



Robert Culpepper
General Attorney

AT&T Tennessee
333 Commerce Street
Suite 2101
Nashville, TN 37201-1800

T: 615.214.6300
F: 615.214.7406

February 17, 2014

Hon. James M. Allison, Chairman
Tennessee Regulatory Authority
502 Deaderick Street
Nashville, TN 37238


Re: Administrative Updates to the Service Quality Measurement Plan ("SQM Plan") to Reflect Operations Support Systems ("OSS") Changes
Docket No. 04-00150

Dear Chairman Allison:

In accordance with the Administrative Provisions of the SQM Plan, notice is hereby provided that AT&T will implement certain system changes in the Southeast region. Specifically, as of March 1, 2014, AT&T will retire the Regional Ordering System ("ROS") interface that provides service order information for use by downstream OSS and AT&T personnel during ordering activities. As a result of the retirement of the ROS interface, this completes the migration to the AT&T Business Manager ("ABM") system interface, which is an internal AT&T service order negotiation interface.

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 ROS interface. Accordingly, AT&T has made minor, administrative updates to the SQM Plan documentation. For the Commission's convenience, red-lined versions of the pages of the SQM Plan which have been updated are 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 ABM system interface will have **no impact** on the service orders within measures currently contained in the SQM Plan.

Very truly yours,


Robert Culpepper
by C. Haney for permission

AT&T Service Quality Measurement Plan (SQM)

Tennessee Performance Metrics

**Measurement Descriptions
Version 4.02-3**

Effective Date: ~~September 1, 2012~~ March 1, 2014

Appendix A: Glossary of Acronyms and Terms

Symbols used in calculations

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

x

A mathematical operator representing multiplication

/

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

ABM

AT&T Business Manager is a front end ordering system that provides service order negotiation for Small and Large Business customers.

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

ALEC

Alternative Local Exchange Company – An AT&T wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

ADSL

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

**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
OBFI.....	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
RCS ABM	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

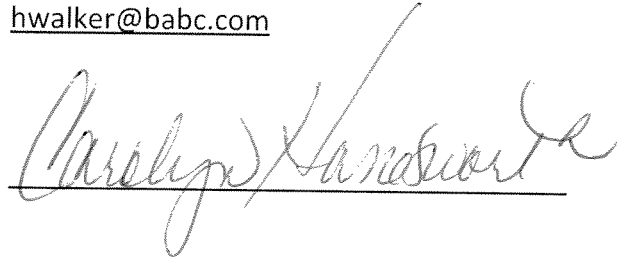
CRIS	X
LNP Gateway	X
MARCH	X

CERTIFICATE OF SERVICE

I hereby certify that on February 17, 2014, 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
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Henry Walker, Esquire
Bradley Arant Boult Cummings
P. O. Box 198062
Nashville, TN 37219-8062
hwalker@babco.com

A handwritten signature in cursive script, reading "Carolyn Handwerdt", is written over a horizontal line.