@ BELLSOUTH

BellSouth Telecommunications, Inc
333 Commerce Street
Suite 2101
Nashville, TN 37201-3300

guy hicks@bellsouth com

Guy M Hicks
General Counsel

615 214 6301
Fax 615 214 7406

November 1, 2004

VIA HAND DELIVERY

Hon. Pat Miller
Chairman
Tennessee Regulatory Authority
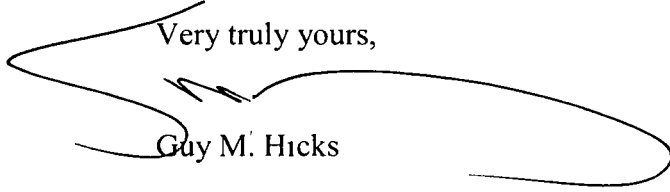460 James Robertson Parkway
Nashville, TN 37238

> Re: *Approval of the Paging Interconnection Agreement Negotiated by BellSouth Telecommunications, Inc and Express Paging Inc Pursuant to Sections 251 and 252 of the Telecommunications Act of 1996*
> Docket No. 04-00385

Dear Chairman Miller:

Enclosed are six paper copies and a CD Rom of the executed Paging Interconnection Agreement between BellSouth Telecommunications, Inc and Express Paging Inc. for approval by the Tennessee Regulatory Authority.

Thank you for your attention to this matter.

Very truly yours,

Guy M. Hicks

GMH:dt
cc: Clement Iguobadia, Express Paging Inc.

#555395

BEFORE THE TENNESSEE REGULATORY AUTHORITY
Nashville, Tennessee

In Re: *Approval of the Paging Interconnection Agreement Negotiated by BellSouth Telecommunications, Inc and Express Paging, Inc. Pursuant to Sections 251 and 252 of the Telecommunications Act of 1996*

Docket No. _____

PETITION FOR APPROVAL OF THE PAGING AGREEMENT NEGOTIATED BY BELLSOUTH TELECOMMUNICATIONS, INC. AND EXPRESS PAGING, INC. PURSUANT TO SECTIONS 251 AND 252 OF THE TELECOMMUNICATIONS ACT OF 1996

COME NOW BellSouth Telecommunications, Inc. ("BellSouth") and Express Paging, Inc. ("Express Paging") and respectfully file this request with the Tennessee Regulatory Authority (the "TRA") for approval of the attached Paging Interconnection Agreement (the "Agreement"). The Agreement was negotiated between Express Paging and BellSouth pursuant to Sections 251 and 252 of the Telecommunications Act of 1996 ("the Act"). The Agreement provides for the continued interconnection of the two companies' networks, thereby facilitating Express Paging's provision of commercial mobile radio services ("CMRS") to both residential and business customers in Tennessee. Express Paging and BellSouth, therefore, respectfully request that the Authority act within the 90 days specified by the Act and approve the Agreement

In support of their request, Express Paging and BellSouth state the following:

THE PARTIES

1.   BellSouth is an incumbent local exchange carrier authorized to provide local exchange service in Tennessee.

2.   Express Paging is a telecommunications carrier that has been granted authority by the Federal Communications Commission to provide paging CMRS in a specific market in Tennessee.

THE AGREEMENT

3.   Express Paging and BellSouth have successfully negotiated the agreement for the continued interconnection of their networks. A copy of the Agreement is attached hereto and incorporated herein by reference.

4.   BellSouth and Express Paging have entered into this Agreement, pursuant to Sections 251 (c) and 252 (a) of the Act.

5.   Pursuant to Section 252 (e) of the Act, Express Paging and BellSouth are submitting their Agreement to the TRA for its consideration and approval.

COMPLIANCE WITH THE ACT

6.   First, as required by Section 252(e)(2)(a)(i) of the Act, the Agreement does not discriminate against any other telecommunications carrier.   Other carriers are not bound by the Agreement and remain free to negotiate independently with BellSouth pursuant to Section 252 of the Act.

7.   Second, the Agreement is consistent with the public interest, convenience, and necessity, as required by Section 252(e)(2)(a)(ii) of the Act

APPROVAL OF THE AGREEMENT

8.   In accordance with Section 252(e) of the Act, the TRA is charged with approving or rejecting the Agreement between Express Paging and BellSouth within 90 days of its submission. The Act provides that the TRA may reject such Agreement only if it finds that the Agreement or any portion thereof discriminates against a telecommunications carrier not a party

to the Agreement, or if it finds that the implementation of the Agreement or any portion thereof

is not consistent with the public interest, convenience and necessity.

9.   Express Paging and BellSouth aver that the Agreement is consistent with the

standards for approval.

