Business                                                      |
| • Resale Design.....                          | Retail Design                                                        |
| • Resale PBX .....                            | Retail PBX                                                           |
| • Resale Centrex.....                         | Retail Centrex                                                       |
| • Resale ISDN .....                           | Retail ISDN                                                          |
| • LNP (Standalone) .....                      | Retail Residence and Business (POTS)                                 |
| • INP (Standalone) .....                      | Retail Residence and Business (POTS)                                 |
| • 2W Analog Loop Design.....                  | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop Non-Design .....             | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with LNP - Design .....      | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with LNP- Non-Design .....   | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with INP-Design.....         | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with INP-Non-Design .....    | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • UNE Digital Loop < DS1.....                 | Retail Digital Loop < DS1                                            |
| • UNE Digital Loop >= DS1.....                | Retail Digital Loop >= DS1                                           |
| • UNE Loop + Port Combinations.....           | Retail Residence and Business                                        |
| - Dispatch In.....                            | - Dispatch In                                                        |
| - Switch Based.....                           | - Switch Based                                                       |
| • UNE Switch Ports.....                       | Retail Residence and Business (POTS)                                 |
| • UNE Combo Other .....                       | Retail Residence, Business and Design Dispatch                       |
| • UNE xDSL (HDSL, ADSL and UCL)               |                                                                      |
| - Without Conditioning.....                   | - <= 5 Days                                                          |
| - With Conditioning.....                      | - <= 12 Days                                                         |
| • UNE ISDN .....                              | Retail ISDN - BRI                                                    |
| • UNE Line Sharing Without Conditioning ..... | ADSL Provided to Retail                                              |

- With Conditioning ..... <= 12 Days
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting Without Conditioning ..... ADSL Provided to Retail
- With Conditioning ..... <= 12 Days
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3
- UNE UDC/IDSL ..... Retail ISDN - BRI

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- |                                                           |                                                                      |
|-----------------------------------------------------------|----------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                     |
| • Resale Business .....                                   | Retail Business                                                      |
| • Resale Design .....                                     | Retail Design                                                        |
| • Resale PBX .....                                        | Retail PBX                                                           |
| • Resale Centrex .....                                    | Retail Centrex                                                       |
| • Resale ISDN .....                                       | Retail ISDN                                                          |
| • LNP (Standalone) .....                                  | Retail Residence and Business (POTS)                                 |
| • INP (Standalone) .....                                  | Retail Residence and Business (POTS)                                 |
| • 2W Analog Loop Design .....                             | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop Non-Design .....                         | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with LNP - Design .....                  | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with LNP- Non-Design .....               | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with INP-Design .....                    | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with INP-Non-Design .....                | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                            |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >=DS1                                            |
| • UNE Loop + Port Combinations .....                      | Retail Residence and Business                                        |
| - Dispatch In .....                                       | - Dispatch In                                                        |
| - Switch Based .....                                      | - Switch Based                                                       |
| • UNE Switch Ports .....                                  | Retail Residence and Business (POTS)                                 |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch                       |
| • UNE xDSL (HDSL, ADSL and UCL)                           |                                                                      |
| - Without Conditioning .....                              | - <= 5 Days                                                          |
| - With Conditioning .....                                 | - <= 12 Days                                                         |
| • UNE ISDN .....                                          | Retail ISDN - BRI                                                    |
| • UNE Line Sharing Without Conditioning .....             | ADSL Provided to Retail                                              |
| • With Conditioning .....                                 | <= 12 Days                                                           |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                           |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                   |
| • UNE Line Splitting Without Conditioning .....           | ADSL Provided to Retail                                              |
| • With Conditioning .....                                 | <= 12 Days                                                           |
| • UNE Other Design .....                                  | Retail Design                                                        |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                        |
| • EELs .....                                              | Retail DS1/DS3                                                       |
| • UNE UDC/IDSL .....                                      | Retail ISDN/BRI                                                      |

**P-4A: Average Order Completion and Completion Notice Interval (AOCCNI)  
Distribution  
(Deleted)**

## P-5: Average Completion Notice Interval

### Definitions

The Completion Notice Interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

### Exclusions

- Canceled 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.) Test order types may be C, N, R, or T.
- D & F orders (Exception: "D" orders associated with LNP Standalone)

### Business Rules

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was delivered to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders-the end time will be date and timestamp of order update from the FAX record via LON or C-SOTS system. For the retail analog, the start time is when the technician completes the order and the end time is when the order status is changed to complete in SOCS.

### Calculation

**Completion Notice Interval** = (a - b)

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

**Average Completion Notice Interval** = c / d

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Reporting intervals in Hours; 0,1- <= 2, > 2 - <= 4, > 4 - <= 8, > 8 - <= 12, > 12- <= 24, > 24 plus Overall Average Hour Interval
- Reported in categories of <10 line / circuits; >= 10 line/circuits (except trunks)
- Geographic Scope
  - State
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so\_nbr)
- Work Completion Date (cmplt\_n\_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Report Month
- BellSouth Order Number (so\_nbr)
- Work Completion Date (cmplt\_n\_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file.

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- |                                             |                                                                      |
|---------------------------------------------|----------------------------------------------------------------------|
| • Resale Residence .....                    | Retail Residence                                                     |
| • Resale Business .....                     | Retail Business                                                      |
| • Resale Design .....                       | Retail Design                                                        |
| • Resale PBX .....                          | Retail PBX                                                           |
| • Resale Centrex .....                      | Retail Centrex                                                       |
| • Resale ISDN .....                         | Retail ISDN                                                          |
| • LNP (Standalone) .....                    | Retail Residence and Business (POTS)                                 |
| • INP (Standalone) .....                    | Retail Residence and Business (POTS)                                 |
| • 2W Analog Loop Design .....               | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop Non-Design .....           | Retail Residence and Business – (POTS Excluding Switch-Based Orders) |
| • 2W Analog Loop with LNP - Design .....    | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with LNP- Non-Design ..... | Retail Residence and Business - POTS Excluding Switch-Based Orders   |
| • 2W Analog Loop with INP-Design .....      | Retail Residence and Business Dispatch                               |
| • 2W Analog Loop with INP-Non-Design .....  | Retail Residence and Business - POTS Excluding Switch-Based Orders   |
| • UNE Digital Loop < DS1 .....              | Retail Digital Loop < DS1                                            |
| • UNE Digital Loop >= DS1 .....             | Retail Digital Loop >= DS1                                           |
| • UNE Loop + Port Combinations .....        | Retail Residence and Business                                        |
| - Dispatch In .....                         | - Dispatch In                                                        |
| - Switch Based .....                        | - Switch Based                                                       |
| • UNE Switch Ports .....                    | Retail Residence and Business (POTS)                                 |
| • UNE Combo Other .....                     | Retail Residence, Business and Design Dispatch                       |
| • UNE xDSL (HDSL, ADSL and UCL) .....       | ADSL Provided to Retail                                              |

- UNE ISDN (Includes UDC) ..... Retail ISDN - BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting ..... ADSL to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark**
**SEEM Disaggregation**
**SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## P-6: % Completions/Attempts without Notice or < 24 hours Notice

### Definition

The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

### Exclusions

- Canceled Orders
- Expedited Orders
- “0” dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date, or any LSR received < 24 hours prior to the original commitment date.

### Business Rules

#### For CLEC Results:

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

### Calculation

**Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice** =  $(a / b) \times 100$

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received < 24 Hours of Original Committed Due Date
- b = All Completions

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch /Non-Dispatch
- Total Orders FOC < 24 Hours
- Total Completed Service Orders
- % FOC < 24 Hours
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Committed Due Date (DD)
- FOC End Timestamp
- Report Month
- CLEC Order Number and PON

#### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | SQM Analog/Benchmark |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <ul style="list-style-type: none"> <li>• Resale Residence ..... &lt;= 5%</li> <li>• Resale Business</li> <li>• Resale Design</li> <li>• Resale PBX</li> <li>• Resale Centrex</li> <li>• Resale ISDN</li> <li>• LNP (Standalone)</li> <li>• INP (Standalone)</li> <li>• 2W Analog Loop Design</li> <li>• 2W Analog Loop Non-Design</li> <li>• 2W Analog Loop Design with LNP</li> <li>• 2W Analog Loop Non-Design with LNP</li> <li>• 2W Analog Loop Design with INP</li> <li>• 2W Analog Loop Non-Design with INP</li> <li>• UNE Digital Loop &lt; DS1</li> <li>• UNE Digital Loop &gt;= DS1</li> <li>• UNE Loop + Port Combinations <ul style="list-style-type: none"> <li>- Dispatch In</li> <li>- Switch Based</li> </ul> </li> <li>• UNE Switch Ports</li> <li>• UNE Combo Other</li> <li>• UNE xDSL (HDSL, ADSL and UCL)</li> <li>• UNE ISDN (Includes UDC)</li> <li>• UNE Line Sharing</li> <li>• UNE Line Splitting</li> <li>• Local Transport (Unbundled Interoffice Transport)</li> <li>• Local Interconnection Trunks</li> <li>• EELS</li> </ul> |                      |

## SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

## SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation                                                                    | SEEM Analog/Benchmark |
|----------------------------------------------------------------------------------------|-----------------------|
| <ul style="list-style-type: none"> <li>• Not Applicable..... Not Applicable</li> </ul> |                       |

## P-7: Coordinated Customer Conversions Interval

### Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch and cross connect it to CLEC equipment. This measurement applies to service orders with INP and LNP, and where the CLEC has requested BellSouth to provide a coordinated cutover.

### Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.

### Business Rules

Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per-item interval for each service order.

### Calculation

**Coordinated Customer Conversions Interval** = (a - b)

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

**Percent Coordinated Customer Conversions** (for each interval) = (c / d) X 100

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is 0-5 = 0-<=5, 5-15 = >5-<=15, >=15 = 15 and greater, plus Overall Average Interval
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- Service Type (CLASS\_SVC\_DESC)
- Cutover Start Time
- Cutover Completion time
- Portability Start and Completion Times (INP orders)
- Total Conversions (Items)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

**Relating to BellSouth Performance**

- No BellSouth Analog Exists

**SQM Disaggregation - Analog/Benchmark**
**SQM Level of Disaggregation**
**SQM Analog/Benchmark**

- Unbundled Loops with INP ..... 95% <= 15 minutes
- Unbundled Loops with LNP ..... 95% <= 15 minutes

**SEEM Measure**

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

**SEEM Disaggregation - Analog/Benchmark**
**SEEM Disaggregation**
**SEEM Analog/Benchmark**

- Unbundled Loops With INP ..... 95% <= 15 minutes
- Unbundled Loops With LNP ..... 95% <= 15 minutes

## P-7A: Coordinated Customer Conversions – Hot Cut Timeliness % within Interval and Average Interval

### Definition

This category measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. It measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order and the average interval.

### Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays caused by the CLEC
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.
- All unbundled loops on multiple loop orders after the first loop
- Test Orders

### Business Rules

This report measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cutover start time, the measurement will calculate the percent within interval and the average interval. If a cut involves multiple lines, the cut will be considered “on time” if the first line is cut within the interval.  $\leq 15$  minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time;  $>15$  minutes,  $\leq 30$  minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time;  $>30$  minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time. If IDLC is involved, a four hour window applies to the start time. (8 A.M. to Noon or 1 P.M. to 5 P.M.) This only applies if BellSouth notifies the CLEC by 10:30 A.M. on the day before the due date that the service is on IDLC.

### Calculation

**% within Interval** =  $(a / b) \times 100$

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

**Interval** =  $(c - d)$

- c = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order
- d = Actual Start Date and Time of a Coordinated Unbundled Loop Order

**Average Interval** =  $(e / f)$

- Sum of all Intervals
- Total Number of Coordinated Unbundled Loop Orders for the reporting period.

## Report Structure

- CLEC Specific
- CLEC Aggregate  
Reported in intervals of early, on time and late cuts % <= 15 minutes; % >15 minutes, <= 30 minutes; % >30 minutes, plus Overall Average Interval
- Geographic Scope
  - State
  - Region
- Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts

### On Time (Non-IDLC)

<= 15 minutes

Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.

### Early (Non-IDLC)

>15 minutes - <= 30 minutes

>30 minutes - <= 60 minutes

>60 minutes - <= 120 minutes

>120 minutes - <= 180 minutes

>180 minutes - <= 240 minutes

<= 240 minutes

### Late (Non-IDLC)

>15 minutes - <= 30 minutes

>30 minutes - <= 60 minutes

>60 minutes - <= 120 minutes

>120 minutes - <= 180 minutes

>180 minutes - <= 240 minutes

>240 minutes

Overall Average Interval for non-IDLC

### On Time (IDLC)

<= 2 hours

Note: This is a 4-hour bucket representing a cut involving IDLC that begins 2 hours or less before or after the scheduled start time

### Early (IDLC)

>2 hours

### Late (IDLC)

>2 hours

Overall Average Interval for IDLC

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so\_nbr)
- Committed Due Date (DD)
- Service Type (CLASS\_SVC\_DESC)
- Cutover Scheduled Start Time
- Cutover Actual Start Time
- Total Conversions Orders

**Note:** Code in parentheses is the corresponding header found in the raw data file.

**Relating to BellSouth Performance**

- No BellSouth Analog exists

**SQM Disaggregation - Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

- Product Reporting Level ..... 95% within + or – 15 Minutes of Scheduled Start Time
  - SL1 Time Specific
  - SL1 Non-Time Specific
  - SL2 Time Specific
  - SL2 Non-Time Specific
  - SL1 IDLC ..... 95% within 4-Hour Window
  - SL2 IDLC

**SEEM Measure**

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- SL1 Time Specific..... 95% within + or – 15 Minutes of Scheduled Start Time
- SL1 IDLC
- SL1 Non-Time Specific
- SL2 Time Specific
- SL2 Non-Time Specific ..... 95% within 4-Hour Window
- SL2 IDLC

## P-7B: Coordinated Customer Conversions – Average Recovery Time

### Definition

Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion. This report measures outages associated with Coordinated Customer Conversions prior to service order completion.

### Exclusions

- Cutovers where service outages are due to CLEC caused reasons when the CLEC agrees
- Cutovers where service outages are due to end-user caused reasons when the CLEC agrees
- Test Orders

### Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

### Calculation

**Recovery Time** = (a - b)

- a = Date and Time That Trouble is Closed by CLEC
- b = Date and Time Initial Trouble is Opened with BellSouth

**Average Recovery Time** = (c / d)

- c = Sum of all the Recovery Times per circuit
- d = Number of Troubles per circuit Referred to BellSouth

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- CLEC Order Number (so\_nbr)
- Committed Due Date (DD)
- Service Type (CLASS\_SVC\_DESC)
- CLEC Acceptance Conflict (CLEC\_CONFLICT)
- CLEC Conflict Resolved (CLEC\_CON\_RES)
- CLEC Conflict MFC (CLEC\_CONFLICT\_MFC)

- Total Conversion Orders

**Note:** Code in parentheses is the corresponding header found in the raw data file.

#### Relating to BellSouth Performance

- None

#### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation      | SQM Analog/Benchmark |
|----------------------------------|----------------------|
| • Unbundled Loops with INP ..... | <= 5 Hours           |
| • Unbundled Loops with LNP ..... | <= 5 Hours           |

#### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

#### SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation   | SEEM Analog/Benchmark |
|-----------------------|-----------------------|
| • Not Applicable..... | Not Applicable        |

## P-7C: Hot Cut Conversions - % Provisioning Troubles Received within 7 Days of a Completed Service Order

### Definition

The Percent Provisioning Troubles received within 7 days of a completed service order associated with a Hot Cut Conversion (CCC) measures the quality and accuracy of Coordinated Customer Conversion Activities.

### Exclusions

- Any order cancelled by the CLEC
- Troubles caused by Customer Provided Equipment
- Test Orders

### Business Rules

Measures the quality and accuracy of completed service orders associated with Coordinated and Non-coordinated Customer Conversions. The first trouble report received on a circuit ID within 7 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed Coordinated Customer Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.

### Calculation

**% Provisioning Troubles within 7 days of service order completion** =  $(a / b) \times 100$

- a = The sum of all CCC Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of CCC service order circuits completed in the previous report calendar month

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so\_nbr)
- PON
- Order Submission Date (TICKET\_ID)
- Order Submission Time (TICKET\_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- Total Conversion Circuits

**Note:** Code in parentheses is the corresponding header found in the raw data file.

**Relating to BellSouth Performance**

- No BellSouth Analog exists

**SQM Disaggregation - Analog/Benchmark**
**SQM Level of Disaggregation**
**SQM Analog/Benchmark**

- UNE Loop Design ..... <= 3%
- UNE Loop Non-Design..... <= 3%

**SEEM Measure**

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

**SEEM Disaggregation - Analog/Benchmark**
**SEEM Disaggregation**
**SEEM Analog/Benchmark**

- UNE Loop Design ..... <= 3%
- UNE Loop Non-Design..... <= 3%

## P-8: Cooperative Acceptance Testing - % of xDSL Loops Successfully Passing Cooperative Testing

### Definition

A loop will be considered successfully cooperatively tested when both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR 73600.

### Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing
- Test Orders

### Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short. CLEC caused failures will be captured in the raw data files.

### Calculation

**Cooperative Acceptance Testing - % of xDSL Loops Successfully Tested** =  $(a / b) \times 100$

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop Tested
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Company Name (OCN)
- CLEC Order Number (so\_nbr) and PON (PON)
- Committed Due Date (DD)
- Service Type (CLASS\_SVC\_DESC)
- Acceptance Testing Completed (ACCEPT\_TESTING)
- Acceptance Testing Declined (ACCEPT\_TESTING)
- Total xDSL Orders
- Missed Appointments Code (SO\_MISSED\_CMMT\_CD)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

**Relating to BellSouth Performance**

- No BellSouth Analog Exists

**SQM Disaggregation - Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

- UNE xDSL ..... 95% of Lines Successfully Tested
  - ADSL
  - HDSL
  - UCL
  - OTHER

**SEEM Measure**

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- UNE xDSL ..... 95% of Lines Successfully Tested
  - ADSL
  - HDSL
  - UCL
  - Other

## P-9: % Provisioning Troubles within 30 Days of Service Order Completion

### Definition

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

### 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.) Test order types may be C, N, R, or T.
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

### Business Rules

Measures the quality and accuracy of completed orders. The first trouble report received after service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

**Note:** Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

### Calculation

**% Provisioning Troubles within 30 days of Service Order Activity** =  $(a / b) \times 100$

- a = Trouble reports on all completed orders within 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks)
- Dispatch /Non-Dispatch (except trunks)
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Order Submission Date (TICKET\_ID)
- Order Submission Time (TICKET\_ID)
- Status Type
- Status Notice Date

- Standard Order Activity
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file.

#### Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

#### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                               | SQM Analog/Benchmark                                                                    |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                                        |
| • Resale Business .....                                   | Retail Business                                                                         |
| • Resale Design .....                                     | Retail Design                                                                           |
| • Resale PBX .....                                        | Retail PBX                                                                              |
| • Resale Centrex .....                                    | Retail Centrex                                                                          |
| • Resale ISDN .....                                       | Retail ISDN                                                                             |
| • LNP (Standalone) .....                                  | Retail Residence and Business (POTS)                                                    |
| • INP (Standalone) .....                                  | Retail Residence and Business (POTS)                                                    |
| • 2W Analog Loop Design .....                             | Retail Residence and Business Dispatch                                                  |
| • 2W Analog Loop Non-Design .....                         | Retail Residence and Business - (POTS Excluding Switch-Based Orders)                    |
| • 2W Analog Loop with LNP Design .....                    | Retail Residence and Business Dispatch                                                  |
| • 2W Analog Loop with LNP Non-Design .....                | Retail Residence and Business - (POTS Excluding Switch-Based Orders)                    |
| • 2W Analog Loop with INP Design .....                    | Retail Residence and Business Dispatch                                                  |
| • 2W Analog Loop with INP Non-Design .....                | Retail Residence and Business (POTS - Excluding Switch-Based Orders)                    |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                                               |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >= DS1                                                              |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL provided to Retail                                                                 |
| • UNE ISDN (Includes UDC) .....                           | Retail ISDN BRI                                                                         |
| • UNE Line Sharing .....                                  | ADSL Provided to Retail                                                                 |
| • UNE Loop + Port Combinations .....                      | Retail Residence and Business                                                           |
| - Dispatch In .....                                       | - Dispatch In                                                                           |
| - Switch-Based .....                                      | - Switch Based                                                                          |
| • UNE Switch Ports .....                                  | Retail Residence and Business (POTS)                                                    |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                                              |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                                           |
| • UNE Other Design .....                                  | Retail Design                                                                           |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                                      |
| • UNE Line Splitting .....                                | ADSL to Retail                                                                          |
| • EELs .....                                              | Retail DS1/DS3                                                                          |

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- |                                                           |                                                                                         |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                                        |
| • Resale Business .....                                   | Retail Business                                                                         |
| • Resale Design .....                                     | Retail Design                                                                           |
| • Resale PBX .....                                        | Retail PBX                                                                              |
| • Resale Centrex .....                                    | Retail Centrex                                                                          |
| • Resale ISDN .....                                       | Retail ISDN                                                                             |
| • LNP (Standalone) .....                                  | Retail Residence and Business (POTS)                                                    |
| • INP (Standalone) .....                                  | Retail Residence and Business (POTS)                                                    |
| • 2W Analog Loop Design .....                             | Retail Residence and Business Dispatch                                                  |
| • 2W Analog Loop Non-Design .....                         | Retail Residence and Business - (POTS Excluding Switch-Based Orders)                    |
| • 2W Analog Loop with LNP Design .....                    | Retail Residence and Business Dispatch                                                  |
| • 2W Analog Loop with LNP Non-Design .....                | Retail Residence and Business - (POTS Excluding Switch-Based Orders)                    |
| • 2W Analog Loop with INP Design .....                    | Retail Residence and Business Dispatch                                                  |
| • 2W Analog Loop with INP Non-Design .....                | Retail Residence and Business (POTS - Excluding Switch-Based Orders)                    |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                                               |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >= DS1                                                              |
| • UNE Loop + Port Combinations .....                      | Retail Residence and Business                                                           |
| - Dispatch In .....                                       | - Dispatch In                                                                           |
| - Switch-Based .....                                      | - Switch-Based                                                                          |
| • UNE Switch Ports .....                                  | Retail Residence and Business (POTS)                                                    |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL provided to Retail                                                                 |
| • UNE ISDN (Includes UDC) .....                           | Retail ISDN BRI                                                                         |
| • UNE Line Sharing .....                                  | ADSL Provided to Retail                                                                 |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                                              |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                                      |
| • UNE Line Splitting .....                                | ADSL Provided to Retail                                                                 |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                                           |
| • UNE Other Design .....                                  | Retail Design                                                                           |
| • EELs .....                                              | Retail DS1/DS3                                                                          |

**P-10: Total Service Order Cycle Time (TSOCT)**  
**(Deleted)**

## P-11: Service Order Accuracy

### Definition

The “service order accuracy” measurement measures the accuracy and completeness of BellSouth service orders by comparing what was ordered and what was completed.

### Exclusions

- Canceled 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.

**Service Order Accuracy Sampling Process:** A list of all orders completed in the report month is generated. The orders are then listed by the disaggregations specified in the SQM. For each disaggregation, the quantity of completed orders and the error rate for each disaggregation from the previous month are entered into a “Stratified Random Sampling for Proportions” formula. This formula determines the number of orders that are to be reviewed for each disaggregation. Once the sample size for each disaggregation is determined, the specified quantity of orders for each disaggregation are pulled for review.

### Calculation

**Percent Service Order Accuracy** =  $(a / b) \times 100$

- 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

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Local Service Request (LSR)
- Order Submission Date
- Committed Due Date
- Service Type
- Standard Order Activity

**Relating to BellSouth Performance**

- No BellSouth Analog Exist

**SQM Disaggregation - Analog/Benchmark**
**SQM Level of Disaggregation**
**SQM Analog/Benchmark**

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

**SEEM Measure**

| SEEM      | Tier I | Tier II |
|-----------|--------|---------|
| Yes ..... |        | X       |

**SEEM Disaggregation - Analog/Benchmark**
**SEEM Disaggregation**
**SEEM Analog/Benchmark**

- Resale..... 95%
- UNE..... 95%
- UNE-P..... 95%

**Note:** This measure to be replaced when P-11A is implemented.

**Note:** This measure becomes effective with September 2003 service orders. The Service Order Accuracy measure as defined in the previous SQM will be effective prior to that time.

## P-11A: Service Order Accuracy

### Definition

The Service Order Accuracy measurement measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling by a BellSouth service representative in the LCSC are measured.

### Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, orders using test OCNs, which may be coded C, N, R or T etc.)
- Disconnect Orders
- CLEC LSRs submitted manually (FAX or Courier)
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow Through)

### Business Rules

Only CLEC LSRs submitted electronically that fall out of the electronic system for manual processing (partially mechanized) by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services on the LSR are compared to the completed service order using the CLEC-Affecting Service Attributes shown below.

### Selected CLEC-Affecting Service Attributes

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

### BellSouth LSR Fields

The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, if any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure. An example would be LCSC/System workarounds, which will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System Workarounds during the regular PMAP notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Delivery Address
  - Listing Activity
  - Alphanumeric Listing Identifier Code
  - Record Type

- Listing Type
- Listed Telephone Number
- Listed Name, Last Name
- Listed Name, First Name
- Address Indicator
- Listed Address House Number
- Listed Address House Number Suffix
- Listed Address Street Directional
- Listed Address Street Name
- Listed Address Thoroughfare
- Listed Address Street Suffix
- Listed Address Locality
- Yellow Pages Heading
- Features
  - Feature Activity
  - Feature Codes
  - Feature Detail\*
- Hunting
  - Hunt Group Activity
  - Hunt Group Identifier
  - Telephone Number Identifier
  - Hunt Type Code
  - Hunt Line Activity
  - Hunting Sequence
  - Number Type
  - Hunting Telephone Number
- E911 Listing
  - Service Address House Number
  - Service Address House Number Suffix
  - Service Address Street Directional
  - Service Address Street Name
  - Service Address Thoroughfare
  - Service Address Street Suffix
  - Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

\* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

## Calculation

**Percent Service Order Accuracy = (a / b) X 100**

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

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Order Number (PON)
- Local Service Request (LSR) Number
- BellSouth Service Order Number
- BellSouth Service Order Completion Date
- Service Type (Resale, UNE, UNE-P)
- Standard Order Activity

### Relating to BellSouth Performance

- No BellSouth Analog Exists

## SQM Disaggregation – Analog/Benchmark

### SQM Level of Disaggregation

- Resale..... 95% Accurate
- UNE..... 95% Accurate
- UNE-P..... 95% Accurate

### SQM Analog/Benchmark

## SEEM Measure

| SEEM      | Tier I  | Tier II | Tier III |
|-----------|---------|---------|----------|
| Yes ..... | X ..... | X ..... |          |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

- Resale..... 95% Accurate
- UNE..... 95% Accurate
- UNE-P..... 95% Accurate

### SEEM Analog/Benchmark

**P-12: LNP-Average Disconnect Timeliness Interval & Disconnect  
Timeliness Interval Distribution  
(Deleted)**

## P-13B: LNP - Percent Out of Service < 60 Minutes

### Definition

The Number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.

### Exclusions

- CLEC-caused errors
- NPAC caused errors unless caused by BellSouth
- Standalone LNP orders with more than 500 number activations

### Business Rules

The Start time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes.

### Calculation

**Percent Out of Service < 60 Minutes** = (a / b) X 100

- a = Number of activations provisioned in less than 60 minutes
- b = Total LNP activations

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Date/Time of Recent Change Notice

#### Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

### SQM Disaggregation – Analog/Benchmark

#### SQM Level of Disaggregation

- LNP ..... > = 96.5%

#### SQM Analog/Benchmark

**SEEM Measure**

| SEEM      | Tier I  | Tier II | Tier III |
|-----------|---------|---------|----------|
| Yes ..... | X ..... | X ..... |          |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- LNP ..... > = 96.5%

P-13B: LNP – Percent Out of Service &lt; 60 Minutes

## **P-13C: LNP – Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date**

### **Definition**

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

### **Exclusions**

Excludes CLEC or Customer caused misses or delays.

### **Business Rules**

Obtain number of LNP TNs where the 10-digit trigger was applicable prior to due date, and the total number of LNP TNs where the 10-digit trigger was applicable.

### **Calculation**

**Percentage of 10-Digit Applications** = (a / b) X 100

- a = Count of LNP TNs for which 10-digit trigger was applied prior to due date
- b = Total LNP TNs for which 10-digit triggers were applicable

### **Report Structure**

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

### **Data Retained**

#### **Relating to CLEC Experience**

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Date/Time of Recent Change Notice

#### **Relating to BellSouth Performance**

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

### **SQM Disaggregation - Analog/Benchmark**

#### **SQM Level of Disaggregation**

- LNP (Standalone) ..... Benchmark: 95%

#### **SQM Analog/Benchmark**

**SEEM Measure**

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

**SEEM Disaggregation****SEEM Analog/Benchmark**

- LNP (Standalone) ..... Benchmark: 95%

## P-13D: LNP - Average Disconnect Timeliness Interval (Non-Trigger)

### Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

### Exclusions

- Canceled 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.) where identifiable. Order types may be C, N, R, or T.
- CLEC-caused errors
- NPAC-caused errors, unless caused by BellSouth
- Incomplete Ports where only a subset of activate messages have been received compared with the LSR and create messages.
- Orders which are candidates for 10 digit triggers, except those that did not receive 10 digit triggers prior to the port out date.
- LSRs where the CLEC did not contact BST within 30 minutes after Activate Message.

### Business Rules

The Disconnect Timeliness interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each number on the service order is disconnected in the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period. Non-Business hours will be excluded from the duration calculation for unscheduled after hours LNP ports. This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.

### Calculation

**Disconnect Timeliness Interval** = (a - b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date and time

**Average Disconnect Timeliness Interval** = (c / d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

## Data Retained

### Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Receipt Date/Time (ESI Number Manager)
- Date/Time of Recent Change Notice

### Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

## SQM Disaggregation – Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- LNP (Normal Working Hours and Approved After Hours)..... 95% <= 4 Hours
- LNP (Unscheduled After Hours Ports)..... 95% <= 4 Hours (excluding non-business hours)

## SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

## SEEM Disaggregation - Analog/Benchmark

- LNP (Normal Working Hours and Approved After Hours)..... 95% <= 4 Hours
- LNP (Unscheduled After Hours Ports)..... 95% <= 4 Hours (excluding non-business hours)

## Section 4: Maintenance & Repair

### M&R-1: Missed Repair Appointments

#### Definition

The percent of customer trouble reports not cleared by the committed date and time.

#### Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble

#### Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a “Missed Commitment” or a missed repair appointment. When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment.)

**Note:** Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

#### Calculation

**Percentage of Missed Repair Appointments** =  $(a / b) \times 100$

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Customer Trouble reports closed in Reporting Period

#### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Submission Date and Time (TICKET\_ID)
- Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD & CAUSE\_DESC)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Submission Date and Time
- Completion Date
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- |                                                          |                                                                                 |
|----------------------------------------------------------|---------------------------------------------------------------------------------|
| • Resale Residence .....                                 | Retail Residence                                                                |
| • Resale Business .....                                  | Retail Business                                                                 |
| • Resale Design .....                                    | Retail Design                                                                   |
| • Resale PBX .....                                       | Retail PBX                                                                      |
| • Resale Centrex.....                                    | Retail Centrex                                                                  |
| • Resale ISDN .....                                      | Retail ISDN                                                                     |
| • 2W Analog Loop Design.....                             | Retail Residence & Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....                       | Retail Residence & Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....                           | Retail Digital Loop < DS1                                                       |
| • UNE Digital Loop >= DS1 .....                          | Retail Digital Loop >= DS1                                                      |
| • UNE Loop + Port Combinations.....                      | Retail Residence and Business                                                   |
| • UNE Switch ports .....                                 | Retail Residence and Business (POTS)                                            |
| • UNE Combo Other .....                                  | Retail Residence, Business and Design Dispatch                                  |
| • UNE xDSL (HDSL, ADSL and UCL) .....                    | ADSL Provided to Retail                                                         |
| • UNE ISDN .....                                         | Retail ISDN – BRI                                                               |
| • UNE Line Sharing .....                                 | ADSL provided to Retail                                                         |
| • UNE Other Design.....                                  | Retail Design                                                                   |
| • UNE Other Non-Design .....                             | Retail Residence and Business                                                   |
| • Local Interconnection Trunks.....                      | Parity with Retail                                                              |
| • Local Transport (Unbundled Interoffice Transport)..... | Retail DS1/DS3 Interoffice                                                      |

## SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Resale Residence ..... Retail Residence
- Resale Business ..... Retail Business
- Resale Design ..... Retail Design
- Resale PBX ..... Retail PBX
- Resale Centrex ..... Retail Centrex
- Resale ISDN ..... Retail ISDN
- 2W Analog Loop Design ..... Retail Residence and Business Dispatch
- 2W Analog Loop Non – Design ..... Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
- UNE Digital Loop < DS1 ..... Retail Digital Loop < DS1
- UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations ..... Retail Residence & Business
- UNE Switch ports ..... Retail Residence & Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL provided to Retail
- UNE ISDN ..... Retail ISDN – BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) ..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail

## M&R-2: Customer Trouble Report Rate

### Definition

Initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service.

### Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

### Business Rules

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total “number of service” lines, ports or combination that exist for the CLECs and BellSouth respectively at the end of the report month.

