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January 25, 2013

Hon. James M. Allison, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *AT&T Tennessee's SQM/SEEMs Plan*
Docket No. 04-00150

Dear Chairman Allison:

Under the Administrative Provisions of the SQM Plan, notice is hereby provided that AT&T has recently implemented certain system changes in the Southeast region. Specifically, as of August 31, 2012, AT&T retired the Loop Maintenance Operations System ("LMOS") interface that stores the assignment and selected account information for use by downstream OSS and AT&T personnel during provisioning and maintenance activities. This retirement of LMOS completes the migration to the Work Force Administration/Control ("WFA/C") System interface. Also included in this migration is the Network and Services Database ("NSDB") which serves as the database for WFA/C and is a central database for customer circuit and services information. Interested parties, including Competitive Local Exchange Carriers ("CLECs"), have been advised of this change through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the attached Accessible Letter ("AL"): CLECSE11-230 (dated December 12, 2011).

Although this OSS change does not substantively change the SQM Plan, the SQM Plan documentation must be updated to accurately reflect the retirement of the LMOS interface. Accordingly, AT&T has made minor, administrative updates to the SQM Plan documentation. For the Authority's convenience, a red-lined version of the pages of the SQM Plan which have been updated is included in this filing. The updated SQM Plan will be available for review at the following website:

<http://pmap.wholesale.att.com/content/documentation.aspx>.

It is important to note that from a performance measurement perspective, the migration to the WFA/C interface will have **no impact** on the creation or review of trouble tickets within measures currently contained in the SQM Plan.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Joelle Phillips", written over a circular stamp or seal.

Joelle Phillips

1054724



Accessible Letter

Date:	December 12, 2011	Number:	CLECSE11-230
Effective Date:	January 15, 2012	Category:	ALL
Subject:	(MAINTENANCE AND REPAIR) Migrating Inventory & Ticketing from LMOS to WFA/C		
Related Letters:	NA	Attachment:	NA
States Impacted:	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee		
Issuing AT&T ILECS:	AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky, AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina and AT&T Tennessee (collectively referred to for purposes of this Accessible Letter as "AT&T Southeast Region")		
Response Deadline:	NA	Contact:	CLEC User Forum ATTCUF@ATT.COM
Conference Call/Meeting:	NA		

Effective January 15, 2012, AT&T Southeast Region will begin migrating inventory records and ticketing functionality from LMOS to WFA/C. This change will not alter the creation or review of trouble tickets. The migration will be implemented in a phased approach and is targeted for completion by June 1, 2012.

Please direct questions to the CLEC User Forum mailbox above.

**M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Calendar Days****Definition**

This report measures the percentage of customer trouble reports received within 30 calendar days of a previous trouble report.

Exclusions

- Trouble tickets canceled at the CLEC request
- AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of AT&T's control
 - A cut or damaged cable, caused by other than AT&T employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 calendar days of an original customer trouble report. Candidates for this measure are determined by ~~using either the 'cleared date' from LMOS or the 'closed date'~~ from WFA of the first trouble, and the 'received date' of the next trouble.

Calculation

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

- a = Count of repeat customer trouble reports, within a continuous 30 calendar day period
- b = Total customer trouble reports cleared or closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T Aggregate
- Geographic Scope
 - State

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

- | | |
|--|--|
| • Resale Residence (Non-Design)..... | Retail Residence (Non-Design) |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design) |
| • Resale Design..... | Retail Design |
| • UNE Analog Loop (Design)..... | Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design)..... | Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop >= DS1..... | Retail Digital Loop >= DS1 |
| • UNE EELs..... | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL, UCL and Line Splitting)..... | ADSL Provided to Retail |
| • UNE ISDN/UDC/IDSL..... | Retail ISDN – BRI |
| • UNE Other Design..... | Diagnostic |
| • UNE Other Non-Design..... | Diagnostic |
| • Local Interconnection Trunks..... | Parity with Retail Trunks |

**M&R-5 [OOS]: Out of Service (OOS) > 24 Clock Hours****Definition**

This report measures the amount of Out of Service Customer Troubles (no dial tone, cannot be called, or cannot call out) and is represented as a percentage of Total OOS Customer Troubles cleared in excess of 24 clock hours. (All design service troubles are considered to be out of service).