10.   Pursuant to 47 USC Section 252(i) and 47 C.F.R. Section 51.809, BellSouth shall

make available the entire Interconnection Agreement filed and approved pursuant to 47 USC

Section 252

11.   Express Paging and BellSouth respectfully request that the TRA approve the

Agreement negotiated between the parties without revision as expeditiously as possible

consistent with the public interest.

This ___ day of _____, 2004.

Respectfully submitted,

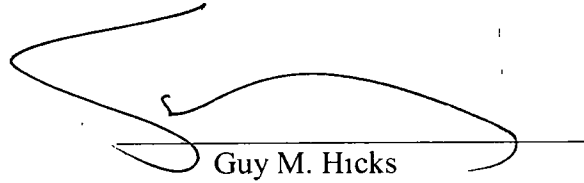BELLSOUTH TELECOMMUNICATIONS, INC.

By: _____
     Guy M. Hicks
     333 Commerce Street, Suite 2101
     Nashville, Tennessee 37201-3300
     (615) 214-6301
     Attorney for BellSouth

CERTIFICATE OF SERVICE

I, Guy M. Hicks, hereby certify that I have served a copy of the foregoing Petition for Approval of the Paging Interconnection Agreement on the following via United States Mail, this the ____ day of _____, 2004:

Mr. Clement Iguobadia
Express Paging Inc
1113 12th Avenue South
Nashville, TN 37203

Guy M. Hicks

Customer Name: Express Paging Inc.

Resale Agreement

Between

BellSouth Telecommunications, Inc.

And

Express Paging Inc.

TABLE OF CONTENTS

General Terms and Conditions

TABLE OF CONTENTS (cont'd)

AGREEMENT
GENERAL TERMS AND CONDITIONS

THIS AGREEMENT is made by and between BellSouth Telecommunications, Inc., (BellSouth), a Georgia corporation, and Express Paging Inc. (Express Paging), a Tennessee corporation, and shall be effective on the Effective Date, as defined herein. This Agreement may refer to either BellSouth or Express Paging or both as a "Party" or "Parties."

WITNESSETH

WHEREAS, BellSouth is a local exchange telecommunications company authorized to provide Telecommunications Services (as defined below) in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee, and

WHEREAS, Express Paging is or seeks to become a CLEC authorized to provide telecommunications services in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee; and

WHEREAS, pursuant to Sections 251 and 252 of the Act; Express Paging wishes to purchase certain services from BellSouth; and

NOW THEREFORE, in consideration of the mutual agreements contained herein, BellSouth and Express Paging agree as follows.

Definitions

Affiliate is defined as a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or equivalent thereof) of more than 10 percent.

Commission is defined as the appropriate regulatory agency in each state of BellSouth's nine-state region (Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee).

Competitive Local Exchange Carrier (CLEC) means a telephone company certificated by the Commission to provide local exchange service within BellSouth's franchised area.

Effective Date is defined as the date that the Agreement is effective for purposes of rates, terms and conditions and shall be thirty (30) days after the date of the last signature executing the Agreement. Future amendments for rate changes will also be effective thirty (30) days after the date of the last signature executing the amendment

Version R2Q04 09/08/04

End User means the ultimate user of the Telecommunications Service.

FCC means the Federal Communications Commission

Telecommunications means the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

Telecommunications Service means the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

Telecommunications Act of 1996 (Act) means Public Law 104-104 of the United States Congress effective February 8, 1996. The Act amended the Communications Act of 1934 (47 U.S.C. Section 1 et. seq.)

1   **CLEC Certification**

1.1   Express Paging agrees to provide BellSouth in writing Express Paging's CLEC certification for all states covered by this Agreement except Kentucky prior to BellSouth filing this Agreement with the appropriate Commission for approval.

1.2   To the extent Express Paging is not certified as a CLEC in each state covered by this Agreement as of the execution hereof, Express Paging may not purchase services hereunder in that state. Express Paging will notify BellSouth in writing and provide CLEC certification when it becomes certified to operate in any other state covered by this Agreement and upon receipt thereof, Express Paging may thereafter purchase services pursuant to this Agreement in that state. BellSouth will file this Agreement with the appropriate Commission for approval.

1.3   Should Express Paging's certification in any state be rescinded or otherwise terminated, BellSouth may, at its election, terminate this Agreement immediately and all monies owed on all outstanding invoices shall become due, and BellSouth may refuse to provide services hereunder in that state until certification is reinstated in that state. Express Paging shall provide an effective certification to do business issued by the secretary of state or equivalent authority in each state covered by this Agreement

2   **Term of the Agreement**

2.1   The term of this Agreement shall be three years, beginning on the Effective Date and shall apply to the BellSouth territory in the state(s) of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. Notwithstanding any prior agreement of the Parties, the rates, terms and conditions of this Agreement shall not be applied retroactively prior to the Effective Date.