### Calculation

**Customer Trouble Report Rate** =  $(a / b) \times 100$

- a = Count of Initial and Repeated Customer Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD & CAUSE\_DESC)
- # Service Access Lines in Service at the end of period

**Note:** Code in parentheses is the corresponding header found in the raw data file.

**Relating to BellSouth Performance**

- Report Month
- BellSouth Company Code
- Ticket Submission Date and Time
- Ticket Completion Date
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)
- # Service Access Lines in Service at the end of period

**SQM Disaggregation - Analog/Benchmark**

| <b>SQM Level of Disaggregation</b>                        | <b>SQM Analog/Benchmark</b>                                                       |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                                  |
| • Resale Business .....                                   | Retail Business                                                                   |
| • Resale Design .....                                     | Retail Design                                                                     |
| • Resale PBX .....                                        | Retail PBX                                                                        |
| • Resale Centrex.....                                     | Retail Centrex                                                                    |
| • Resale ISDN .....                                       | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....                              | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....                        | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                                         |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >= DS1                                                        |
| • UNE Loop + Port Combinations.....                       | Retail Residence and Business                                                     |
| • UNE Switch Ports .....                                  | Retail Residence and Business (POTS)                                              |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch                                    |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL Provided to Retail                                                           |
| • UNE ISDN .....                                          | Retail ISDN – BRI                                                                 |
| • UNE Line Sharing .....                                  | ADSL Provided to Retail                                                           |
| • UNE Other Design.....                                   | Retail Design                                                                     |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                                     |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                                |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                                        |

**SEEM Measure**

| <b>SEEM</b> | <b>Tier I</b> | <b>Tier II</b> |
|-------------|---------------|----------------|
| Yes .....   | X .....       | X              |

**SEEM Disaggregation - Analog/Benchmark**

| <b>SEEM Disaggregation</b>          | <b>SEEM Analog/Benchmark</b>                                                      |
|-------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....            | Retail Residence                                                                  |
| • Resale Business .....             | Retail Business                                                                   |
| • Resale Design .....               | Retail Design                                                                     |
| • Resale PBX .....                  | Retail PBX                                                                        |
| • Resale Centrex.....               | Retail Centrex                                                                    |
| • Resale ISDN .....                 | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....        | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....  | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....      | Retail Digital Loop < DS1                                                         |
| • UNE Digital Loop > DS1 .....      | Retail Digital Loop >= DS1                                                        |
| • UNE Loop + Port Combinations..... | Retail Residence and Business                                                     |
| • UNE Switch Ports.....             | Retail Residence and Business (POTS)                                              |
| • UNE Combo Other .....             | Retail Residence, Business and Design Dispatch                                    |



- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
- UNE ISDN ..... Retail ISDN – BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Other Design..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks..... Parity with Retail

## M&R-3: Maintenance Average Duration

### Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

### Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

### Business Rules

For Average Duration the clock starts on the date and time of the receipt of the correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

### Calculation

**Maintenance Duration** = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Customer Trouble Ticket was Opened

**Average Maintenance Duration** = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Customer Troubles in the reporting period

### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Total Tickets (LINE\_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD & CAUSE\_DESC)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time
- Total Duration Time
- Service Type
- Disposition and Cause (Non-Design/Non-Special Only)
- Trouble Code (Design and Trunking Services)

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                               | SQM Analog/Benchmark                                                              |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                                  |
| • Resale Business .....                                   | Retail Business                                                                   |
| • Resale Design .....                                     | Retail Design                                                                     |
| • Resale PBX .....                                        | Retail PBX                                                                        |
| • Resale Centrex.....                                     | Retail Centrex                                                                    |
| • Resale ISDN .....                                       | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....                              | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....                        | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                                         |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >= DS1                                                        |
| • UNE Loop + Port Combinations.....                       | Retail Residence and Business                                                     |
| • UNE Switch ports .....                                  | Retail Residence and Business (POTS)                                              |
| • UNE Combo Other .....                                   | Retail Residence, Business & Design Dispatch                                      |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL Provided to Retail                                                           |
| • UNE ISDN .....                                          | Retail ISDN – BRI                                                                 |
| • UNE Line Sharing .....                                  | ADSL Provided to Retail                                                           |
| • UNE Other Design.....                                   | Retail Design                                                                     |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                                     |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                                        |
| • Local Interconnection Trunks.....                       | Parity with Retail                                                                |

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

### SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation                | SEEM Analog/Benchmark                                                             |
|------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....           | Retail Residence                                                                  |
| • Resale Business .....            | Retail Business                                                                   |
| • Resale Design .....              | Retail Design                                                                     |
| • Resale PBX .....                 | Retail PBX                                                                        |
| • Resale Centrex.....              | Retail Centrex                                                                    |
| • Resale ISDN .....                | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....       | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design..... | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....     | Retail Digital Loop < DS1                                                         |



- UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations..... Retail Residence and Business
- UNE Switch ports ..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
- UNE ISDN ..... Retail ISDN – BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Other Design..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks..... Parity with Retail

M&R-3: Maintenance Average Duration

## M&R-4: Percent Repeat Troubles within 30 Days

### Definition

Percent Customer Repeat Troubles within 30 Days measures the percent of customer troubles, during the current reporting period, that had at least one prior trouble ticket on the same line/circuit, anytime in the proceeding 30 calendar days from the receipt of the current trouble report.

### Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

### Business Rules

This measure includes Customer trouble reports on the same line/circuit, received within 30 days of an original Customer trouble report, using the 'cleared date' of the first trouble and the 'received date' of the next trouble.

### Calculation

**Percent Repeat Customer Troubles within 30 Days** =  $(a / b) \times 100$

- a = Count of Customer Troubles using the 'received date' where more than one trouble report was logged for the same service line/circuit, within a continuous 30 days
- b = Count of Total Customer Trouble Reports using the 'cleared date', in the Reporting Period

### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Total Tickets (LINE\_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT\_REPEAT)
- Service Type
- Disposition and Cause (CAUSE\_CD & CAUSE\_DESC)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

#### Relating to BellSouth Performance

- Report Month

- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time
- Total and Percent Repeat Customer Trouble Reports within 30 Days
- Service Type
- Disposition and Cause (Non-Design /Non-Special Only)
- Trouble Code (Design and Trunking Services)

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation                              | SQM Analog/Benchmark                                                              |
|----------------------------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....                                 | Retail Residence                                                                  |
| • Resale Business .....                                  | Retail Business                                                                   |
| • Resale Design .....                                    | Retail Design                                                                     |
| • Resale PBX .....                                       | Retail PBX                                                                        |
| • Resale Centrex.....                                    | Retail Centrex                                                                    |
| • Resale ISDN .....                                      | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....                             | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....                       | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....                           | Retail Digital Loop < DS1                                                         |
| • UNE Digital Loop >= DS1 .....                          | Retail Digital Loop >= DS1                                                        |
| • UNE Loop + Port Combinations.....                      | Retail Residence and Business                                                     |
| • UNE Switch ports .....                                 | Retail Residence and Business (POTS)                                              |
| • UNE Combo Other .....                                  | Retail Residence, Business and Design Dispatch                                    |
| • UNE xDSL (HDSL, ADSL and UCL) .....                    | ADSL Provided to Retail                                                           |
| • UNE ISDN .....                                         | Retail ISDN – BRI                                                                 |
| • UNE Line Sharing .....                                 | ADSL Provided to Retail                                                           |
| • UNE Other Design.....                                  | Retail Design                                                                     |
| • UNE Other Non-Design .....                             | Retail Residence and Business                                                     |
| • Local Transport (Unbundled Interoffice Transport)..... | Retail DS1/DS3 Interoffice                                                        |
| • Local Interconnection Trunks.....                      | Parity with Retail                                                                |

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

### SEEM Disaggregation - Analog/Benchmark

| SEEM Disaggregation                 | SEEM Analog/Benchmark                                                             |
|-------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....            | Retail Residence                                                                  |
| • Resale Business .....             | Retail Business                                                                   |
| • Resale Design .....               | Retail Design                                                                     |
| • Resale PBX .....                  | Retail PBX                                                                        |
| • Resale Centrex.....               | Retail Centrex                                                                    |
| • Resale ISDN .....                 | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....        | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....  | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....      | Retail Digital Loop < DS1                                                         |
| • UNE Digital Loop >= DS1 .....     | Retail Digital Loop >= DS1                                                        |
| • UNE Loop + Port Combinations..... | Retail Residence and Business                                                     |
| • UNE Switch ports .....            | Retail Residence and Business (POTS)                                              |
| • UNE Combo Other .....             | Retail Residence, Business and Design Dispatch                                    |

- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
- UNE ISDN ..... Retail ISDN – BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Other Design..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks..... Parity with Retail

## M&R-5: Out of Service (OOS) > 24 Hours

### Definition

For Out of Service Customer Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Customer Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

### Exclusions

- Trouble Reports canceled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

### Business Rules

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the customer trouble report is created in LMOS/WFA and the customer trouble is counted if the elapsed time exceeds 24 hours.

### Calculation

**Out of Service (OOS) > 24 hours** =  $(a / b) \times 100$

- a = Total Cleared Customer Troubles OOS > 24 Hours
- b = Total OOS Customer Troubles in Reporting Period

### Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- BellSouth Aggregate
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Total Tickets
- CLEC Company Name
- Ticket Submission Date and Time (TICKET\_ID)
- Ticket Completion Date (CMPLTN\_DT)
- Percentage of Customer Troubles out of Service > 24 Hours (OOS>24\_FLAG)
- Service type (CLASS\_SVC\_DESC)
- Disposition and Cause (CAUSE\_CD & CAUSE-DESC)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

### Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission time
- Ticket Completion Date
- Ticket Completion Time
- Percent of Customer Troubles out of Service > 24 Hours
- Service Type
- Disposition and Cause (Non-Design/Non-Special only)
- Trouble Code (Design and Trunking Services)

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- |                                                           |                                                                                   |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....                                  | Retail Residence                                                                  |
| • Resale Business .....                                   | Retail Business                                                                   |
| • Resale Design .....                                     | Retail Design                                                                     |
| • Resale PBX .....                                        | Retail PBX                                                                        |
| • Resale Centrex .....                                    | Retail Centrex                                                                    |
| • Resale ISDN .....                                       | Retail ISDN                                                                       |
| • 2W Analog Loop Design .....                             | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design.....                        | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....                            | Retail Digital Loop < DS1                                                         |
| • UNE Digital Loop >= DS1 .....                           | Retail Digital Loop >= DS1                                                        |
| • UNE Loop + Port Combinations .....                      | Retail Residence and Business                                                     |
| • UNE Switch ports .....                                  | Retail Residence and Business (POTS)                                              |
| • UNE Combo Other .....                                   | Retail Residence, Business and Design Dispatch                                    |
| • UNE xDSL (HDSL, ADSL and UCL) .....                     | ADSL provided to Retail                                                           |
| • UNE ISDN .....                                          | Retail ISDN – BRI                                                                 |
| • UNE Line Sharing .....                                  | ADSL Provided to Retail                                                           |
| • UNE Other Design.....                                   | Retail Design                                                                     |
| • UNE Other Non-Design .....                              | Retail Residence and Business                                                     |
| • Local Transport (Unbundled Interoffice Transport) ..... | Retail DS1/DS3 Interoffice                                                        |
| • Local Interconnection Trunks .....                      | Parity with Retail                                                                |

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- |                                    |                                                                                   |
|------------------------------------|-----------------------------------------------------------------------------------|
| • Resale Residence .....           | Retail Residence                                                                  |
| • Resale Business .....            | Retail Business                                                                   |
| • Resale Design .....              | Retail Design                                                                     |
| • Resale PBX .....                 | Retail PBX                                                                        |
| • Resale Centrex.....              | Retail Centrex                                                                    |
| • Resale ISDN .....                | Retail ISDN                                                                       |
| • 2W Analog Loop Design.....       | Retail Residence and Business Dispatch                                            |
| • 2W Analog Loop Non – Design..... | Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles) |
| • UNE Digital Loop < DS1 .....     | Retail Digital Loop < DS1                                                         |

- UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1
- UNE Loop + Port Combinations..... Retail Residence and Business
- UNE Switch Ports..... Retail Residence and Business (POTS)
- UNE Combo Other ..... Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL Provided to Retail
- UNE ISDN ..... Retail ISDN – BRI
- UNE Line Sharing ..... ADSL Provided to Retail
- UNE Other Design..... Retail Design
- UNE Other Non-Design..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks..... Parity with Retail

## M&R-6: Average Answer Time – Repair Centers

### Definition

This report measures the average time a customer is in queue when calling a BellSouth Repair Center.

### Exclusions

- Abandoned Calls

### Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call.

**Note:** The Total Column is a combined BellSouth Residence and Business number.

### Calculation

**Answer Time for BellSouth Repair Centers** = (a - b)

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

**Average Answer Time for BellSouth Repair Centers** = (c / d)

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

### Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

### Data Retained

#### Relating to CLEC Experience

- CLEC Average Answer Time

#### Relating to BellSouth Performance

- BellSouth Average Answer Time

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.

**SQM Analog/Benchmark**

- For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## M&R-7: Mean Time To Notify CLEC of Network Outages

### Definition

BellSouth will inform the CLEC and appropriate BellSouth personnel of any Network outages (customer impacting).

### Exclusions

None

### Business Rules

The time it takes for the Network Management Center (NMC) to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

### Calculation

**Time to Notify** = (a - b)

- a = Date and Time NMC Notified
- b = Date and Time NMC detected network incident

**Mean Time to Notify** = (c / d)

- c = Sum of all Times to Notify
- d = Count of all Network Incidents

### Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

#### Relating to BellSouth Performance

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

**SQM Disaggregation - Analog/Benchmark**

| SQM Level of Disaggregation |  | SQM Analog/Benchmark |
|-----------------------------|--|----------------------|
| • BellSouth Aggregate.....  |  | Parity with Retail   |
| • CLEC Aggregate .....      |  | Parity with Retail   |
| • CLEC Specific.....        |  | Parity with Retail   |

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark**

| SEEM Disaggregation   | SEEM Analog/Benchmark |
|-----------------------|-----------------------|
| • Not Applicable..... | Not Applicable        |

## Section 5: Billing

### B-1: Invoice Accuracy

#### Definition

This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.

#### Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
- Test Accounts

#### Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes. The CLEC-specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA.

#### Calculation

**Invoice Accuracy** =  $[(a - b) / a] \times 100$

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Total Billing Related Adjustments during current month

**Measure of Adjustments** =  $[(c - d) / c] \times 100$

- c = Number of Bills in current month
- d = Number of Billing-related Adjustments in current month

#### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region
- Number of Adjustments

#### Data Retained

##### Relating to CLEC Experience

- Report Month
- Invoice Type
  - UNE
  - Resale
  - Interconnection

- Total Billed Revenue
- Total Billing Related Adjustments
- Number of Bills
- Number of Adjustments

#### Relating to BellSouth Performance

- Report Month
- Retail Type
  - CRIS
  - CABS
- Total Billed Revenue
- Total Billing Related Adjustments

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

##### SQM Analog/Benchmark

- Product/Invoice Type ..... Parity with BellSouth Retail Aggregate
  - Resale
  - UNE
  - Interconnection

#### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

#### SEEM Disaggregation - Analog/Benchmark

##### SEEM Disaggregation

##### SEEM Analog/Benchmark

- Resale..... Parity with Retail
- UNE
- Interconnection

## B-2: Mean Time to Deliver Invoices

### Definition

This report measures the mean interval for timeliness of billing invoices sent to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

### Exclusions

None

### Business Rules

Bill Distribution is calculated as follows: CRIS BILLS-The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first workday. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.

CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.

### Calculation

**Invoice Timeliness** = (a - b)

- a = Invoice Transmission Date
- b = Close Date of Scheduled Bill Cycle

**Mean Time To Deliver Invoices** = (c / d)

- c = Sum of all Invoice Timeliness intervals
- d = Count of Invoices Transmitted in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Invoice Type
  - UNE
  - Resale
  - Interconnection
  - State
- Invoice Transmission Count
- Date of Scheduled Bill Close

### Relating to BellSouth Performance

- Report Month
- Invoice Type
  - CRIS
  - CABS
- Invoice Transmission Count
- Date of Scheduled Bill Close

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

Product/Invoice Type

- Resale
- UNE
- Interconnection
- State

### SQM Analog/Benchmark

- CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

## SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

- CLEC State..... Parity with Retail
  - CRIS
  - CABS
- BST-State

### SEEM Analog/Benchmark

## B-3: Usage Data Delivery Accuracy

### Definition

This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.

### Exclusions

None

### Business Rules

The accuracy of the data delivery of usage records delivered by BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.

### Calculation

**Usage Data Delivery Accuracy (Packs)** =  $(a - b) / a \times 100$  (This calculation not ordered by the FPSC)

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

**Usage Data Delivery Accuracy (Records)** =  $(c - d) / c \times 100$

- c = Total number of usage records sent during current month
- d = Total number of usage records requiring retransmission during current month

### Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded
- Number of Records
- Packs

#### Relating to BellSouth Performance

- Report Month
- Record Type
- Number of Records
- Packs

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- Region..... Parity With Retail

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X ..... |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- CLEC State (In Florida, SEEM is based on records)..... Parity with Retail
- BellSouth Region

## B-4: Usage Data Delivery Completeness

### Definition

This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BellSouth messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

### Exclusions

None

### Business Rules

The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.

### Calculation

**Usage Data Delivery Completeness** = (a / b) X 100

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

#### Relating to BellSouth Performance

- None

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

Region .....

#### SQM Analog/Benchmark

>= 98% within 30 Calendar Days

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## B-5: Usage Data Delivery Timeliness

### Definition

This measurement provides a percentage of recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

### Exclusions

None

### Business Rules

The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC

### Calculation

**Usage Data Delivery Timeliness Current month** = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

### Report Structure

- CLEC Aggregate
- CLEC Specific
- Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

#### Relating to BellSouth Performance

- None

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Region..... >= 95% Delivered within 6 Calendar Days

#### SQM Analog/Benchmark

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## B-6: Mean Time to Deliver Usage

### Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

### Exclusions

None

### Business Rules

The purpose of this measure is to calculate the average number of days it takes BellSouth to deliver usage data to the appropriate CLEC. The calculation reflects the differences between the date the data is transmitted or mailed to the CLEC and the date the data is generated by Customer divided by the total record volume delivery.

Each delivery record is calculated as the time, in days, between when the customer generates the call and when BellSouth delivers the usage data to the CLEC. Each delivery record is categorized by the resulting number of days.

An estimated interval is calculated for each category by taking the total number of usage data records delivered for that period and multiplying it by the total number of days in that period. The mean (average) time to deliver the usage data is calculated by summing all estimated intervals and dividing by the total number of records delivered.

**Note:** Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

### Calculation

**Delivery Interval Record** = (a - b)

- a = Date BellSouth delivers the usage data
- b = Date usage data is generated by the customer

**Estimated Interval** = (c X d)

- c = Number of records delivered in each category
- d = Number of days to deliver for the category

**Mean Time to Deliver Usage** = (e / f)

- e = Sum of all estimated intervals
- f = Total number of records delivered

### Report Structure

- CLEC Aggregate
- CLEC Specific
- Region

## Data Retained

### Relating to CLEC Experience

- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Level of Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- Region..... <= 6 Days

## SEEM Measure

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |  |  |
|---------|--|--|
| No..... |  |  |
|---------|--|--|

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Not Applicable..... Not Applicable

## B-7: Recurring Charge Completeness

### Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

### Exclusions

None

### Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill.

### Calculation

**Recurring Charge Completeness** =  $(a / b) \times 100$

- a = Count of fractional recurring charges that are on the correct bill<sup>1</sup>
- b = Total count of fractional recurring charges that are on the bill

<sup>1</sup>Correct bill = next available bill

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Invoice Type
- Total Recurring Charges Billed
- Total Billed On Time

#### Relating to BellSouth Performance

- Report Month
- Retail Analog
- Total Recurring Charges Billed
- Total Billed On Time

## SQM Level of Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

Product/Invoice Type

- Resale..... Parity
- UNE..... Benchmark 90%
- Interconnection..... Benchmark 90%

## SEEM Measure

SEEM                      Tier I                      Tier II

No.....