Exclusions

- Trouble reports canceled at the CLEC request
- AT&T trouble reports associated with administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of AT&T's control
 - A cut or damaged cable, caused by other than AT&T employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

Business Rules

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

Calculation

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

- a = Total Cleared Customer Troubles OOS > 24 clock hours
- b = Total OOS Customer Troubles in reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T Aggregate
- Geographic Scope
 - State

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

- | | |
|---|---|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design)..... | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • UNE Analog Loop (Design)..... | Retail Residence, Business and Design (Dispatch)
(Excluding Digital Loops) |
| • UNE Analog Loop (Non-Design) | Retail Residence and Business - POTS (Excluding Switch
Based Feature Troubles) |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE EELS..... | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL, UCL and Line Splitting) | ADSL provided to Retail |
| • UNE ISDN/UDC/IDSL | Retail ISDN – BRI |
| • UNE Other Design..... | Diagnostic |
| • UNE Other Non-Design..... | Diagnostic |
| • Local Interconnection Trunks | Parity with Retail Trunks |



Local Service Request Exchange (LEX) System – An AT&T browser based application for online creation, submittal, and maintenance of Local Service Requests (LSRs).

LFACS

Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

LIDB

Line Information Database – Contains information about the user's calling card and other billing data.

LMOS

~~Loop Maintenance Operations System—An AT&T operations system that stores the assignment and selected account information for use by downstream OSS and AT&T personnel during provisioning and maintenance activities.~~

LMOS HOST

~~Loop Maintenance Operations System Host Computer~~

LMU

Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI

Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

LNP

Local Number Portability - In the context of this document, the capability for a subscriber to retain their current telephone number as they transfer 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 processes including:

- (1) Linking AT&T to the Number Portability Administration Center (NPAC).
- (2) Allowing for inter-company communications between-AT&T 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 – A 10-digit number which routes calls to the appropriate end-user's ported telephone number.

LSR

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

M

Maintenance & Repair

The process and function by which trouble reports are sent to AT&T and the related service problems are resolved.

MARCH

AT&T Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches.



N**NBR**

New Business Request - Process required by AT&T for CLECs to initiate a service, which is not included within its interconnection agreement.

NC

No Circuits - All circuits busy announcement.

NMLI

Native Mode LAN Interconnection – An intraLATA, shared fiber-based, LAN inter-networking service.

NPA

Numbering Plan Area – Area Code portion of a telephone number.

NSDB

Network and Services Database-The database for WFA/C and as a database for customer circuit and services information.

NXX

The exchange portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

O**OBF**

Ordering and Billing Forum Adapter-Provides gateway between XML Gateway/COBRA/Verigate and the various BIS systems to retrieve pre-order data from legacy systems.

Ordering

The process and functions where resale services or unbundled network elements are ordered from AT&T, as well as the process by which an LSR or ASR is placed with AT&T

Ordering Interface Gateways

Gateways for CLECs to submit LSRs electronically

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 AT&T 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 central offices.
- (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 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.



Tennessee Performance Metrics

Docket No. 04-00150
Appendix C: OSS Interface Tables

Table 5: Legacy System Access Times for M&R (TAFI)

System	AT&T & CLEC	Count ≤ 10
CRIS	x	x
DLETH	x	x
DLR	x	x
LMOS	x	x
LMOSupd	x	x
LNP Gateway	x	x
MARCH	x	x
OSPCM	x	x
Predictor	x	x
SOCS	x	x
NIW	x	x
NSDB	x	x

**OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)****OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering**

OSS Interface Availability Application	Applicable to	% Availability
LEX.....	CLEC	X
LASR	CLEC	X
WFM.....	CLEC	X
OBF.....	CLEC	X
Enhanced Verigate.....	CLEC	X
LESOG	CLEC	X
LNP Gateway	CLEC	X
XML Gateway.....	CLEC	X
COG.....	CLEC	X
SGG.....	CLEC	X
DOE.....	CLEC/AT&T	X
SONGS	CLEC/AT&T	X
ATLAS/COFFI.....	CLEC/AT&T	X
BOCRIS/CRIS.....	CLEC/AT&T	X
DSAP	CLEC/AT&T	X
RSAG	CLEC/AT&T	X
SOCS	CLEC/AT&T	X
LFACS.....	CLEC/AT&T	X
RNS	AT&T.....	X
ROS	AT&T.....	X

OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
AT&T TAFI	X
CLEC TAFI.....	X
CLEC EBTA.....	X
AT&T & CLEC	
CRIS	X
LMOS HOST.....	X
LNP Gateway	X
MARCH	X
NSDB.....	X
OSPCM.....	X
PREDICTOR	X
SOCS	X

CERTIFICATE OF SERVICE

I hereby certify that on January 25, 2013, a copy of the foregoing document was served on the following, via hand delivery, facsimile, overnight, electronic mail or US Mail, addressed as follows:

- ☐ Hand
- ☐ Mail
- ☐ Facsimile
- ☐ Overnight
- ☒ Electronic

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