2.2   The Parties agree that by no earlier than two hundred seventy (270) days and no later than one hundred and eighty (180) days prior to the expiration of this Agreement, they shall commence negotiations for a new agreement to be effective beginning on the expiration date of this Agreement (Subsequent Agreement)

2.3   If, within one hundred and thirty-five (135) days of commencing the negotiation referred to in Section 2.2 above, the Parties are unable to negotiate new terms, conditions and prices for a Subsequent Agreement, either Party may petition the Commission to establish appropriate terms, conditions and prices for the Subsequent Agreement pursuant to 47 U.S.C. 252

2.4   If, as of the expiration of this Agreement, a Subsequent Agreement has not been executed by the Parties, this Agreement shall terminate Upon termination of this Agreement, BellSouth shall continue to offer services to Express Paging pursuant to the terms, conditions and rates set forth in BellSouth's then current standard resale agreement. In the event that BellSouth's standard resale agreement becomes effective as between the Parties, the Parties may continue to negotiate a Subsequent Agreement or arbitrate disputed issues to reach a Subsequent Agreement as set forth in Section 2 3 above, and the terms of such Subsequent Agreement shall be effective as of the effective date as stated in the Subsequent Agreement.

2.5   In addition to as otherwise set forth in this Agreement, BellSouth reserves the right to suspend access to ordering systems, refuse to process additional or pending applications for service, or terminate service in the event of prohibited, unlawful or improper use of BellSouth's facilities or service, abuse of BellSouth's facilities or any other material breach of this Agreement, and all monies owed on all outstanding invoices shall become due

2.6   If, at any time during the term of this Agreement, BellSouth is unable to contact Express Paging pursuant to the Notices provision hereof or any other contact information provided by Express Paging under this Agreement, and there are no active services being provisioned under this Agreement, then BellSouth may, at its discretion, terminate this Agreement, without any liability whatsoever, upon sending of notification to Express Paging pursuant to the Notices section hereof.

3   Parity

When <customer_short_name> purchases, Telecommunications Services from BellSouth pursuant to Attachment 1 of this Agreement for the purposes of resale to End Users, such services shall be equal in quality, subject to the same conditions, and provided within the same provisioning time intervals that BellSouth provides to its Affiliates, subsidiaries and End Users.

4   Court Ordered Requests for Call Detail Records and Other Subscriber Information

4.1   <u>Subpoenas Directed to BellSouth</u>. Where BellSouth provides resold services for Express Paging, BellSouth shall respond to subpoenas and court ordered requests delivered directly to BellSouth for the purpose of providing call detail records when the targeted telephone numbers belong to Express Paging End Users. Billing for such requests will be generated by BellSouth and directed to the law enforcement agency initiating the request. BellSouth shall maintain such information for Express Paging End Users for the same length of time it maintains such information for its own End Users.

4 2   <u>Subpoenas Directed to Express Paging</u>. Where BellSouth is providing to Express Paging Telecommunications Services for resale, then Express Paging agrees that in those cases where Express Paging receives subpoenas or court ordered requests regarding targeted telephone numbers belonging to Express Paging End Users, and where Express Paging does not have the requested information, Express Paging will advise the law enforcement agency initiating the request to redirect the subpoena or court ordered request to BellSouth for handling in accordance with 6.1 above

4 3   In all other instances, where either Party receives a request for information involving the other Party's End User, the Party receiving the request will advise the law enforcement agency initiating the request to redirect such request to the other Party

5   Liability and Indemnification

5.1   <u>Express Paging Liability</u>. In the event that Express Paging consists of two (2) or more separate entities as set forth in this Agreement and/or any Amendments hereto, or any third party places orders under this Agreement using Express Paging's company codes or identifiers, all such entities shall be jointly and severally liable for the obligations of Express Paging under this Agreement.

5 2   <u>Liability for Acts or Omissions of Third Parties</u>. BellSouth shall not be liable to Express Paging for any act or omission of another Telecommunications company providing any services to Express Paging

5.3   <u>Limitation of Liability.</u> Except for any indemnification obligations of the Parties hereunder, each Party's liability to the other for any loss, cost, claim, injury, liability or expense, including reasonable attorneys' fees relating to or arising out of any cause whatsoever, whether based in contract, negligence or other tort, strict liability or otherwise, relating to the performance of this Agreement, shall not exceed a credit for the actual cost of the services or functions not performed or improperly performed. Any amounts paid to Express Paging pursuant to Attachment 5 hereof shall be credited against any damages otherwise payable to Express Paging pursuant to this Agreement

5.3 1   <u>Limitations in Tariffs</u> A Party may, in its sole discretion, provide in its tariffs and contracts with its End Users and third parties that relate to any service, product or

function provided or contemplated under this Agreement, that to the maximum extent permitted by Applicable Law, such Party shall not be liable to the End User or third party for (i) any loss relating to or arising out of this Agreement, whether in contract, tort or otherwise, that exceeds the amount such Party would have charged that applicable person for the service, product or function that gave rise to such loss and (ii) consequential damages. To the extent that a Party elects not to place in its tariffs or contracts such limitations of liability, and the other Party incurs a loss as a result thereof, such Party shall, except to the extent caused by BellSouth's gross negligence or willful misconduct, indemnify and reimburse the other Party for that portion of the loss that would have been limited had the first Party included in its tariffs and contracts the limitations of liability that such other Party included in its own tariffs at the time of such loss.