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Not Applicable..... Not Applicable

## B-8: Non-Recurring Charge Completeness

### Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

### Exclusions

None

### Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

### Calculation

**Non-Recurring Charge Completeness** =  $(a / b) \times 100$

- a = Count of non-recurring charges that are on the correct bill<sup>1</sup>
- b = Total count of non-recurring charges that are on the bill

<sup>1</sup>Correct bill = next available bill

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - State

### Data Retained

#### Relating to CLEC Experience

- Report Month
- Invoice Type
- Total Non-Recurring Charges Billed
- Total Billed On Time

#### Relating to BellSouth Performance

- Report Month
- Retail Analog
- Total Non-Recurring Charges Billed
- Total Billed On Time

## SQM Level of Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

Product/Invoice Type

- Resale..... Parity
- UNE..... Benchmark 90%
- Interconnection..... Benchmark 90%

## SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Not Applicable..... Not Applicable

## B-9: Percent Daily Usage Feed Errors Corrected in “X” Business Days

### Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

### Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

### Business Rules

This measure will provide the % of errors corrected in “X” Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (<http://pmap.bellsouth.com/>) and click the Documentation/Exhibits link, then select the “CLEC Problem/Issue/File Retransmission form.”

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

### Calculation

**Timeliness of Daily Usage EMI Content Errors Corrected** =  $(a / b) \times 100$

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

**Timeliness of Daily Usage Pack Format Errors Corrected** =  $(c / d) \times 100$

- c = Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

## Report Structure

- CLEC Specific
  - Total number of BST disputed Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of BST disputed Daily Usage Packs with Format Errors received in reporting month
  - Total number of Daily Usage Packs with Format Errors received in reporting month
- CLEC Aggregate
- Geographic Scope
  - Region

## Data Retained

### Relating to CLEC Experience

- Report Month
  - BellSouth Recorded
  - Non-BellSouth Recorded

### Relating to BellSouth Performance

- None

## SQM Level of Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- Region..... Diagnostic

## SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Not Applicable..... Not Applicable

## B-10: Percent Billing Errors Corrected in “X” Business Days

### Definition

Measures timely carrier bill adjustments.

### Exclusions

Adjustments that are initiated by BellSouth

### Business Rules

This measure applies to CLEC wholesale bill adjustment requests. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. The clock starts when BellSouth receives the CLEC Billing Adjustment Request (BAR) form and the clock stops when BellSouth either makes an adjustment through BOCRIS or ACATS (generally next CLEC bill unless adjustment request after middle of the month) or BellSouth denies the request in BDATS or ACATS and BellSouth notifies the CLEC of the BAR resolution. BellSouth will report separately those adjustment requests that are disputed by BellSouth. (BAR form and instructions are found at [www.interconnection.bellsouth.com/forms/html/billing&collections.html](http://www.interconnection.bellsouth.com/forms/html/billing&collections.html)).

### Calculation

**Percent Billing Errors Corrected in 45 Business Days** = (a / b) X 100

- a = Number of BAR resolutions sent in 45 Business Days
- b = Total Number of BAR resolutions due in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region

### Data Retained

#### Relating to CLEC Experience

- Number of BellSouth Adjustments in 45 Business Days
- Total number of Billing Adjustment Requests in Reporting Period
- Number of Adjustments disputed by BellSouth (reported separately)

#### Relating to BellSouth Performance

- None

### SQM Disaggregation - Retail Analog/Benchmark

#### SQM Level of Disaggregation

- State ..... 90% Billing Disputes <= 45 Business Days

#### SQM Analog/Benchmark

## SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- State..... 90% Billing Disputes <= 45 Business Days

**Note:** In order to set an appropriate penalty provision, staff recommends deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.

B-10: Percent Billing Errors Corrected in "X" Business Days

## Section 6: Operator Services and Directory Assistance

### OS-1: Speed to Answer Performance/Average Speed to Answer – Toll

#### Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

#### Exclusions

None

#### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

#### Calculation

**Speed to Answer Performance/Average Speed to Answer – Toll** =  $a / b$

- a = Total queue time
- b = Total calls answered

**Note:** Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

#### Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

#### Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- None ..... Parity by Design

##### SQM Analog/Benchmark

**SEEM Measure**

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |       |       |
|---------|-------|-------|
| No..... | ..... | ..... |
|---------|-------|-------|

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## OS-2: Speed to Answer Performance/Percent Answered within “X” Seconds – Toll

### Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

### Exclusions

None

### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

### Calculation

The Percent Answered within “X” Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within “X” seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

### Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

### Data Retained (on Aggregate Basis)

- For the items below, BellSouth’s Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation:

#### SQM Analog/Benchmark

- None ..... Parity by Design

### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

### Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

### Exclusions

None

### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

### Calculation

**Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)** =  $a / b$

- a = Total queue time
- b = Total calls answered

**Note:** Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

### Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

### Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- None ..... Parity by Design

#### SQM Analog/Benchmark

DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## DA-2: Speed to Answer Performance/Percent Answered within “X” Seconds – Directory Assistance (DA)

### Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

### Exclusions

None

### Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

### Calculation

The Percent Answered within “X” Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within “X” seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

### Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

### Data Retained (on Aggregate Basis)

- For the items below, BellSouth’s Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- None ..... Parity by Design

#### SQM Analog/Benchmark

### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## Section 7: Database Update Information

### D-1: Average Database Update Interval

#### Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings.

#### Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

#### Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system. This metric includes updates from stand-alone directory listing orders.

#### For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

#### Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

#### Calculation

**Update Interval** = (a - b)

- a = Completion Date and Time of Database Update
- b = Submission Date and Time of Database Change

**Average Update Interval** = (c / d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

**Report Structure**

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

**Data Retained****Relating to CLEC Experience**

- Database File Submission Time
- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

**Relating to BellSouth Performance**

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

**SQM Disaggregation - Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

- Database Type ..... Parity by Design
- LIDB
- Directory Listings
- Directory Assistance

**SEEM Measure**

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |  |  |
|---------|--|--|
| No..... |  |  |
|---------|--|--|

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## D-2: Percent Database Update Accuracy

### Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB) Directory Assistance and Directory Listings using a statistically valid sample of completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth Service Orders.

### Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

### Business Rules

For each update reviewed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is “completed without error” if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

A statistically valid sample of completed CLEC Service Orders is pulled each month. This metric includes updates from stand-alone directory listing orders.

### Calculation

**Percent Update Accuracy** = (a / b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

### Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)
- Geographic Scope
  - Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so\_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

**Note:** Code in parentheses is the corresponding header found in the raw data file.

## Relating to BellSouth Performance

- Not Applicable

**SQM Disaggregation - Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

- Database Type ..... 95% Accurate
  - LIDB
  - Directory Listings
  - Directory Assistance

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

### Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded and tested in new end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

### Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date.
- Expedite requests

### Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration - Dispatch In database.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

### Calculation

**Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date** =  $(a / b) \times 100$

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)
- Geographic Scope
  - Region

**Data Retained****Relating to CLEC Experience**

- Company Name
- Company Code
- NPA/NXX
- LERG Effective Date
- Loaded Date

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation - Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

- Geographic Scope ..... 100% by LERG Effective Date  
- Region

**SEEM Measure**

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## Section 8: E911

### E-1: Timeliness

#### Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

#### Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

#### Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

#### Calculation

**E911 Timeliness** = (a / b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

#### Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

#### Data Retained

- Report Month
- Aggregate Data

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- None ..... Parity by Design

##### SQM Analog/Benchmark

#### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## E-2: Accuracy

### Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

### Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

### Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

### Calculation

**E911 Accuracy** = (a / b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

### Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

### Data Retained

- Report Month
- Aggregate Data

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- None ..... Parity by Design

#### SQM Analog/Benchmark

### SEEM Measure

SEEM                      Tier I              Tier II  
No.....

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

- Not Applicable..... Not Applicable

#### SEEM Analog/Benchmark

## E-3: Mean Interval

### Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

### Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

### Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

### Calculation

**E911 Interval** = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

**E911 Mean Interval** = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

### Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

### Data Retained

- Report Month
- Aggregate Data

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- None ..... Parity by Design

#### SQM Analog/Benchmark

### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## Section 9: Trunk Group Performance

### TGP-1: Trunk Group Performance-Aggregate

#### Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

#### Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing, not blocked

#### Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

#### Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

#### Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

#### Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

#### CLEC Affecting Categories:

|                   | Point A                      | Point B                 |
|-------------------|------------------------------|-------------------------|
| Category 1: ..... | BellSouth End Office .....   | BellSouth Access Tandem |
| Category 3: ..... | BellSouth End Office .....   | CLEC Switch             |
| Category 4: ..... | BellSouth Local Tandem.....  | CLEC Switch             |
| Category 5: ..... | BellSouth Access Tandem..... | CLEC Switch             |

Category 10:..... BellSouth End Office ..... BellSouth Local Tandem  
Category 16:..... BellSouth Tandem..... BellSouth Tandem

**BellSouth Affecting Categories:**

|                   | <b>Point A</b>             | <b>Point B</b>          |
|-------------------|----------------------------|-------------------------|
| Category 1: ..... | BellSouth End Office ..... | BellSouth Access Tandem |
| Category 9: ..... | BellSouth End Office ..... | BellSouth End Office    |
| Category 10:..... | BellSouth End Office ..... | BellSouth Local Tandem  |
| Category 16:..... | BellSouth Tandem.....      | BellSouth Tandem        |

**Calculation****Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

**Report Structure**

- CLEC Aggregate
- BellSouth Aggregate
  - State
- With and Without Exclusion for Orders Delayed or Refused by CLEC

**Data Retained****Relating to CLEC Experience**

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

**Related to BellSouth Performance**

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

- CLEC Aggregate ..... Any consecutive 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth
- BellSouth Aggregate

### SEEM Measure

| SEEM      | Tier I | Tier II |
|-----------|--------|---------|
| Yes ..... |        | X       |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

- CLEC Aggregate ..... Any consecutive 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BellSouth
- BellSouth Aggregate

### SQM Analog/Benchmark

### SEEM Analog/Benchmark

## TGP-2: Trunk Group Performance – CLEC Specific

### Definition

The Trunk Group Performance report displays, over a reporting cycle, CLEC specific, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

### Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing not blocked

### Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

#### Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

#### Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

#### Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

#### CLEC Affecting Categories:

|                   | Point A                      | Point B                 |
|-------------------|------------------------------|-------------------------|
| Category 1: ..... | BellSouth End Office .....   | BellSouth Access Tandem |
| Category 3: ..... | BellSouth End Office .....   | CLEC Switch             |
| Category 4: ..... | BellSouth Local Tandem.....  | CLEC Switch             |
| Category 5: ..... | BellSouth Access Tandem..... | CLEC Switch             |
| Category 10:..... | BellSouth End Office .....   | BellSouth Local Tandem  |

Category 16:..... BellSouth Tandem..... BellSouth Tandem

**BellSouth Affecting Categories:**

|                   | <b>Point A</b>             | <b>Point B</b>          |
|-------------------|----------------------------|-------------------------|
| Category 1: ..... | BellSouth End Office ..... | BellSouth Access Tandem |
| Category 9: ..... | BellSouth End Office ..... | BellSouth End Office    |
| Category 10:..... | BellSouth End Office ..... | BellSouth Local Tandem  |
| Category 16:..... | BellSouth Tandem.....      | BellSouth Tandem        |

**Calculation**
**Monthly Average Blocking:**

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

**Aggregate Monthly Blocking:**

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

**Report Structure**

- CLEC Specific
  - State
- With and Without Exclusion for Orders Delayed or Refused by CLEC

**Data Retained**
**Relating to CLEC Experience**

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

**Relating to BellSouth Performance**

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

- CLEC Trunk Group ..... Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

### SQM Analog/Benchmark

## SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... |         |

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

- CLEC Trunk Group ..... Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth
- BellSouth Trunk Group

### SEEM Analog/Benchmark

## Section 10: Collocation

### C-1: Collocation Average Response Time

#### Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within the number of calendar days as designated by the Collocation order after having received a bona fide application for physical collocation, BellSouth must respond with space availability and a price quote.

#### Exclusions

Any application canceled by the CLEC

#### Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

#### Calculation

**Response Time** = (a - b)

- a = Request Response Date
- b = Request Submission Date

**Average Response Time** = (c / d)

- c = Sum of all Response Times
- d = Count of Responses Returned within Reporting Period

#### Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State

#### Data Retained

- Report period
- Aggregate data

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- State .....
- Virtual-Initial.....
- Virtual-Augment.....
- Physical Caged-Initial
- Physical Caged-Augment
- Physical-Cageless-Initial
- Physical Cageless-Augment

##### SQM Analog/Benchmark

Virtual - 15 Calendar Days  
Physical Caged - 15 Calendar Days  
Physical Cageless - 15 Calendar Days

**SEEM Measure**

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |  |  |
|---------|--|--|
| No..... |  |  |
|---------|--|--|

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## C-2: Collocation Average Arrangement Time

### Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC.

### Exclusions

Any Bona Fide firm order canceled by the CLEC

### Business Rules

The clock starts on the date that BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC. The cable assignments associated with the specific collocation request will be provided prior to completion of the arrangement.

### Calculation

**Arrangement Time** = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

**Average Arrangement Time** = (c / d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period

### Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State

### Data Retained

- Report Period
- Aggregate Data

### SQM Disaggregation - Analog/Benchmark

| SQM Level of Disaggregation       | SQM Analog/Benchmark                                               |
|-----------------------------------|--------------------------------------------------------------------|
| • State .....                     | Virtual - 60 Calendar Days                                         |
| • Virtual-Initial.....            | Virtual-Augment - 60 Calendar Days (Without Space Increase)        |
| • Virtual-Augment.....            | Virtual-Augment - 60 Calendar Days (With Space Increase)           |
| • Physical Caged-Initial .....    | Physical Caged - 90 Calendar Days (Ordinary)                       |
| • Physical Caged-Augment .....    | Physical Caged-Augment - 45 Calendar Days (Without Space Increase) |
| • Physical Cageless-Initial ..... | Physical Caged-Augment - 90 Calendar Days (With Space Increase)    |
| • Physical Cageless-Augment ..... | Physical Cageless - 90 Calendar Days                               |
|                                   | Physical Cagedless-Augment - 45 Calendar Days (Without             |

Space Increase)  
Physical Cagedless-Augment - 90 Calendar Days (With Space Increase)

### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

### SEEM Disaggregation - Analog/Benchmark

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Not Applicable..... Not Applicable

## C-3: Collocation Percent of Due Dates Missed

### Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements

### Exclusions

Any Bona Fide firm order canceled by the CLEC

### Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

### Calculation

**% of Due Dates Missed** = (a / b) X 100

- a = Number of Completed Orders that were not completed by BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

### Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State

### Data Retained

- Report Period
- Aggregate Data

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- State ..... >= 95% on time
- Virtual-Initial
- Virtual- Augment
- Physical Caged- Initial
- Physical Caged- Augment
- Physical Cageless- Initial
- Physical Cageless- Augment

### SEEM Measure

| SEEM      | Tier I  | Tier II |
|-----------|---------|---------|
| Yes ..... | X ..... | X       |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- All Collocation Arrangements ..... >= 95% on time

## Section 11: Change Management

### CM-1: Timeliness of Change Management Notices

#### Definition

Measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

#### Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

#### Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

#### Calculation

**Timeliness of Change Management Notices** =  $(a / b) \times 100$

- a = Total number of Change Management Notifications Sent Within Required Time frames
- b = Total Number of Change Management Notifications Sent

#### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

#### Data Retained

- Report Period
- Notice Date
- Release Date

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- Region..... 98% on time

##### SQM Analog/Benchmark

#### SEEM Measure

| SEEM      | Tier I | Tier II |
|-----------|--------|---------|
| Yes ..... |        | X       |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Region..... 98% on time

## CM-2: Change Management Notice Average Delay Days

### Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

### Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system vendor
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

### Business Rules

This metric is designed to compute the average delay days for change management notices sent to the CLECs outside the time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features

### Calculation

**Change Management Notice Delay Days** = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

**Change Management Notice Average Delay Days** = (c / d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Region..... <= 5 Days

#### SQM Analog/Benchmark

**SEEM Measure**

SEEM                      Tier I                      Tier II

No.....

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## CM-3: Timeliness of Documents Associated with Change

### Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

### Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

### Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process, a copy of which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

### Calculation

**Timeliness of Documents Associated with Change** =  $(a / b) \times 100$

- a = Change Management Documentation Sent Within Required Time frames after Notices
- b = Total Number of Change Management Documentation Sent

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Region..... 98% on Time

**SEEM Measure**

| SEEM      | Tier I | Tier II |
|-----------|--------|---------|
| Yes ..... |        | X       |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Region..... 98% on Time

## CM-4: Change Management Documentation Average Delay Days

### Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

### Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

### Business Rules

This metric is designed to compute the average delay days for business rule documentation sent to the CLECs outside the time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

### Calculation

**Change Management Documentation Delay Days = (a - b)**

- a = Date Documentation Provided
- b = Date Documentation Due

**Change Management Documentation Average Delay Days = (c / d)**

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

### Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

### Data Retained

- Report Period
- Notice Date
- Release Date

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Region..... <= 5 Days

#### SQM Analog/Benchmark

**SEEM Measure**

SEEM                      Tier I                      Tier II

No.....

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## CM-5: Notification of CLEC Interface Outages

### Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

### Exclusions

None

### Business Rules

This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process Documentation. BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when on or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported error.
2. BellSouth finds an error message within the system error log that identifiably matches a CLEC reported outage.
3. When 3 or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

**Note:** The 15 minute clock begins once a CLEC reported or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the clock begins at the point of verification.

This metric will be expressed as a percentage.

### Calculation

**Notification of CLEC Interface Outages** =  $(a / b) \times 100$

- a = Number of Interface Outages where CLECs are notified within 15 minutes
- b = Total Number of Interface Outages

### Report Structure

- CLEC Aggregate
- Geographic Scope
  - Region

### Data Retained

#### Relating to CLEC Experience

- Number of Interface Outages
- Number of Notifications  $\leq$  15 minutes

#### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- By interface type for all interfaces accessed by CLECs ..... 97% <= 15 Minutes

#### Interface

#### Applicable to

|             |                |
|-------------|----------------|
| EDI.....    | CLEC           |
| CSOTS ..... | CLEC           |
| LENS.....   | CLEC           |
| TAG .....   | CLEC           |
| ECTA .....  | CLEC           |
| TAFI.....   | CLEC/BellSouth |

### SEEM Measure

#### SEEM

#### Tier I

#### Tier II

No.....