5.3.2   Neither BellSouth nor Express Paging shall be liable for damages to the other Party's terminal location, equipment or End User premises resulting from the furnishing of a service, including, but not limited to, the installation and removal of equipment or associated wiring, except to the extent caused by a Party's negligence or willful misconduct or by a Party's failure to ground properly a local loop after disconnection.

5.3.3   Under no circumstance shall a Party be responsible or liable for indirect, incidental, or consequential damages, including, but not limited to, economic loss or lost business or profits, damages arising from the use or performance of equipment or software, or the loss of use of software or equipment, or accessories attached thereto, delay, error, or loss of data. In connection with this limitation of liability, each Party recognizes that the other Party may, from time to time, provide advice, make recommendations, or supply other analyses related to the services or facilities described in this Agreement, and, while each Party shall use diligent efforts in this regard, the Parties acknowledge and agree that this limitation of liability shall apply to provision of such advice, recommendations, and analyses.

5.3.4   To the extent any specific provision of this Agreement purports to impose liability, or limitation of liability, on either Party different from or in conflict with the liability or limitation of liability set forth in this Section, then with respect to any facts or circumstances covered by such specific provisions, the liability or limitation of liability contained in such specific provision shall apply.

5.4   <u>Indemnification for Certain Claims</u>. Except to the extent caused by the indemnified Party's gross negligence or willful misconduct, the Party providing services hereunder, its Affiliates and its parent company, shall be indemnified, defended and held harmless by the Party receiving services hereunder against any claim, loss or damage arising from the receiving Party's use of the services provided under this Agreement pertaining to (1) claims for libel, slander or invasion of privacy arising from the content of the receiving Party's own communications, or (2) any claim, loss or damage claimed by the End User of the Party receiving services arising from such company's use or reliance on the

providing Party's services, actions, duties, or obligations arising out of this Agreement.

5.5   <u>Disclaimer</u> EXCEPT AS SPECIFICALLY PROVIDED TO THE CONTRARY IN THIS AGREEMENT, NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES TO THE OTHER PARTY CONCERNING THE SPECIFIC QUALITY OF ANY SERVICES, OR FACILITIES PROVIDED UNDER THIS AGREEMENT THE PARTIES DISCLAIM, WITHOUT LIMITATION, ANY WARRANTY OR GUARANTEE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR FROM USAGES OF TRADE

6   Intellectual Property Rights and Indemnification

6.1   <u>No License</u>. No patent, copyright, trademark or other proprietary right is licensed, granted or otherwise transferred by this Agreement. The Parties are strictly prohibited from any use, including but not limited to, in the selling, marketing, promoting or advertising of telecommunications services, of any name, service mark, logo or trademark (collectively, the "Marks") of the other Party The Marks include those Marks owned directly by a Party or its Affiliate(s) and those Marks that a Party has a legal and valid license to use. The Parties acknowledge that they are separate and distinct and that each provides a separate and distinct service and agree that neither Party may, expressly or impliedly, state, advertise or market that it is or offers the same service as the other Party or engage in any other activity that may result in a likelihood of confusion between its own service and the service of the other Party.

6.2   <u>Ownership of Intellectual Property</u>. Any intellectual property that originates from or is developed by a Party shall remain the exclusive property of that Party. Except for a limited, non-assignable, non-exclusive, non-transferable license to use patents or copyrights to the extent necessary for the Parties to use any facilities or equipment (including software) or to receive any service solely as provided under this Agreement, no license in patent, copyright, trademark or trade secret, or other proprietary or intellectual property right, now or hereafter owned, controlled or licensable by a Party, is granted to the other Party. Neither shall it be implied nor arise by estoppel. Any trademark, copyright or other proprietary notices appearing in association with the use of any facilities or equipment (including software) shall remain on the documentation, material, product, service, equipment or software. It is the responsibility of each Party to ensure at no additional cost to the other Party that it has obtained any necessary licenses in relation to intellectual property of third Parties used in its network that may be required to enable the other Party to use any facilities or equipment (including software), to receive any service, or to perform its respective obligations under this Agreement.

6.3   Intellectual Property Remedies

6.3.1   Indemnification. The Party providing a service pursuant to this Agreement will defend the Party receiving such service or data provided as a result of such service against claims of infringement arising solely from the use by the receiving Party of such service in the manner contemplated under this Agreement and will indemnify the receiving Party for any damages awarded based solely on such claims in accordance with Section 5 preceding.

6.3.2   Claim of Infringement. In the event that use of any facilities or equipment (including software), becomes, or in the reasonable judgment of the Party who owns the affected network is likely to become, the subject of a claim, action, suit, or proceeding based on intellectual property infringement, then said Party, promptly and at its sole expense and sole option, but subject to the limitations of liability set forth below, shall:

6.3.2 1   modify or replace the applicable facilities or equipment (including software) while maintaining form and function, or

6.3.2.2   obtain a license sufficient to allow such use to continue.

6.3.2.3   In the event Section 6 3.2.1 or 6.3.2.2 are commercially unreasonable, then said Party may terminate, upon reasonable notice, this contract with respect to use of, or services provided through use of, the affected facilities or equipment (including software), but solely to the extent required to avoid the infringement claim.

6.3.3   Exception to Obligations. Neither Party's obligations under this Section shall apply to the extent the infringement is caused by. (i) modification of the facilities or equipment (including software) by the indemnitee; (ii) use by the indemnitee of the facilities or equipment (including software) in combination with equipment or facilities (including software) not provided or authorized by the indemnitor, provided the facilities or equipment (including software) would not be infringing if used alone, (iii) conformance to specifications of the indemnitee which would necessarily result in infringement; or (iv) continued use by the indemnitee of the affected facilities or equipment (including software) after being placed on notice to discontinue use as set forth herein.

6.3.4   Exclusive Remedy. The foregoing shall constitute the Parties' sole and exclusive remedies and obligations with respect to a third party claim of intellectual property infringement arising out of the conduct of business under this Agreement

6.3.5   Dispute Resolution. Any claim arising under Section 6.1 and 6.2 shall be excluded from the dispute resolution procedures set forth in Section 8 and shall be brought in a court of competent jurisdiction

7   **Proprietary and Confidential Information**

7.1   Proprietary and Confidential Information. It may be necessary for BellSouth and Express Paging, each as the "Discloser," to provide to the other Party, as "Recipient," certain proprietary and confidential information (including trade secret

information) including but not limited to technical, financial, marketing, staffing and business plans and information, strategic information, proposals, request for proposals, specifications, drawings, maps, prices, costs, costing methodologies, procedures, processes, business systems, software programs, techniques, customer account data, call detail records and like information (collectively the "Information"). All such Information conveyed in writing or other tangible form shall be clearly marked with a confidential or proprietary legend. Information conveyed orally by the Discloser to Recipient shall be designated as proprietary and confidential at the time of such oral conveyance, shall be reduced to writing by the Discloser within forty-five (45) days thereafter, and shall be clearly marked with a confidential or proprietary legend.

7.2   Use and Protection of Information   Recipient agrees to protect such Information of the Discloser provided to Recipient from whatever source from distribution, disclosure or dissemination to anyone except employees of Recipient with a need to know such Information solely in conjunction with Recipient's analysis of the Information and for no other purpose except as authorized herein or as otherwise authorized in writing by the Discloser   Recipient will not make any copies of the Information inspected by it.

7 3   Exceptions Recipient will not have an obligation to protect any portion of the Information which.

7.3.1   (a) is made publicly available by the Discloser or lawfully by a nonparty to this Agreement; (b) is lawfully obtained by Recipient from any source other than Discloser; (c) is previously known to Recipient without an obligation to keep it confidential; or (d) is released from the terms of this Agreement by Discloser upon written notice to Recipient

7.4   Recipient agrees to use the Information solely for the purposes of negotiations pursuant to 47 U S.C 251 or in performing its obligations under this Agreement and for no other entity or purpose, except as may be otherwise agreed to in writing by the Parties. Nothing herein shall prohibit Recipient from providing information requested by the FCC or a state regulatory agency with jurisdiction over this matter, or to support a request for arbitration or an allegation of failure to negotiate in good faith

7 5   Recipient agrees not to publish or use the Information for any advertising, sales or marketing promotions, press releases, or publicity matters that refer either directly or indirectly to the Information or to the Discloser or any of its affiliated companies

7.6   The disclosure of Information neither grants nor implies any license to the Recipient under any trademark, patent, copyright, application or other intellectual property right that is now or may hereafter be owned by the Discloser.

7.7   <u>Survival of Confidentiality Obligations.</u> The Parties' rights and obligations under this Section 7 shall survive and continue in effect until two (2) years after the expiration or termination date of this Agreement with regard to all Information exchanged during the term of this Agreement. Thereafter, the Parties' rights and obligations hereunder survive and continue in effect with respect to any Information that is a trade secret under applicable law.