## SEEM Disaggregation - Analog/Benchmark

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Not Applicable..... Not Applicable

## CM-6: Percent of Software Errors Corrected in “X” (10, 30, 45) Business Days

### Definition

Measures the percent of all outstanding Software Errors due and overdue to be corrected by BellSouth in “X” (10, 30, 45) business days within the monthly report period.

### Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

### Business Rules

This metric is designed to measure BellSouth’s performance each month in correcting identified Software Errors within the specified interval. The clock starts when a Software Error validated per the Change Control Process, a copy of which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html), and stops when the error is corrected and notice posted to the Change Control Website. The monthly report should include all defects due and overdue to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

### Calculation

**Percent of Software Errors Corrected in “X” (10, 30, 45) Business Days** = (a / b) X 100

- a = Total number of Software Errors Corrected where “X” = 10, 30, or 45 Business Days.
- b = Total number of Software Errors requiring correction where “X” = 10, 30, or 45 Business Days.

### Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

### Data Retained

- Report Period
- Total Completed
- Total Completed within “X” Business Days
- Disputed, Rejected or Reclassified Software Errors

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Region..... 95% within interval

**SEEM Measure**

| SEEM      | Tier I | Tier II |
|-----------|--------|---------|
| Yes ..... |        | X       |

**SEEM Disaggregation - Analog/Benchmark****SEEM Disaggregation****SEEM Analog/Benchmark**

- Region.....95% within interval

## CM-7: Percent of Change Requests Accepted or Rejected within 10 Days

### Definition

Measures the percent of Change Requests other than Type 1 or Type 6 Change Requests, submitted by CLECs that are Accepted or Rejected by BellSouth in 10 business days within the report period.

### Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due.

### Business Rules

The Acceptance/Rejection interval starts when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The clock ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the reporting period.

### Calculation

**Percent of Change Requests Accepted or Rejected within 10 Business Days** =  $(a / b) \times 100$

- a = Total number of Change Requests accepted or rejected within 10 business days
- b = Total number of Change Requests submitted in the reporting period

### Report Structure

- BellSouth Aggregate

### Data Retained

- Report Period
- Requests Accepted or Rejected
- Total Requests

### SQM Level of Disaggregation - Analog/Benchmark

|                                    |                             |
|------------------------------------|-----------------------------|
| <b>SQM Level of Disaggregation</b> | <b>SQM Analog/Benchmark</b> |
| • Region.....                      | 95% within interval         |

### SEEM Measure

|             |               |                |
|-------------|---------------|----------------|
| <b>SEEM</b> | <b>Tier I</b> | <b>Tier II</b> |
| Yes .....   | .....         | X              |

### SEEM Disaggregation - Analog/Benchmark

|                            |                              |
|----------------------------|------------------------------|
| <b>SEEM Disaggregation</b> | <b>SEEM Analog/Benchmark</b> |
| • Region.....              | 95% within interval          |

## CM-8: Percent Change Requests Rejected

### Definition

Measures the percent of Change Requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period.

### Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due.

### Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). These reasons are: Cost, Technical Feasibility, and Industry Direction. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

### Calculation

**Percent Change Requests Rejected** = (a / b) X 100

- a = Total number of Change Requests rejected
- b = Total number of Change Requests submitted within the report period

### Report Structure

- BellSouth Aggregate
- Cost
- Technical Feasibility

### Data Retained

- Report Period
- Requests Rejected
- Total Requests

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Region..... Diagnostic
- Reason – Cost
- Reason – Technical Feasibility
- Reason – Industry Direction

### SEEM Measure

| SEEM    | Tier I | Tier II |
|---------|--------|---------|
| No..... |        |         |

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable..... Not Applicable

## CM-9: Number of Defects in Production Releases (Type 6 CR)

### Definition

Measures the number of defects in Production Releases. This measure will be presented as the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, and Severity 3 defects can be found in the Change Control Process Document.

### Exclusions

None

### Business Rules

This metric measures the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, and 3 defects can be found in the Change Control Process, which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

### Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, and the number of Type 6 Severity 3 defects.

### Report Structure

- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

### Data Retained

- Region
- Report Period
- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- Region—Number of Type 6 Severity 1 Defects..... 0 Defects
- Region—Number of Type 6 Severity 2 Defects..... 0 Defects without a mechanized work around
- Region—Number of Type 6 Severity 3 Defects..... 0 Defects

**SEEM Measure**

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |  |  |
|---------|--|--|
| No..... |  |  |
|---------|--|--|

**SEEM Disaggregation****SEEM Analog/Benchmark**

- Not Applicable ..... Not Applicable

CM-9: Number of Defects in Production Releases (Type 6 CR)

## CM-10: Software Validation

### Definition

Measures software validation test results for Production Releases of BellSouth Local Interfaces.

### Exclusions

None

### Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software Production Releases work as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics. Within the software validation metric weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a Production Release. Test deck transactions will be executed using Production Release software in the CAVE environment. Within seven (7) business days following completion of the Production Release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

### Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using Production Release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

### Report Structure

- BellSouth Aggregate

### Data Retained

- Report Period
- Production Release Number
- Test Deck Weights
- % Test Deck Weight Failure

### SQM Level of Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Region ..... ≤ 5%

#### SQM Analog/Benchmark

**SEEM Measure**

| SEEM | Tier I | Tier II |
|------|--------|---------|
|------|--------|---------|

|         |  |  |
|---------|--|--|
| No..... |  |  |
|---------|--|--|

**SEEM Disaggregation****SEEM Analog/Benchmark**

- |                       |                |
|-----------------------|----------------|
| • Not Applicable..... | Not Applicable |
|-----------------------|----------------|

## CM-11: Percent of Change Requests Implemented within 60 Weeks of Prioritization

### Definition

Measures whether BellSouth provides CLECs timely implementation of prioritized change requests.

### Exclusions

- Change requests that are implemented later than 60 weeks with the consent of the CLECs
- Change requests for which BellSouth has regulatory authority to exceed the interval

### Business Rules

This metric is designed to measure BellSouth's monthly performance in implementing prioritized change requests. The clock starts when a change request has first been prioritized as described in the Change Control Process. The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this monthly measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.

### Calculation

**Percent of Type 5 CLEC initiated Change Requests implemented on time** =  $(a / b) \times 100$

- a = Total number of prioritized Type 5 Change Requests implemented each month that are less than or equal to 60 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.
- b = All entries in "a" above plus all Type 5 Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

**Percent of Type 4 BellSouth initiated Change Requests implemented on time** =  $(a / b) \times 100$

- a = Total number of prioritized Type 4 Change Requests implemented each month that are less than or equal to 60 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.
- b = All entries in "a" above plus all Type 4 Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

### Report Structure

- BellSouth Aggregate
- Type 4 requests implemented
- Type 5 requests implemented
- % implemented within 16, 32, 48, and 60 weeks

### Data Retained

- Region
- Report Month
- Total implemented by type
- Total implemented within 60 weeks

## SQM Level of Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

### SQM Analog/Benchmark

- Region..... 95% within interval
- Type 4 requests implemented ..... 95% within interval
- Type 5 requests implemented ..... 95% within interval

### SEEM Measure

SEEM                      Tier I            Tier II    Tier III

Yes ..... X.....

### SEEM Disaggregation

### SEEM Analog/Benchmark

- Region..... 95% within interval

## Appendix A: Reporting Scope

### A-1: Standard Service Groupings

See individual reports in the body of the SQM.

### A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

#### Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

#### Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

#### Maintenance Query Types

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

#### Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

## Appendix B: Glossary of Acronyms and Terms

### Symbols used in calculations

$\Sigma$

A mathematical symbol representing the sum of a series of values following the symbol.

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

### A

#### **ACD**

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

#### **Aggregate**

Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

#### **ALEC**

Alternative Local Exchange Company = FL CLEC

#### **ADSL**

Asymmetrical Digital Subscriber Line

#### **ASR**

Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.

#### **ATLAS**

Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

**ATLASTN**

ATLAS software contract for Telephone Number.

**Auto Clarification**

The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

**B****BFR:**

Bona Fied Request

**BILLING**

The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

**BOCRIS**

Business Office Customer Record Information System (Front-end to the CRIS database.)

**BRI**

Basic Rate ISDN

**BRC**

Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.

**BellSouth**

BellSouth Telecommunications, Inc.

**C****CABS**

Carrier Access Billing System

**CCC**

Coordinated Customer Conversions

**CCP**

Change Control Process

**Centrex**

A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

**CKTID**

A unique identifier for elements combined in a service configuration

**CLEC**

Competitive Local Exchange Carrier

**CLP**

Competitive Local Provider = NC CLEC

**CM**

Change Management

**CMDS**

Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

**COFFI**

Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/SONGS. It indicates all services available to a customer.

**CRIS**

Customer Record Information System - This system is used to retain customer information and render bills for telecommunications service.

**CRSACCTS**

CRIS software contract for CSR information

**CRSG**

Complex Resale Support Group

**C-SOTS**

CLEC Service Order Tracking System

**CSR**

Customer Service Record

**CTTG**

Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

**D****DA**

Directory Assistance

**DESIGN**

Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities.

**DISPOSITION & CAUSE**

Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.

**DLETH**

Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

**DLR**

Detail Line Record - A report that gives detailed line record information on records maintained in LMOS

**DS-0**

The worldwide standard speed for one digital voice signal (64000 bps).

**DS-1**

24 DS-0s (1.544Mb/sec., i.e. carrier systems)

**DOE**

Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.

**DSAP**

DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

**DSAPDDI**

DSAP software contract for schedule information.

**DSL**

Digital Subscriber Line

**DUI**

Database Update Information

**E****E911**

Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.

**EDI**

Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

**ESSX**

BellSouth Centrex Service

**F G****Fatal Reject**

The number of LSRs that were electronically rejected from LEO, which checks to see if the LSR has all the required fields correctly populated.

**Flow-Through**

In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

**FOC**

Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

**FX**

Foreign Exchange

**H****HAL**

“Hands Off” Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

**HALCRIS**

HAL software contract for CSR information

**HDSL**

High Density Subscriber Loop/Line

**I J K****ILEC**

Incumbent Local Exchange Company

**INP**

Interim Number Portability

**ISDN**

Integrated Services Digital Network

**IPC**

Interconnection Purchasing Center

**L****LAN**

Local Area Network

**LAUTO**

The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

**LCSC**

Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.

**Legacy System**

Term used to refer to BellSouth Operations Support Systems (see OSS)

**LENS**

Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

**LEO**

Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

**LERG**

Local Exchange Routing Guide

**LESOG**

Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.

**LFACS**

Loop Facilities Assessment and Control System

**LIDB**

Line Information Database

**LMOS**

Loop Maintenance Operations System - A system that provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports.

**LMOS HOST**

LMOS host computer

**LMOSupd**

LMOS update allows trouble tickets on line records to be entered into LMOS.

**LMU**

Loop Make-up

**LMUS**

Loop Make-up Service Inquiry

**LNP**

Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

**LNP Gateway**

Local Number Portability (gateway)- A system that provides both internal and external communications with various interfaces and process including:

- (1). Linking BellSouth to the Number Portability Administration Center (NPAC).
- (2). Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.
- (3). Providing interface between NPAC and AIN SMS for LNP routing processes.

**LOOPS**

Transmission paths from the central office to the customer premises.

**LRN**

Location Routing Number

**LSR**

Local Service Request – A request for local resale service or unbundled network elements from a CLEC.

## M

**Maintenance & Repair**

The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

**MARCH**

A memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.

## N

**NBR**

New Business Request

**NC**

“No Circuits” - All circuits busy announcement.

**NIW**

Network Information Warehouse - A system that stores central office blockage data for use in processing trouble reports.

**NMLI**

Native Mode LAN Interconnection

**NPA**

Numbering Plan Area

**NXX**

The “exchange” portion of a telephone number.

**O****OASIS**

Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

**OASISBSN**

OASIS software contract for feature/service

**OASISNET**

OASIS software contract for feature/service

**OASISOCP**

OASIS software contract for feature/service

**ORDERING**

The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

**Order Types**

The following order types are used in this document:

- (1). T - The “to” portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A “T” Order Type is always paired with an “F” Order Type which will have the same telephone number following the “F” Order Type Code unless the orders are within different states.
- (2). N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another such as when changing from PBX to Centrex.
- (3). C - Order Type used for the following conditions: changes or partial connections or disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer’s request.
- (4). R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no “field work” is involved.

**OSPCM**

Outside Plant Contract Management System - A system that provides scheduling and completion information on outside plant construction activities.

**OSS**

Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and

application which is used to provide the support functions.

**OUT OF SERVICE**

Customer has no dial tone and cannot call out.

**P Q****PMAP**

Performance Measurement Analysis Platform

**PON**

Purchase Order Number

**POTS**

Plain Old Telephone Service

**PREDICTOR**

A system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports.

**Preordering**

The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

**PRI**

Primary Rate ISDN

**Provisioning**

The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

**PSIMS**

Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

**PSIMSORB**

PSIMS software contract for feature/service.

**R****RNS**

Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

**ROS**

Regional Ordering System

**RRC**

Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

**RSAG**

Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.

**RSAGADDR**

RSAG software contract for address search.

**RSAGTN**

RSAG software contract for telephone number search.

**S****SAC**

Service Advocacy Center

**SEEM**

Self Effectuating Enforcement Mechanism

**SOCS**

Service Order Control System - A system which routes service order images among BellSouth drop points and BellSouth OSS during the service provisioning process.

**SOIR**

Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911

**SONGS**

Service Order Negotiation and Generation System.

**Syntactically Incorrect Query**

A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, A CLEC would like to query the legacy system for the following address: 1234 Main ST. Entering "1234 Main ST" will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main ST" will be considered syntactically incorrect because invalid characters (i.e., alpha characters were entered in numeric slots) were used in the address field.

**T****TAFI**

Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

**TAG**

Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

**TN**

Telephone Number

**Total Manual Fallout**

The number of LSRs which are entered electronically but require manual entering into a service order generator.

**U V****UNE**

Unbundled Network Element

**UCL**

Unbundled Copper Link

**USOC**

Universal Service Order Code

**W X Y Z****WATS**

Wide Area Telephone Service

**WFA**

Work Force Administration

**WMC**

Work Management Center

**WTN**

Working Telephone Number.

## Appendix C: BellSouth Audit Policy

### C-1: BellSouth's Internal Audit Policy

BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.

The plan consists of three sections:

1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.
2. Production addresses the quality assurance steps used to create monthly SQM reports.
3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.

### C-2: BellSouth's External Audit Policy

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001 - 2005), to be conducted by an independent third party auditor jointly selected by BellSouth and the CLEC. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Requested audits include the following specifications:

1. The cost shall be borne by BellSouth.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

These comprehensive audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM, PMAP and SEEM produce accurate data that reflects each States Order for performance measurements. Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.

## Appendix D: OSS Tables

### OSS-1: Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

Table 1: Legacy System Access Times For RNS

| System | Contract  | Data                  | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. Sec. | # of Calls |
|--------|-----------|-----------------------|------------|----------|-------------|-----------|------------|
| RSAG   | RSAG-TN   | Address .....         | X          | X        | X           | X         | X          |
| RSAG   | RSAG-ADDR | Address .....         | X          | X        | X           | X         | X          |
| ATLAS  | ATLAS-TN  | TN .....              | X          | X        | X           | X         | X          |
| DSAP   | DSAP-DDI  | Schedule .....        | X          | X        | X           | X         | X          |
| CRIS   | CRSACCTS  | CSR .....             | X          | X        | X           | X         | X          |
| OASIS  | OASISBIG  | Feature/Service ..... | X          | X        | X           | X         | X          |

Table 2: Legacy System Access Times For R0S

| System | Contract  | Data                  | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. sec. | # of Calls |
|--------|-----------|-----------------------|------------|----------|-------------|-----------|------------|
| RSAG   | RSAG-TN   | Address .....         | X          | X        | X           | X         | X          |
| RSAG   | RSAG-ADDR | Address .....         | X          | X        | X           | X         | X          |
| ATLAS  | ATLAS-TN  | TN .....              | X          | X        | X           | X         | X          |
| DSAP   | DSAP-DDI  | Schedule .....        | X          | X        | X           | X         | X          |
| CRIS   | CRSOCSR   | CSR .....             | X          | X        | X           | X         | X          |
| OASIS  | OASISBIG  | Feature/Service ..... | X          | X        | X           | X         | X          |

Table 3: Legacy System Access Times For LENS

| System | Contract   | Data                  | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. sec. | # of Calls |
|--------|------------|-----------------------|------------|----------|-------------|-----------|------------|
| RSAG   | RSAG-TN    | Address .....         | X          | X        | X           | X         | X          |
| RSAG   | RSAG-ADDR  | Address .....         | X          | X        | X           | X         | X          |
| ATLAS  | ATLAS-TN   | TN .....              | X          | X        | X           | X         | X          |
| DSAP   | DSAP       | Schedule .....        | X          | X        | X           | X         | X          |
| CRIS   | CRSECSRL   | CSR .....             | X          | X        | X           | X         | X          |
| COFFI  | COFFI/USOC | Feature/Service ..... | X          | X        | X           | X         | X          |
| P/SIMS | PSIMS/ORB  | Feature/Service ..... | X          | X        | X           | X         | X          |