8   **Resolution of Disputes**

Except as otherwise stated in this Agreement, if any dispute arises as to the interpretation of any provision of this Agreement or as to the proper implementation of this Agreement, the aggrieved Party, if it elects to pursue resolution of the dispute, shall petition the Commission for a resolution of the dispute. However, each Party reserves any rights it may have to seek judicial review of any ruling made by the Commission concerning this Agreement.

9   **Taxes**

9.1   <u>Definition.</u> For purposes of this Section, the terms "taxes" and "fees" shall include but not be limited to federal, state or local sales, use, excise, gross receipts or other taxes or tax-like fees of whatever nature and however designated (including tariff surcharges and any fees, charges or other payments, contractual or otherwise, for the use of public streets or rights of way, whether designated as franchise fees or otherwise) imposed, or sought to be imposed, on or with respect to the services furnished hereunder or measured by the charges or payments therefore, excluding any taxes levied on income

9.2   <u>Taxes and Fees Imposed Directly On Either Providing Party or Purchasing Party.</u> Taxes and fees imposed on the providing Party, which are not permitted or required to be passed on by the providing Party to its customer, shall be borne and paid by the providing Party.

9.2.1   Taxes and fees imposed on the purchasing Party, which are not required to be collected and/or remitted by the providing Party, shall be borne and paid by the purchasing Party.

9.3   <u>Taxes and Fees Imposed on Purchasing Party But Collected And Remitted By Providing Party</u> Taxes and fees imposed on the purchasing Party shall be borne by the purchasing Party, even if the obligation to collect and/or remit such taxes or fees is placed on the providing Party.

9.3.1   To the extent permitted by applicable law, any such taxes and/or fees shall be shown on applicable billing documents between the Parties. Notwithstanding the foregoing, the purchasing Party shall remain liable for any such taxes and fees regardless of whether they are actually billed by the providing Party at the time that the respective service is billed.

9.3.2   If the purchasing Party determines that in its opinion any such taxes or fees are not payable, the providing Party shall not bill such taxes or fees to the purchasing Party

if the purchasing Party provides written certification, reasonably satisfactory to the providing Party, stating that it is exempt or otherwise not subject to the tax or fee, setting forth the basis therefor, and satisfying any other requirements under applicable law. If any authority seeks to collect any such tax or fee that the purchasing Party has determined and certified not to be payable, or any such tax or fee that was not billed by the providing Party, the purchasing Party may contest the same in good faith, at its own expense. In any such contest, the purchasing Party shall promptly furnish the providing Party with copies of all filings in any proceeding, protest, or legal challenge, all rulings issued in connection therewith, and all correspondence between the purchasing Party and the taxing authority.

9.3.3   In the event that all or any portion of an amount sought to be collected must be paid in order to contest the imposition of any such tax or fee, or to avoid the existence of a lien on the assets of the providing Party during the pendency of such contest, the purchasing Party shall be responsible for such payment and shall be entitled to the benefit of any refund or recovery.

9.3 4   If it is ultimately determined that any additional amount of such a tax or fee is due to the imposing authority, the purchasing Party shall pay such additional amount, including any interest and penalties thereon.

9.3 5   Notwithstanding any provision to the contrary, the purchasing Party shall protect, indemnify and hold harmless (and defend at the purchasing Party's expense) the providing Party from and against any such tax or fee, interest or penalties thereon, or other charges or payable expenses (including reasonable attorney fees) with respect thereto, which are incurred by the providing Party in connection with any claim for or contest of any such tax or fee

9.3 6   Each Party shall notify the other Party in writing of any assessment, proposed assessment or other claim for any additional amount of such a tax or fee by a taxing authority; such notice to be provided, if possible, at least ten (10) days prior to the date by which a response, protest or other appeal must be filed, but in no event later than thirty (30) days after receipt of such assessment, proposed assessment or claim.

9.4   <u>Taxes and Fees Imposed on Providing Party But Passed On To Purchasing Party</u>. Taxes and fees imposed on the providing Party, which are permitted or required to be passed on by the providing Party to its customer, shall be borne by the purchasing Party.

9.4.1   To the extent permitted by applicable law, any such taxes and/or fees shall be shown on applicable billing documents between the Parties. Notwithstanding the foregoing, the purchasing Party shall remain liable for any such taxes and fees regardless of whether they are actually billed by the providing Party at the time that the respective service is billed.

9.4.2   If the purchasing Party disagrees with the providing Party's determination as to the application or basis for any such tax or fee, the Parties shall consult with respect to the imposition and billing of such tax or fee Notwithstanding the foregoing, the providing Party shall retain ultimate responsibility for determining whether and to what extent any such taxes or fees are applicable, and the purchasing Party shall abide by such determination and pay such taxes or fees to the providing Party. The providing Party shall further retain ultimate responsibility for determining whether and how to contest the imposition of such taxes and fees; provided, however, that any such contest undertaken at the request of the purchasing Party shall be at the purchasing Party's expense.

9.4.3   In the event that all or any portion of an amount sought to be collected must be paid in order to contest the imposition of any such tax or fee, or to avoid the existence of a lien on the assets of the providing Party during the pendency of such contest, the purchasing Party shall be responsible for such payment and shall be entitled to the benefit of any refund or recovery.

9.4.4   If it is ultimately determined that any additional amount of such a tax or fee is due to the imposing authority, the purchasing Party shall pay such additional amount, including any interest and penalties thereon.

9 4.5   Notwithstanding any provision to the contrary, the purchasing Party shall protect, indemnify and hold harmless (and defend at the purchasing Party's expense) the providing Party from and against any such tax or fee, interest or penalties thereon, or other reasonable charges or payable expenses (including reasonable attorneys' fees) with respect thereto, which are incurred by the providing Party in connection with any claim for or contest of any such tax or fee

9.4.6   Each Party shall notify the other Party in writing of any assessment, proposed assessment or other claim for any additional amount of such a tax or fee by a taxing authority; such notice to be provided, if possible, at least ten (10) days prior to the date by which a response, protest or other appeal must be filed, but in no event later than thirty (30) days after receipt of such assessment, proposed assessment or claim.

9.5   Mutual Cooperation. In any contest of a tax or fee by one Party, the other Party shall cooperate fully by providing records, testimony and such additional information or assistance as may reasonably be necessary to pursue the contest. Further, the other Party shall be reimbursed for any reasonable and necessary out-of-pocket copying and travel expenses incurred in assisting in such contest

10   Force Majeure

In the event performance of this Agreement, or any obligation hereunder, is either directly or indirectly prevented, restricted, or interfered with by reason of fire, flood, earthquake or like acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns,

picketing, or boycotts, unavailability of equipment from vendor, changes requested by Express Paging, or any other circumstances beyond the reasonable control and without the fault or negligence of the Party affected, the Party affected, upon giving prompt notice to the other Party, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference (and the other Party shall likewise be excused from performance of its obligations on a day-to-day basis until the delay, restriction or interference has ceased); provided, however, that the Party so affected shall use diligent efforts to avoid or remove such causes of non-performance and both Parties shall proceed whenever such causes are removed or cease.

11   Adoption of Agreements

BellSouth shall make available, pursuant to 47 USC § 252 (i) and 47 C.F.R § 51.809 to Express Paging any other resale agreement filed and approved pursuant to 47 USC § 252   The Parties shall adopt such approved other resale agreement within a reasonable period of time. The adopted resale agreement shall apply to the same states as such other resale agreement. The term of the adopted resale agreement shall expire on the same date as set forth in the agreement that was adopted.

12   Modification of Agreement

12.1   If Express Paging changes its name or makes changes to its company structure or identity due to a merger, acquisition, transfer or any other reason, it is the responsibility of Express Paging to notify BellSouth of said change and request that an amendment to this Agreement, if necessary, be executed to reflect said change.

12 1.1   In the event that Express Paging desires to transfer any services hereunder to another provider of Telecommunications Service, or Express Paging desires to assume hereunder any services provisioned by BellSouth to another provider of Telecommunications Service, such transfer of services shall be subject to separately negotiated rates, terms and conditions

12 2   No modification, amendment, supplement to, or waiver of the Agreement or any of its provisions shall be effective and binding upon the Parties unless it is made in writing and duly signed by the Parties

12.3   In the event that any effective legislative, regulatory, judicial or other legal action materially affects any material terms of this Agreement, or the ability of Express Paging or BellSouth to perform any material terms of this Agreement, Express Paging or BellSouth may, on thirty (30) days' written notice, require that such terms be renegotiated, and the Parties shall renegotiate in good faith such mutually acceptable new terms as may be required. In the event that such new terms are not renegotiated within forty-five (45) days after such notice, and either Party elects to pursue resolution of such amendment such Party shall pursue the Dispute Resolution procedure set forth in this Agreement.

13   **Non-waiver of Legal Rights**

Execution of this Agreement by either Party does not confirm or imply that the executing Party agrees with any decision(s) issued pursuant to the Telecommunications Act of 1996 and the consequences of those decisions on specific language in this Agreement Neither Party waives its rights to appeal or otherwise challenge any such decision(s) and each Party reserves all of its rights to pursue any and all legal and/or equitable remedies, including appeals of any such decision(s).