Table 4: Legacy System Access Times For TAG

| System | Contract  | Data                  | < 2.3 sec. | > 6 sec. | <= 6.3 sec. | Avg. sec. | # of Calls |
|--------|-----------|-----------------------|------------|----------|-------------|-----------|------------|
| RSAG   | RSAG-TN   | Address .....         | X          | X        | X           | X         | X          |
| RSAG   | RSAG-ADDR | Address .....         | X          | X        | X           | X         | X          |
| ATLAS  | ATLAS-TN  | TN .....              | X          | X        | X           | X         | X          |
| ATLAS  | ATLAS-MLH | TN .....              | X          | X        | X           | X         | X          |
| ATLAS  | ATLAS-DID | TN .....              | X          | X        | X           | X         | X          |
| DSAP   | DSAP-DDI  | Schedule .....        | X          | X        | X           | X         | X          |
| CRIS   | TAG-CSR   | CSR .....             | X          | X        | X           | X         | X          |
| P/SIMS | PSIM/ORB  | Feature/Service ..... | X          | X        | X           | X         | X          |

## OSS-1: Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

### SEEM OSS Legacy System

| System                              | BellSouth      | CLEC      |
|-------------------------------------|----------------|-----------|
| <b>Telephone Number/Address</b>     |                |           |
| RSAG-ADDR .....                     | RNS, ROS ..... | TAG, LENS |
| RSAG-TN.....                        | RNS, ROS ..... | TAG, LENS |
| Atlas .....                         | RNS,ROS .....  | TAG, LENS |
| <b>Appointment Scheduling</b>       |                |           |
| DSAP .....                          | RNS, ROS ..... | TAG, LENS |
| <b>CSR Data</b>                     |                |           |
| CRSACCTS .....                      | RNS .....      |           |
| CRSOCSR .....                       | ROS .....      |           |
| CRSECSRL .....                      |                | LENS      |
| TAG-CSR .....                       |                | TAG       |
| <b>Service/Feature Availability</b> |                |           |
| OASISBIG .....                      | RNS, ROS ..... |           |
| PSIMS/ORB, COFFI .....              |                | LENS, TAG |

## OSS-2: OSS Availability (Pre-Ordering/Ordering)

### OSS Availability

| OSS Interface    | Applicable to | % Availability |
|------------------|---------------|----------------|
| EDI.....         | CLEC .....    | x              |
| LENS.....        | CLEC .....    | x              |
| LEO .....        | CLEC .....    | x              |
| LESOG .....      | CLEC .....    | x              |
| PSIMS .....      | CLEC .....    | x              |
| TAG .....        | CLEC .....    | x              |
| LNP Gateway..... | CLEC .....    | x              |
| COG .....        | CLEC .....    | x              |
| SOG.....         | CLEC .....    | x              |

|                   |                      |   |
|-------------------|----------------------|---|
| DOM .....         | CLEC .....           | X |
| DOE .....         | CLEC/BellSouth ..... | X |
| CRIS .....        | CLEC/BellSouth ..... | X |
| ATLAS/COFFI ..... | CLEC/BellSouth ..... | X |
| BOCRIS .....      | CLEC/BellSouth ..... | X |
| DSAP .....        | CLEC/BellSouth ..... | X |
| RSAG .....        | CLEC/BellSouth ..... | X |
| SOCS .....        | CLEC/BellSouth ..... | X |
| SONGS .....       | CLEC/BellSouth ..... | X |
| RNS .....         | BellSouth .....      | X |
| ROS .....         | BellSouth .....      | X |

## OSS-2: OSS Availability (Pre-Ordering/Ordering)

### SEEM OSS Availability

| OSS Interface     | Applicable to | % Availability |
|-------------------|---------------|----------------|
| EDI .....         | CLEC .....    | X              |
| LENS .....        | CLEC .....    | X              |
| LEO .....         | CLEC .....    | X              |
| LESOG .....       | CLEC .....    | X              |
| PSIMS .....       | CLEC .....    | X              |
| TAG .....         | CLEC .....    | X              |
| LNP Gateway ..... | CLEC .....    | X              |
| COG .....         | CLEC .....    | X              |
| SOG .....         | CLEC .....    | X              |
| DOM .....         | CLEC .....    | X              |

## OSS-3: OSS Availability (Maintenance & Repair)

### OSS Availability (M&R)

| OSS Interface               | % Availability |
|-----------------------------|----------------|
| BellSouth TAFI.....         | X              |
| CLEC TAFI.....              | X              |
| CLEC ECTA.....              | X              |
| <b>BellSouth &amp; CLEC</b> |                |
| CRIS.....                   | X              |
| LMOS HOST.....              | X              |
| LNP Gateway.....            | X              |
| MARCH.....                  | X              |
| OSPCM.....                  | X              |
| PREDICTOR.....              | X              |
| SOCS.....                   | X              |

## OSS-3: OSS Availability (Maintenance & Repair)

### SEEM OSS Availability (M&R)

| OSS Interface  | % Availability |
|----------------|----------------|
| CLEC TAFI..... | X              |
| CLEC ECTA..... | X              |

## OSS-4: Response Interval (Maintenance & Repair)

### Legacy System Access Times for M&R

| System    | BellSouth<br>& CLEC | <= 4    | > 4 <= 10 | Count<br><= 10 | > 10   | > 30   | Avg. Int. |
|-----------|---------------------|---------|-----------|----------------|--------|--------|-----------|
| CRIS      | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| DLETH     | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| DLR       | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| LMOS      | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| LMOSupd   | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| LNP       | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| MARCH     | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| OSPCM     | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| Predictor | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| SOCS      | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |
| NIW       | X                   | X ..... | X.....    | X.....         | X..... | X..... | X         |

| TAFI      |                     |                       |                         |                      |
|-----------|---------------------|-----------------------|-------------------------|----------------------|
| System    | Open Trouble Ticket | Status Trouble Ticket | Mechanized Line Testing | Close Trouble Ticket |
| CRIS      | x                   |                       |                         |                      |
| DLETH     | x                   |                       |                         |                      |
| DLR       | x                   |                       |                         |                      |
| LMOS      | x                   | x                     |                         | x                    |
| LMOSSupd  | x                   | x                     | x                       | x                    |
| LNP       | x                   |                       |                         |                      |
| MARCH     | x                   |                       |                         |                      |
| OSPCM     | x                   | x                     |                         |                      |
| Predictor | x                   | x                     |                         |                      |
| SOCS      | x                   | x                     |                         |                      |
| NIW       | x                   |                       |                         |                      |

Note: Depending on the type of customer report multiple systems maybe touched in one transaction.

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| Product                                                     | PRODUCT TYPE | REQTYPE | ACT TYPE        | F/T <sup>3</sup> | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING <sup>1</sup> | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | COMMENTS                                                 |
|-------------------------------------------------------------|--------------|---------|-----------------|------------------|-----------------|---------------|--------------------------------------------------|-----|------------------|-------------------|----------------------------------------------------------|
| 2 wire analog DID trunk port                                | U            | F       | N               | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 2 wire analog port                                          | U            | F       | N               | No               | UNE             | No            | Yes                                              | Y   | Y                | Y                 |                                                          |
| 2 wire ISDN digital line                                    | U            | A       | N,T             | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 2 wire ISDN digital loop                                    | U            | A       | N,C,D           | Yes              | UNE             | Yes           | No                                               | Y   | Y                | N                 |                                                          |
| 2 wire ISDN digital loop - LNP                              | U            | B       | V,P,Q           | Yes              | UNE             | Yes           | No                                               | Y   | Y                | N                 |                                                          |
| 3 Way Calling                                               | R,B          | E,M     | N,C,V,W,P,Q,T   | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |                                                          |
| 3rd Party Call Block                                        | R,B          | E,M     | N,C,V,W,D,P,Q,T | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |                                                          |
| 4 wire analog voice grade loop                              | U            | A       | T               | No               | UNE             | Yes           | Yes                                              | Y   | Y                | N                 |                                                          |
| 4 wire analog voice grade loop                              | U            | A       | N               | Yes              | UNE             | Yes           | No                                               | Y   | Y                | N                 |                                                          |
| 4 wire DS1 & PRI digital loop                               | U            | A       | N,T             | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 4 wire DSO & PRI digital loop                               | U            | A       | N,T             | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 4 wire ISDN DSI digital trunk ports                         | U            | A       | N,T             | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 4-WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT DS1           | C            | M       | N,C,D,V         | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 4-WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT TRUNK SERVICE | C            | M       | N,C,D,V         | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| 900 Call Block                                              | R,B          | E,M     | N,C,V,W,D,P,Q,T | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |                                                          |
| Accupulse                                                   | C            | E       | N,C,T,V,W       | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| ADSL                                                        | R,B,C        | E       | V,W,D           | Yes              | C/S             | C/S           | No                                               | Y   | Y                | Y                 | NOTE THIS PRODUCT CAN BE ORDERED FOR RES/BUS AND CENTREX |
| Analog Data/Private Line                                    | C            | E       | N,C,T,V,W,D     | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| Area Plus                                                   | R,B          | E,M     | N,C,V,W,P,Q,T   | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |                                                          |
| ATM (ASYNCHRONOUS TRANSFER MODE)                            | C            | E       | N,C,V,W,D       | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |                                                          |
| Basic Rate ISDN *Unbundled                                  | U            | A       | T               | No               | Yes             | Yes           | Yes                                              | Y   | Y                | N                 |                                                          |
| Basic Rate ISDN *Unbundled                                  | U            | A       | N,V,D           | Yes              | UNE             | Yes           | No                                               | Y   | Y                | Y                 |                                                          |
| Basic Rate ISDN *Unbundled                                  | U            | A       | C,T             | No               | UNE             | Yes           | Yes                                              | Y   | Y                | Y                 |                                                          |
| Basic Rate ISDN 2 Wire UNE P                                | C            | M       | N,C,D,V         | No               | Yes             | Yes           | NA                                               | N   | N                | N                 | Manual                                                   |
| Basic Rate ISDN 2 Wire                                      | C            | E       | N,C, D,T,V,P,Q  | No               | Yes             | Yes           | Yes                                              | Y   | Y                | Y                 |                                                          |



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## Appendix E: LSR Flow-Through Matrix (as of May 13, 2003)

| Product                                                                     | PRODUCT TYPE | REQTYPE       | ACT TYPE            | F/T <sup>3</sup> | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING <sup>1</sup> | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | COMMENTS |
|-----------------------------------------------------------------------------|--------------|---------------|---------------------|------------------|-----------------|---------------|--------------------------------------------------|-----|------------------|-------------------|----------|
| BELLSOUTH CHANNELIZED TRUNKS                                                | C            | E             | N,C,D,T,V,W,P,Q     | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Call Block                                                                  | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Call Forwarding                                                             | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Call Return                                                                 | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Call Selector                                                               | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Call Tracing                                                                | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Call Waiting                                                                | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Call Waiting Deluxe                                                         | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Caller ID                                                                   | R,B          | E,M           | N,C,V,W,P,Q,T       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| BELLSOUTH CENTREX*                                                          | C            | P             | N,C,D,W,T,S,B,L,V,P | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| UNE P CENTREX                                                               | C            | M             | N,C,D,V             | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Collect Call Block                                                          | R,B          | E,M           | N,C,V,W,D,P,Q,T     | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| DID                                                                         | C            | N             | N,C,D,V,W,T,P,Q     | No               | Yes             | Yes           | Yes                                              | Y   | Y                | Y                 |          |
| 2-WIRE DIRECT INWARD DIAL (DID) TRUNK PORT AND VOICE GRADE LOOP COMBINATION | C            | M             | N,C,D,V             | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Digital Data Transport                                                      | U            | E             | N,C,T,V,W           | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |          |
| DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) DS1                 | C            | M             | N,C,D,V             | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) TRUNK SERVICE       | C            | M             | N,C,D,V             | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Directory Listing Indentions                                                | B,U          | B,C,E,F,J,M,N | N,C,T,R,V,W,P,Q     | No               | No              | No            | Yes                                              | Y   | Y                | Y                 |          |
| Directory Listings (simple)                                                 | R,B,U        | B,C,E,F,J,M,N | N,C,R,V,W,P,Q       | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Directory Listings (simple)                                                 | R,B,U        | B,C,E,F,J,M,N | T                   | No               | No              | No            | Yes                                              | Y   | Y                | N                 |          |
| Directory Listings Captions                                                 | R,B,U        | B,C,E,F,J,M,N | N,C,T,R,V,W,P,Q     | No               | No              | Yes           | Yes                                              | Y   | Y                | Y                 |          |
| DIFFERENT PREMISE ADDRESS (DPA)                                             | C            | E             | N,C,D,V,W,T         | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| DS1Loop                                                                     | U            | A             | N,D,V               | Yes              | UNE             | Yes           | No                                               | Y   | Y                | Y                 |          |
| DS3                                                                         | U            | A             | N,C,V               | No               | UNE             | Yes           | NA                                               | N   | N                | N                 |          |
| DSO Loop                                                                    | U            | A             | N,D,V               | Yes              | UNE             | Yes           | No                                               | Y   | Y                | Y                 |          |
| DSO Loop                                                                    | U            | A             | C,T                 | No               | No              | No            | Yes                                              | Y   | Y                | Y                 |          |
| Enhanced Caller ID                                                          | R,B          | E             | C,D,N,V,W,P,Q,T     | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |

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| Product                                                                               | PRODUCT TYPE | REQTYPE | ACT TYPE                       | F/T <sup>3</sup> | COMPLEX SERVICE  | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING <sup>1</sup> | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | COMMENTS |
|---------------------------------------------------------------------------------------|--------------|---------|--------------------------------|------------------|------------------|---------------|--------------------------------------------------|-----|------------------|-------------------|----------|
| Enhanced Extended Links (EELS)                                                        | U            | A       | C,D,N,T,V                      | Yes              | No               | No            | No                                               | Y   | Y                | Y                 |          |
| ESSX                                                                                  | C            | P       | C,D,T,V,S,B,W,L,P,Q            | No               | Yes              | Yes           | NA                                               | N   | N                | N                 |          |
| Flat Rate/Business                                                                    | B            | E, M    | C,D,N,V,W,T<br>Y,B,L,S,D,T,P,Q | Yes              | No               | No            | No                                               | Y   | Y                | Y                 |          |
| Flat Rate/Residence                                                                   | R            | E, M    | C,D,N,V,W,T<br>Y,B,L,S,D,T,P,Q | Yes              | No               | No            | No                                               | Y   | Y                | Y                 |          |
| FLEXSERV                                                                              | C            | E       | N,C,D,T,V,W,P,Q                | No               | Yes              | Yes           | NA                                               | N   | N                | N                 |          |
| Frame Relay                                                                           | C            | E       | N,C,D,V,W                      | No               | Yes              | Yes           | NA                                               | N   | N                | N                 |          |
| FX/FCO                                                                                | C            | E       | N,C,D,T,V,W,P,Q                | No               | Yes              | Yes           | NA                                               | N   | N                | N                 |          |
| UNE P FX/FCO (RES,BUS,PBX) (NOTE: THIS PRODUCT WILL NOT BE AVAILABLE UNTIL 08--01-02) | C            | M       | N,C,V,D,T,S,B,L,W,Y,P,Q        | No               | Yes              | Yes           | NA                                               | N   | N                | N                 |          |
| Ga. Community Calling                                                                 | R,B          | M       | C,D,N,V,W,P,Q                  | No               | No               | No            | NA                                               | N   | N                | N                 |          |
| Ga. Community Calling                                                                 | R,B          | E       | T                              | No               | No               | No            | Yes                                              | Y   | Y                | N                 |          |
| HDSL                                                                                  | U            | A       | T                              | No               | UNE              | No            | Yes                                              | Y   | Y                | N                 |          |
| HDSL                                                                                  | U            | A       | N,C,D,V                        | Yes              | UNE              | No            | No                                               | Y   | Y                | Y                 |          |
| Hunting MLH                                                                           | R,B          | E, M    | C,D,N,T,V,W                    | No               | C/S <sup>4</sup> | C/S           | Yes                                              | Y   | Y                | N                 |          |
| Hunting Series Completion                                                             | R,B          | E, M    | C,D,N,V,W                      | Yes              | C/S              | C/S           | No                                               | Y   | Y                | Y                 |          |
| Hunting Series Completion                                                             | R,B          | E, M    | T                              | No               | No               | No            | Yes                                              | Y   | Y                | N                 |          |
| INP to LNP Conversion                                                                 | U            | C       | C                              | No               | UNE              | Yes           | Yes                                              | Y   | Y                | N                 |          |
| LightGate                                                                             | C            | E       | N,C,D,T,V,W,P,Q                | No               | Yes              | Yes           | NA                                               | N   | N                | N                 |          |
| Line Sharing                                                                          | U            | A       | N,C,D,V,P,Q                    | Yes              | UNE              | No            | No                                               | Y   | Y                | Y                 |          |
| Line Splitting                                                                        | U            | A       | N,C,D                          | Yes              | UNE              | No            | No                                               | Y   | Y                | Y                 |          |
| LNP With Complex Listing                                                              | U            | C       | P,V,Q                          | No               | UNE              | Yes           | Yes                                              | Y   | Y                | N                 |          |
| LNP with Complex Services                                                             | U            | C       | P,V,Q                          | No               | UNE              | Yes           | Yes                                              | Y   | Y                | N                 |          |
| LNP with Partial Migration                                                            | U            | C       | P,V,Q                          | No               | UNE              | Yes           | Yes                                              | Y   | Y                | N                 |          |
| LNP                                                                                   | U            | C       | P,V,Q                          | Yes              | UNE              | Yes           | No                                               | Y   | Y                | N                 |          |
| Local Number Portability (INP to LNP)                                                 | U            | C       | C                              | No               | UNE              | No            | Yes                                              | Y   | Y                | N                 |          |
| INP                                                                                   | U            | B,C     | D                              | No               | UNE              | No            | Yes                                              | Y   | Y                | N                 |          |
| Loop+LNP                                                                              | U            | B       | V,P,Q                          | Yes              | UNE              | No            | No                                               | Y   | Y                | N                 |          |
| Measured Rate/Bus                                                                     | R,B          | E,M     | C,D,N,V,W,P,Q,T<br>Y,B,L,S,D   | Yes              | No               | No            | No                                               | Y   | Y                | Y                 |          |

Tennessee Performance Metrics

| Product                                | PRODUCT TYPE | REQTYPE | ACT TYPE                     | F/T <sup>3</sup> | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING <sup>1</sup> | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | COMMENTS |
|----------------------------------------|--------------|---------|------------------------------|------------------|-----------------|---------------|--------------------------------------------------|-----|------------------|-------------------|----------|
| Measured Rate/Res                      | R,B          | E,M     | C,D,N,V,W,P,Q,T<br>Y,B,L,S,D | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Megalink POINT TO POINT                | C            | E       | N,V,W,T,D,C,P,Q              | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Megalink CHANNELIZED                   | C            | E       | N,V,W,T,D,C,P,Q              | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Memory Call                            | R,B          | E, M    | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Memory Call Ans. Svc.                  | R,B          | E, M    | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Multiserv                              | C            | P       | N,C,D,T,V,S,B,W,L,P,Q        | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Native Mode LAN Interconnection (NMLI) | C            | E       | N,C,D,V,W                    | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Off-Prem Stations                      | C            | E       | N,C,D,V,W,T,P,Q              | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Optional Calling Plan                  | R,B          | E, M    | N,V,P,Q,W                    | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Package/Complete Choice and Area Plus  | R,B          | E, M    | N,C,V,W,P,Q                  | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Package/Complete Choice and Area Plus  | R,B          | E, M    | T                            | No               | No              | No            | Yes                                              | Y   | Y                | N                 |          |
| Pathlink/ Primary Rate ISDN            | C            | E       | N,C,D,T,V,W,P,Q              | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| 4-WIRE ISDN PRI UNE COMBO              | C            | M       | N,C,D,V                      | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Pay Phone Provider                     | B            | E,M     | C,D,T,N,V,W,P,Q              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| PBX Standalone Port                    | C            | F       | N,C,D                        | No               | Yes             | Yes           | Yes                                              | Y   | Y                | N                 |          |
| PBX Trunks                             | C            | E       | N,C,D,V,W,T,P,Q              | No               | Yes             | Yes           | Yes                                              | Y   | Y                | N                 |          |
| PIC/LPIC Change                        | R,B,C        | E,M     | C,V,P,Q,T                    | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| PIC/LPIC Freeze                        | R,B,C        | E,M     | N,C,V,P,Q,T                  | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| PORT/LOOP COMBO 2-WIRE PBX             | C            | M       | N,C,D,V                      | No               | No              | No            | Yes                                              | Y   | Y                | N                 |          |
| Port/Loop Simple                       | U            | M       | N,C,D,V                      | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Preferred Call Forward                 | R,B,U        | E,M     | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| RCF Basic                              | R,B          | E,M     | N,D,W,V,P,Q,T                | No               | No              | No            | Yes                                              | Y   | Y                | N                 |          |
| Remote Access to CF                    | R,B          | E,M     | C,D,N,V,W,P,Q,T              | No               | No              | No            | NA                                               | Y   | Y                | N                 |          |
| Repeat Dialing                         | R,B          | E,M     | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Ringmaster                             | R,B          | E,M     | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Smartpath                              | R,B          | E       | C,D,T,N,V,W                  | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| SmartRING                              | C            | E       | N,D,C,V,W                    | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Speed Calling                          | R,B          | E,M     | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Synchronet                             | C            | E       | N,D,C,V,W                    | No               | Yes             | Yes           | Yes                                              | Y   | Y                | N                 |          |
| Three Way Call Block                   | R,B          | E,M     | C,D,N,V,W,P,Q,T              | Yes              | No              | No            | No                                               | Y   | Y                | N                 |          |

Tennessee Performance Metrics

| Product                                        | PRODUCT TYPE | REQTYPE | ACT TYPE        | F/T <sup>3</sup> | COMPLEX SERVICE | COMPLEX ORDER | PLANNED FALLOUT FOR MANUAL HANDLING <sup>1</sup> | EDI | TAG <sup>2</sup> | LENS <sup>4</sup> | COMMENTS |
|------------------------------------------------|--------------|---------|-----------------|------------------|-----------------|---------------|--------------------------------------------------|-----|------------------|-------------------|----------|
| Tie Lines                                      | C            | E       | N,C,D,V,W,T,P,Q | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| TOLL FREE DIALING (TFD)                        | C            | E       | N,C,D,V,W       | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| Touchtone                                      | R,B          | E       | C,D,N,V,W,P,Q,T | Yes              | No              | No            | No                                               | Y   | Y                | Y                 |          |
| Unbundled Loop-Analog 2W, SL1, SL2             | U            | A,B     | D,N,V           | Yes              | UNE             | No            | No                                               | Y   | Y                | Y                 |          |
| Unbundled Loop-Analog 2W, SL1,SL2              | U            | A,B     | C **            | Yes              | UNE             | No            | Yes                                              | Y   | Y                | Y                 |          |
| Unbundled Universal Digital Channel (UDC) Loop | U            | A       | N,D             | Yes              | UNE             | No            | No                                               | Y   | Y                | Y                 |          |
| WATS*                                          | C            | E       | W,D,N,C,V       | No               | Yes             | Yes           | NA                                               | N   | N                | N                 |          |
| XDSL                                           | U            | A,B     | N,C,V,D         | Yes              | UNE             | No            | No                                               | Y   | Y                | Y                 |          |
| XDSL                                           | U            | A,B     | T               | No               | No              | No            | Yes                                              | Y   | Y                | N                 |          |

**Product:** U-UNE; C-Complex; B-Business; R-Residence

**Reqtype:** A-Loop; B-Loop with LNP/INP; C-LNP/INP; E-Resale; F-Port; J-Directory Listing and Directory Assistance; M-UNE-P; N-DID Resale; P-Centrex Resale, ACT: N-New installation; C-Change an existing account; D-Disconnection; T-Outside move of end user location; R-Record activity is for ordering administrative changes; V-Conversion of service to new LSP as specified; W-Conversion of service to new LSP "as is"; S-Suspend; B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (initial); Q-Partial Migration (subsequent)

**Note 1:** Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow-through due to the complexity of the service.

**Note 2:** The TAG column includes thse LSRs submitted via Robo TAG.

**Note 3:** For all services that indicate 'No' for flow-through, the following reasons, in addition to complex services or complex order, also prompt manual handling: Expedites from CLECs, special pricing plans, partial migrations (although conversions-as-is flow through for issue 9 unless migrating the main TN and a new TN must be assigned ), class of service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C activity, pending order review required (Example: Any pending service order (PSO) not related to current PON, pending service order (PSO) with multiple service orders pending related to current PON and SUP received), more than 25 business lines and more than 15 loops, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings with Indentions or Captions, , transfer of calls option for CLEC end user – new TN not yet posted to CRIS.

**Note 4:** Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

**Note 5:** The following list of items will not FT:

LSRs with Project or RPON fields populated

\*\*SL1 REQTYPE A, ACT C, LNA N, C, or D

\*\*SL2 REQTYPE A, ACT C, LNA C

REQTYPE B, C, ACT P when migrating main telephone number

REQTYPE B, C ACT V with Complex

REQTYPE E, M, N and P; ACT = V, LNA = V (LNP to Resale/UNE Switched Combinations)

## Attachment 10

### BellSouth Disaster Recovery Plan

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## **1.0 PURPOSE**

In the unlikely event of a disaster occurring that affects BellSouth's long-term ability to deliver traffic to a Competitive Local Exchange Carrier (CLEC), general procedures have been developed by BellSouth to hasten the recovery process in accordance with the Telecommunications Service Priority (TSP) Program established by the Federal Communications Commission to identify and prioritize telecommunication services that support national security or emergency preparedness (NS/EP) missions. Since each location is different and could be affected by an assortment of potential problems, a detailed recovery plan is impractical. However, in the process of reviewing recovery activities for specific locations, some basic procedures emerge that appear to be common in most cases.

These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Each CLEC will be given the same consideration during an outage, and service will be restored as quickly as possible.

This document will cover the basic recovery procedures that would apply to every CLEC.

## **2.0 SINGLE POINT OF CONTACT**

When a problem is experienced, regardless of the severity, the BellSouth Network Management Center (NMC) will observe traffic anomalies and begin monitoring the situation. Controls will be appropriately applied to insure the operability of BellSouth's network; and, in the event that a switch or facility node is lost, the NMC will attempt to circumvent the failure using available reroutes.

BellSouth's NMC will remain in control of the restoration efforts until the problem has been identified as being a long-term outage. At that time, the NMC will contact BellSouth's Emergency Control Center (ECC) and relinquish control of the recovery efforts. Even though the ECC may take charge of the situation, the NMC will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.

The telephone number for the BellSouth Network Management Center in Atlanta, as published in Telcordia's National Network Management Directory, is 404-321-2516. The telephone number for <customer\_short\_name>'s Local Switch Control Center is [INSERT NUMBER].

## **3.0 IDENTIFYING THE PROBLEM**

During the early stages of problem detection, the NMC will be able to tell which CLECs are affected by the catastrophe. Further analysis and/or first hand observation will determine if the disaster has affected CLEC equipment only, BellSouth equipment only or a combination. The initial restoration activity will be largely determined by the equipment that is affected.

Once the nature of the disaster is determined and after verifying the cause of the problem, the NMC will initiate reroutes and/or transfers that are jointly agreed upon by the affected CLECs' Network Management Center and the BellSouth NMC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NMC will attempt to re-establish as much traffic as possible.

For long-term outages, recovery efforts will be coordinated by the Emergency Control Center (ECC). Traffic controls will continue to be applied by the NMC until facilities are re-established. As equipment is made available for service, the ECC will instruct the NMC to begin removing the controls and allow traffic to resume.

### **3.1 SITE CONTROL**

In the total loss of building use scenario, what likely exists will be a smoking pile of rubble. This rubble will contain many components that could be dangerous. It could also contain any personnel on the premises at the time of the disaster. For these reasons, the local fire marshal with the assistance of the police will control the site until the building is no longer a threat to surrounding properties and the companies have secured the site from the general public.

During this time, the majority owner of the building should be arranging for a demolition contractor to mobilize to the site with the primary objective of reaching the cable entrance facility for a damage assessment. The results of this assessment would then dictate immediate plans for restoration, both short term and permanent.

In a less catastrophic event, i.e., the building is still standing and the cable entrance facility is usable, the situation is more complex. The site will initially be controlled by local authorities until the threat to adjacent property has diminished. Once the site is returned to the control of the companies, the following events should occur.

An initial assessment of the main building infrastructure systems (mechanical, electrical, fire and life safety, elevators, and others) will establish building needs. Once these needs are determined, the majority owner should lead the building restoration efforts. There may be situations where the site will not be totally restored within the confines of the building. The companies must individually determine their needs and jointly assess the cost of permanent restoration to determine the overall plan of action.

Multiple restoration trailers from each company will result in the need for designated space and installation order. This layout and control is required to maximize the amount of restoration equipment that can be placed at the site, and the priority of placements.

Care must be taken in this planning to ensure other restoration efforts have logistical access to the building. Major components of telephone and building equipment will need to be removed and replaced. A priority for this equipment must also be jointly established to facilitate overall site restoration. (Example: If the AC switchgear has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)

If the site will not accommodate the required restoration equipment, the companies would then need to quickly arrange with local authorities for street closures, rights of way or other possible options available.

### **3.2 ENVIRONMENTAL CONCERNS**

In the worse case scenario, many environmental concerns must be addressed. Along with the police and fire marshal, the state environmental protection department will be on site to monitor the situation.

Items to be concerned with in a large central office building could include:

1. Emergency engine fuel supply. Damage to the standby equipment and the fuel handling equipment could have created "spill" conditions that have to be handled within state and federal regulations.
2. Asbestos-containing materials that may be spread throughout the wreckage. Asbestos could be in many components of building, electrical, mechanical, outside plant distribution, and telephone systems.
3. Lead and acid. These materials could be present in potentially large quantities depending upon the extent of damage to the power room.
4. Mercury and other regulated compounds resident in telephone equipment.
5. Other compounds produced by the fire or heat.

Once a total loss event occurs at a large site, local authorities will control immediate clean up (water placed on the wreckage by the fire department) and site access.

At some point, the companies will become involved with local authorities in the overall planning associated with site clean up and restoration. Depending on the clean up approach taken, delays in the restoration of several hours to several days may occur.

In a less severe disaster, items listed above are more defined and can be addressed individually depending on the damage.

In each case, the majority owner should coordinate building and environmental restoration as well as maintain proper planning and site control.

### **4.0 THE EMERGENCY CONTROL CENTER (ECC)**

The ECC is located in the Midtown 1 Building in Atlanta, Georgia. During an emergency, the ECC staff will convene a group of pre-selected experts to inventory the damage and initiate corrective actions. These experts have regional access to BellSouth's personnel and equipment and will assume control of the restoration activity anywhere in the nine-state area.

In the past, the ECC has been involved with restoration activities resulting from hurricanes, ice storms and floods. They have demonstrated their capabilities during these calamities as well as during outages caused by human error or equipment failures. This group has an excellent record of restoring service as quickly as possible.

During a major disaster, the ECC may move emergency equipment to the affected location, direct recovery efforts of local personnel and coordinate service restoration activities with the CLECs. The ECC will attempt to restore service as quickly as possible using whatever means is available, leaving permanent solutions, such as the replacement of damaged buildings or equipment, for local personnel to administer.

Part of the ECC's responsibility, after temporary equipment is in place, is to support the NMC efforts to return service to the CLECs. Once service has been restored, the ECC will return control of the network to normal operational organizations. Any long-term changes required after service is restored will be made in an orderly fashion and will be conducted as normal activity.

## **5.0 RECOVERY PROCEDURES**

The nature and severity of any disaster will influence the recovery procedures. One crucial factor in determining how BellSouth will proceed with restoration is whether or not BellSouth's equipment is incapacitated. Regardless of whose equipment is out of service, BellSouth will move as quickly as possible to aid with service recovery; however, the approach that will be taken may differ depending upon the location of the problem.

### **5.1 CLEC OUTAGE**

For a problem limited to one CLEC (or a building with multiple CLECs), BellSouth has several options available for restoring service quickly. For those CLECs that have agreements with other CLECs, BellSouth can immediately start directing traffic to a provisional CLEC for completion. This alternative is dependent upon BellSouth having concurrence from the affected CLECs.

Whether or not the affected CLECs have requested a traffic transfer to another CLEC will not impact BellSouth's resolve to re-establish traffic to the original destination as quickly as possible.

### **5.2 BELL SOUTH OUTAGE**

Because BellSouth's equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged BellSouth equipment is different. The outage will probably impact a number of Carriers simultaneously. However, the ECC will be able to initiate immediate actions to correct the problem.

A disaster involving any of BellSouth's equipment locations could impact the CLECs, some more than others. A disaster at a Central Office (CO) would only impact the delivery of traffic to and from that one location, but the incident could affect many Carriers. If the Central Office is a Serving Wire Center (SWC), then traffic from the entire area to those Carriers served from that switch would also be impacted. If the switch functions as an Access Tandem, or there is a tandem in the building, traffic from every CO to every CLEC could be interrupted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected.

The NMC would be the first group to observe a problem involving BellSouth's equipment. Shortly after a disaster, the NMC will begin applying controls and finding re-routes for the completion of as much traffic as possible. These reroutes may involve delivering traffic to alternate Carriers upon receiving approval from the CLECs involved. In some cases, changes in translations will be required. If the outage is caused by the destruction of equipment, then the ECC will assume control of the restoration.

### **5.2.1 Loss of a Central Office**

When BellSouth loses a Central Office, the ECC will

- a) Place specialists and emergency equipment on notice;
- b) Inventory the damage to determine what equipment and/or functions are lost;
- c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;
- d) Begin reconnecting service on a parity basis for Hospitals, Police and other emergency agencies or End Users served by BellSouth or CLEC in accordance with the TSP priority restoration coding scheme entered in the BellSouth Maintenance database immediately prior to the emergency;
- e) Begin restoring service, on a parity basis, to other End Users served by CLECs or BellSouth.

### **5.2.2 Loss of a Central Office with Serving Wire Center Functions**

The loss of a Central Office that also serves as a Serving Wire Center (SWC) will be restored as described in Section 5.2.1.

### **5.2.3 Loss of a Central Office with Tandem Functions**

When BellSouth loses a Central Office building that serves as an Access Tandem and as a SWC, the ECC will

- a) Place specialists and emergency equipment on notice;
- b) Inventory the damage to determine what equipment and/or functions are lost;
- c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;
- d) Begin reconnecting service on a parity basis for Hospitals, Police and other emergency agencies or End Users served by BellSouth or CLEC in accordance with the TSP priority restoration coding scheme entered in the BellSouth Maintenance database immediately prior to the emergency;

- e) Re-direct as much traffic as possible to the alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC;
- f) Begin aggregating traffic to a location near the damaged building. From this location, begin re-establishing trunk groups to the CLECs for the delivery of traffic normally found on the direct trunk groups (This aggregation point may be the alternate access tandem location or another CO on a primary facility route.);
- g) Begin restoring service, on a parity basis, to other End Users served by CLECs or BellSouth.

#### **5.2.4 Loss of a Facility Hub**

In the event that BellSouth loses a facility hub, the recovery process is much the same as above. Once the NMC has observed the problem and administered the appropriate controls, the ECC will assume authority for the repairs. The recovery effort will include

- a) Placing specialists and emergency equipment on notice;
- b) Inventorying the damage to determine what equipment and/or functions are lost;
- c) Moving containerized emergency equipment to the stricken area, if necessary;
- d) Reconnecting service on a parity basis for Hospitals, Police and other emergency agencies or End Users served by BellSouth or CLEC in accordance with the TSP priority restoration coding scheme entered in the BellSouth Maintenance database immediately prior to the emergency; and
- e) If necessary, BellSouth will aggregate the traffic at another location and build temporary facilities. This alternative would be viable for a location that is destroyed and building repairs are required.
- f) Begin restoring service, on a parity basis, to other End Users served by CLECs or BellSouth.

### **5.3 COMBINED OUTAGE (CLEC AND BELL SOUTH EQUIPMENT)**

In some instances, a disaster may impact BellSouth equipment as well as the CLEC equipment. This situation will be handled in much the same way as described in Section 5.2.3. Since BellSouth and the CLECs will be utilizing temporary equipment, close coordination will be required.

## **6.0 T1 IDENTIFICATION PROCEDURES**

During the restoration of service after a disaster, BellSouth may be forced to aggregate traffic for delivery to a CLEC. During this process, T1 traffic may be consolidated onto DS3s and may become unidentifiable to the Carrier. Because resources will be limited, BellSouth may be forced to "package" this traffic entirely differently than normally received by the CLECs. Therefore, a method for identifying the T1 traffic on the DS3s and providing the information to the Carriers is required. If information to facilitate billing among Carriers needs to be established, the Parties shall negotiate in good faith a resolution of such identification, information and billing issues and

may use traffic figures averaged over the most recent three (3) month period as a proxy taking into account known or expected deviations during the recovery period.

## **7.0 ACRONYMS**

|      |   |                                             |
|------|---|---------------------------------------------|
| CLEC | - | Competitive Local Exchange Carrier          |
| CO   | - | Central Office (BellSouth)                  |
| DS3  | - | Facility that carries 28 T1s (672 circuits) |
| ECC  | - | Emergency Control Center (BellSouth)        |
| NMC  | - | Network Management Center                   |
| SWC  | - | Serving Wire Center (BellSouth switch)      |
| T1   | - | Facility that carries 24 circuits           |
| TSP  | - | Telecommunications Service Priority         |

## **8.0 Hurricane Information**

During a hurricane, BellSouth will make every effort to keep CLECs updated on the status of our network. Information centers will be set up by BellSouth. These centers are not intended to be used for escalations, but rather to keep the CLEC informed of network related issues, area damages and dispatch conditions, etc.

Hurricane-related information will be regularly updated and can also be found on line at [http://www.interconnection.bellsouth.com/network/disaster/dis\\_resp.htm](http://www.interconnection.bellsouth.com/network/disaster/dis_resp.htm). Information concerning Mechanized Disaster Reports can also be found at this website by clicking on CURRENT MDR REPORTS or by going directly to <http://www.interconnection.bellsouth.com/network/disaster/mdrs.htm>.

## **9.0 BST Disaster Management Plan**

BellSouth maintenance centers have geographical and redundant communication capabilities. In the event of a disaster removing any maintenance center from service another geographical center would assume maintenance responsibilities. The contact numbers will not change and the transfer will be transparent to the CLEC.

## **Attachment 11**

### **Bona Fide Request and New Business Request Process**

## **BONA FIDE REQUEST AND NEW BUSINESS REQUEST PROCESS**

### **1.0 BONA FIDE REQUEST**

- 1.1 The Parties agree that <customer\_short\_name> is entitled to order any network element, interconnection option, or service option required to be made available by FCC or Commission requirements pursuant to the Act. A Bona Fide Request (BFR) is to be used when <customer\_short\_name> makes a request of BellSouth to provide a new or modified network element, interconnection option or other service option pursuant to the Act that was not previously provided for in this Agreement.
- 1.2 A BFR shall be submitted in writing by <customer\_short\_name> and shall specifically identify the requested service date, technical requirements, space requirements and/or such other specifications that clearly define the request such that BellSouth has sufficient information to analyze and prepare a response. Such a request shall also include <customer\_short\_name>'s designation of the request as being pursuant to the Telecommunications Act of 1996 (*i.e.*, a BFR). The request shall be sent to <customer\_short\_name>'s designated BellSouth sales contact or Local Contract Manager.
- 1.3 Within two (2) business days of receipt of a BFR, BellSouth shall acknowledge in writing its receipt and identify a single point of contact responsible for responding to the BFR and shall request any additional information needed to process the request to the extent known at that time. Notwithstanding the foregoing, BellSouth may reasonably request additional information from <customer\_short\_name> at any time during the processing of the BFR.
- 1.4 Within thirty (30) business days of BellSouth's receipt of the BFR, if preliminary analysis of the requested BFR is not of such complexity that it will cause BellSouth to expend extraordinary resources to evaluate the BFR, BellSouth shall respond to <customer\_short\_name> by providing a preliminary analysis of the new or modified network element or interconnection option not ordered by the FCC or Commission that is the subject of the BFR. The preliminary analysis shall either confirm that BellSouth will offer access to the new or modified network element, interconnection option or service option or confirm that BellSouth will not offer the new or modified network element, interconnection option or service option.
- 1.5 [Parties Disagree]

[<customer\_short\_name> Version] For any new or modified network element, interconnection option or service option not ordered by the FCC or Commission, if the preliminary analysis states that BellSouth will offer the new or modified network element, interconnection option or service option, the preliminary analysis will include an estimate of the **nonrecurring and recurring rates of** the network element, interconnection option or service option and the date the request can be met. If the preliminary analysis states that BellSouth will not offer the new or modified network element, interconnection option or service option, BellSouth will provide an explanation of why the request is not technically feasible, does not qualify as a BFR for the new or modified network element, interconnection option or service option, should actually be submitted as a NBR or is otherwise not required to be provided under the Act. If BellSouth cannot provide the network element, interconnection option or service option by the requested date, BellSouth shall provide an alternative proposed date together with a detailed explanation as to why BellSouth is not able to meet <customer\_short\_name>'s requested date.

[BellSouth Version] For any new or modified network element, interconnection option or service option not ordered by the FCC or Commission, if the preliminary analysis states that BellSouth will offer the new or modified network element, interconnection option or service option, the preliminary analysis will include an estimate of the **costs of utilizing existing resources, both personnel and systems, in the development including, but not limited to, request parameters analysis, determination of impacted BellSouth departments, determination of required resources, project management resources, etc. (Development Rate) including a general breakdown of such costs associated with** the network element, interconnection option or service option and the date the request can be met. If the preliminary analysis states that BellSouth will not offer the new or modified network element, interconnection option or service option, BellSouth will provide an explanation of why the request is not technically feasible, does not qualify as a BFR for the new or modified network element, interconnection option or service option, should actually be submitted as a NBR or is otherwise not required to be provided under the Act. If BellSouth cannot provide the network element, interconnection option or service option by the requested date, BellSouth shall provide an alternative proposed date together with a detailed explanation as to why BellSouth is not able to meet <customer\_short\_name>'s requested date.

- 1.6 For any new or modified network element, interconnection option or service option not ordered by the FCC or Commission, if BellSouth determines that the preliminary analysis of the requested BFR is of such complexity that it will cause BellSouth to expend extraordinary resources to evaluate the BFR, BellSouth shall notify <customer\_short\_name>

within ten (10) business days of BellSouth's receipt of BFR that a fee will be required prior to the preliminary evaluation of the BFR. Such fee shall be limited to BellSouth's extraordinary expenses directly related to the complex request that require the allocation and engagement of additional resources above the existing allocated resources used on BFR/NBR cost development which include, but are not limited to, expenditure of funds to develop feasibility studies, specific resources that are required to determine request requirements (such as operation support system analysts, technical managers, software developers), software impact analysis by specific software developers; software architecture development, hardware impact analysis by specific system analysts, etc. and the request for such fee shall be accompanied with a general breakdown of such costs. If <customer\_short\_name> accepts the complex request evaluation fee proposed by BellSouth, <customer\_short\_name> shall submit such fee within thirty (30) business days of BellSouth's notice that a complex request evaluation fee is required. Within thirty (30) business days of BellSouth's receipt of the complex request evaluation fee, BellSouth shall respond to <customer\_short\_name> by providing a preliminary analysis, consistent with Section 1.4 of this Attachment 11.

1.7 <customer\_short\_name> may cancel a BFR at any time. If <customer\_short\_name> cancels the request within ten (10) business days after submitting the BFR request, no charges will be incurred. If <customer\_short\_name> cancels the BFR within thirty (30) business days after receipt of BellSouth's preliminary analysis, BellSouth shall be entitled to keep any complex request evaluation fee submitted in accordance with Section 1.6 above, minus those costs included in the fee that have not been incurred as of the date of cancellation.

1.8 <customer\_short\_name> will have thirty (30) business days from receipt of preliminary analysis to accept the preliminary analysis or cancel the BFR. If <customer\_short\_name> fails to respond within this thirty (30) business day period, the BFR will be deemed cancelled.

1.8.1 [Parties Disagree]

[<customer\_short\_name>] Acceptance of the preliminary analysis must be in writing and accompanied by the estimated **nonrecurring rate** for the new or modified network element, interconnection option or service option quoted in the preliminary analysis.

[BellSouth Version] Acceptance of the preliminary analysis must be in writing and accompanied by the estimated **Development Rate** for the new or modified network element, interconnection option or service option quoted in the preliminary analysis.

[<customer\_short\_name> Version] Notwithstanding any other provision of this Agreement, BellSouth shall propose a firm price quote, including the firm nonrecurring rate and the firm recurring rate, and a detailed implementation plan within ten (10) business days of receipt of <customer\_short\_name>'s accurate BFR application for a network element, interconnection option or service option that is operational at the time of the request; thirty (30) business days of receipt of <customer\_short\_name>'s accurate BFR application for a new or modified network element, interconnection option or service option ordered by the FCC or Commission; and within sixty (60) business days of receipt of <customer\_short\_name>'s accurate BFR application for a new or modified network element, interconnection option or service option not ordered by the FCC or Commission or not operational at the time of the request. Such firm price quote shall not exceed the estimate provided with the preliminary analysis by more than 25%.

[BellSouth Version] Notwithstanding any other provision of this Agreement, BellSouth shall propose a firm price quote, including **the firm Development Rate**, the firm nonrecurring rate and the firm recurring rate, and a detailed implementation plan within ten (10) business days of receipt of <customer\_short\_name>'s accurate BFR application for a network element, interconnection option or service option that is operational at the time of the request; thirty (30) business days of receipt of <customer\_short\_name>'s accurate BFR application for a new or modified network element, interconnection option or service option ordered by the FCC or Commission; and within sixty (60) business days of receipt of <customer\_short\_name>'s accurate BFR application for a new or modified network element, interconnection option or service option not ordered by the FCC or Commission or not operational at the time of the request. The firm nonrecurring rate will not include any of the Development Rate or the complex request evaluation fee, if required, in the calculation of this rate. Such firm price quote shall not exceed the estimate provided with the preliminary analysis by more than 25%.

[<customer\_short\_name> Version] <customer\_short\_name> shall have thirty (30) business days from receipt of the firm price quote to accept or deny the firm price quote and submit any additional nonrecurring rate quoted in the firm price quote. If the firm price quote is less than the preliminary analysis' estimated nonrecurring rate for the new or modified network element, interconnection option or service option not ordered by the FCC or Commission, BellSouth will credit <customer\_short\_name>'s account for the difference.

[BellSouth Version] <customer\_short\_name> shall have thirty (30) business days from receipt of the firm price quote to accept or deny the firm price quote and submit any additional **Development** or nonrecurring rates quoted in the firm price quote. If the firm price quote is less than the preliminary analysis' estimated **Development Rate** and/or nonrecurring rate for the new or modified network element, interconnection option or service option not ordered by the FCC or Commission, BellSouth will credit <customer\_short\_name>'s account for the difference.

- 1.11 Unless <customer\_short\_name> agrees otherwise, all prices shall be consistent with the applicable pricing principles and provisions of the Act and rules, orders and regulations of the FCC and/or the Commission.
- 1.12 If <customer\_short\_name> believes that BellSouth's firm price quote is not consistent with the requirements of the Act, either Party may seek dispute resolution in accordance with the dispute resolution provisions set forth in the General Terms and Conditions of this Agreement. Any such arbitration applicable to network element, interconnection option and/or service option pricing shall be conducted in accordance with standards prescribed in Sections 251 and 252 of the Act. While the dispute is pending, <customer\_short\_name> shall have the option of requesting BellSouth to provide the network element, interconnection option or service option subject to a retroactive pricing true up upon an effective Commission order resolving the dispute. The Parties agree that subsequent true-ups may result from multiple rounds of appellate or reconsideration decisions, should the relevant Party pursue such appeals/reconsiderations/review and prevail. BellSouth will provide a cost study upon request after the firm quote.
- 1.13 If either Party believes that the other is not acting in good faith in requesting, negotiating, processing or implementing the BFR, either Party may seek to resolve the dispute pursuant to the dispute resolution provisions set forth in the General Terms and Conditions of this Agreement.
- 1.14 Upon agreement to the rates, terms and conditions of a BFR, the Parties shall negotiate in good faith an amendment to this Agreement.

## 2.0 **NEW BUSINESS REQUEST**

- 2.1 <customer\_short\_name> also shall be permitted to request the development of new or revised facilities or service options which may not be required by the Act. Procedures applicable to requesting the addition of such elements, services and options are specified in this Attachment 11. A New Business Request (NBR) is to be used by <customer\_short\_name> to make a request of BellSouth for a new or modified feature or capability

of an existing product or service, a new product or service that is not deployed within the BellSouth network or operations and business support systems, or a new or modified service option that was not previously included in this Agreement (Requested NBR Services) and is not required by the Act.

- 2.2 An NBR shall be submitted in writing by <customer\_short\_name> and shall specifically identify the requested service date, technical requirements, space requirements and/or such specifications that clearly define the request such that BellSouth has sufficient information to analyze and prepare a response. The request shall be sent to <customer\_short\_name>'s designated BellSouth sales contact or Local Contract Manager.
- 2.3 Within two (2) business days of receipt of an NBR, BellSouth shall acknowledge in writing its receipt and identify a single point of contact responsible for responding to the NBR And shall request any additional information needed to process the request to the extent known at that time. Notwithstanding the foregoing, BellSouth may reasonably request additional information from <customer\_short\_name> at any time during the processing of the NBR.
- 2.4 If the preliminary analysis of the requested NBR is not of such complexity that it will cause BellSouth to expend extraordinary resources to evaluate the NBR, within thirty (30) business days of its receipt of the NBR, BellSouth shall respond to <customer\_short\_name> by providing a preliminary analysis of such Requested NBR Services that are the subject of the NBR. The preliminary analysis shall either confirm that BellSouth will offer access to the Requested NBR Services or confirm that BellSouth will not offer the Requested NBR Services.
  - 2.4.1 If the preliminary analysis states that BellSouth will offer the Requested NBR Services, the preliminary analysis will include an estimate of the Development Rate including a general breakdown of costs and the date the request can be met. If BellSouth cannot provide the Requested NBR Service by the requested date, it shall provide an alternative proposed date together with a detailed explanation as to why BellSouth is not able to meet <customer\_short\_name>'s requested date. If the preliminary analysis states that BellSouth will not offer the Requested NBR Services, BellSouth will provide an explanation of why the request is not technically feasible, does not qualify as an NBR for the Requested NBR Services.
- 2.5 If BellSouth determines that the preliminary analysis of the requested NBR is of such complexity that it will cause BellSouth to expend extraordinary resources to evaluate the NBR, BellSouth shall notify <customer\_short\_name> within ten (10) business days of BellSouth's

receipt of the NBR that a complex request evaluation fee will be required prior to the evaluation of the NBR. Such fee shall be limited to BellSouth's extraordinary expenses directly related to the complex request. If <customer\_short\_name> accepts the complex request evaluation fee amount proposed by BellSouth, <customer\_short\_name> shall submit such complex request evaluation fee within thirty (30) business days of BellSouth's notice that a complex request evaluation fee is required.

- 2.6 Within thirty (30) business days of BellSouth's receipt of the complex request evaluation fee, BellSouth shall respond to <customer\_short\_name> by providing a preliminary analysis of such Requested NBR Services that are the subject of the NBR.
- 2.7 <customer\_short\_name> may cancel an NBR at any time. If <customer\_short\_name> cancels the NBR within ten (10) business days after submitting the NBR, no charges will be incurred. If <customer\_short\_name> cancels the NBR within thirty (30) business days after receipt of BellSouth's preliminary analysis, BellSouth shall be entitled to keep any complex request evaluation fee submitted in accordance with Section 2.6, minus those costs included in the fee that have not been incurred as of the date of cancellation.
- 2.8 <customer\_short\_name> will have thirty (30) business days from receipt of preliminary analysis to accept the preliminary analysis or cancel the NBR. If <customer\_short\_name> fails to respond within this thirty (30) business day period, the NBR will be deemed cancelled.
- 2.8.1 Acceptance of the preliminary analysis must be in writing and accompanied by the estimated Development Rate for the Requested NBR Services quoted in the preliminary analysis.
- 2.9 BellSouth shall propose a firm price quote including the firm Development Rate, the firm nonrecurring rate, and the firm recurring rate and a detailed implementation plan within ten (10) business days of receipt of <customer\_short\_name>'s accurate NBR application for a Requested NBR Service that is operational at the time of the request and within sixty (60) business days of receipt of <customer\_short\_name>'s accurate NBR application for the Requested NBR Services not operational at the time of the request. The firm nonrecurring rate will not include any of the Development Rate or the complex request evaluation fee, if required, in the calculation of this rate. Such firm price quote shall not exceed the estimate provided with the preliminary analysis by more than 25%.

- 2.10 <customer\_short\_name> shall have thirty (30) business days from receipt of firm price quote to accept or deny the firm price quote and submit any additional nonrecurring, non-refundable fees quoted in the firm price quote. If the firm price quote is less than the preliminary analysis' estimate of the Development Rate, BellSouth will credit <customer\_short\_name>'s account for the difference.
- 2.11 Unless <customer\_short\_name> agrees otherwise, all prices shall be consistent with the applicable pricing principles and provisions of the Act and rules, orders and regulations of the FCC and/or the Commission.
- 2.12 If either Party believes that the other is not acting in good faith in requesting, negotiating, processing or implementing the NBR, either Party may seek to resolve the dispute pursuant to the dispute resolution provisions set forth in the General Terms and Conditions of this Agreement.
- 2.13 Upon agreement to the rates, terms and conditions of a NBR, an amendment to this Agreement, or a separate agreement, may be required and the Parties shall negotiate such agreement or amendment in good faith.