14   **Indivisibility**

Subject to Section 11 (Adoption of Agreements and Section 15 (Severability), the Parties intend that this Agreement be indivisible and nonseverable, and each of the Parties acknowledges that it has assented to all of the covenants and promises in this Agreement as a single whole and that all of such covenants and promises, taken as a whole, constitute the essence of the contract. Without limiting the generality of the foregoing, each of the Parties acknowledges that any provision by BellSouth of collocation space under this Agreement is solely for the purpose of facilitating the provision of other services under this Agreement and that neither Party would have contracted with respect to the provisioning of collocation space under this Agreement if the covenants and promises of the other Party with respect to the other services provided under this Agreement had not been made The Parties further acknowledge that this Agreement is intended to constitute a single transaction, that the obligations of the Parties under this Agreement are interdependent, and that payment obligations under this Agreement are intended to be recouped against other payment obligations under this Agreement.

15   **Severability**

If any provision of this Agreement, or part thereof, shall be held invalid or unenforceable in any respect, the remainder of the Agreement or provision shall not be affected thereby, provided that the Parties shall negotiate in good faith to reformulate such invalid provision, or part thereof, or related provision, to reflect as closely as possible the original intent of the parties, consistent with applicable law, and to effectuate such portions thereof as may be valid without defeating the intent of such provision. In the event the Parties are unable to mutually negotiate such replacement language, either Party may elect to pursue the dispute resolution process set forth in Section 8.

16   **Non-Waivers**

A failure or delay of either Party to enforce any of the provisions hereof, to exercise any option which is herein provided, or to require performance of any of the provisions hereof shall in no way be construed to be a waiver of such provisions or options, and each Party, notwithstanding such failure, shall have the

right thereafter to insist upon the performance of any and all of the provisions of this Agreement.

17   Governing Law

Where applicable, this Agreement shall be governed by and construed in accordance with federal and state substantive telecommunications law, including rules and regulations of the FCC and appropriate Commission. In all other respects, this Agreement shall be governed by and construed and enforced in accordance with the laws of the State of Georgia without regard to its conflict of laws principles.

18   Assignments

Any assignment by either Party to any entity of any right, obligation or duty, or of any other interest hereunder, in whole or in part, without the prior written consent of the other Party shall be void. The assignee must provide evidence of a Commission approved certification to provide Telecommunications Service in each state that Express Paging is entitled to provide Telecommunications Service. After BellSouth's consent, the Parties shall amend this Agreement to reflect such assignments and shall work cooperatively to implement any changes required due to such assignment. All obligations and duties of any Party under this Agreement shall be binding on all successors in interest and assigns of such Party. No assignment or delegation hereof shall relieve the assignor of its obligations under this Agreement in the event that the assignee fails to perform such obligations. Notwithstanding anything to the contrary in this Section, Express Paging shall not be permitted to assign this Agreement in whole or in part to any entity unless either (1) Express Paging pays all bills, past due and current, under this Agreement, or (2) Express Paging's assignee expressly assumes liability for payment of such bills.

19   Notices

19.1   With the exception of billing notices, governed by Attachment 3, every notice, consent or approval of a legal nature, required or permitted by this Agreement shall be in writing and shall be delivered either by hand, by overnight courier or by US mail postage prepaid, or email if an email address is listed below, addressed to:

BellSouth Telecommunications, Inc.

BellSouth Local Contract Manager
600 North 19th Street, 8th floor
Birmingham, AL 35203

and

Version R2Q04 09/08/04

ICS Attorney
Suite 4300
675 West Peachtree Street
Atlanta, GA 30375

Express Paging Inc.

Mr Clement Iguobadia
1113 12th Avenue South
Nashville, TN 37203
iguobadia@yahoo.com

or at such other address as the intended recipient previously shall have designated by written notice to the other Party.

19.2   Unless otherwise provided in this Agreement, notice by mail shall be effective on the date it is officially recorded as delivered by return receipt or equivalent, and in the absence of such record of delivery, it shall be presumed to have been delivered the fifth day, or next business day after the fifth day, after it was deposited in the mails.

19.3   Notwithstanding the above, BellSouth will post to BellSouth's Interconnection Web site changes to business processes and policies and shall post to BellSouth's Interconnection Web site or submit through applicable electronic systems, other service and business related notices not requiring an amendment to this Agreement.

20   Rule of Construction

No rule of construction requiring interpretation against the drafting Party hereof shall apply in the interpretation of this Agreement

21   Headings of No Force or Effect

The headings of Articles and Sections of this Agreement are for convenience of reference only, and shall in no way define, modify or restrict the meaning or interpretation of the terms or provisions of this Agreement

22   Multiple Counterparts

This Agreement may be executed in multiple counterparts, each of which shall be deemed an original, but all of which shall together constitute but one and the same document.

23   Filing of Agreement

Upon execution of this Agreement it shall be filed with the appropriate state regulatory agency pursuant to the requirements of Section 252 of the Act, and the

Parties shall share equally any filing fees therefor. If the regulatory agency imposes any filing or public interest notice fees regarding the filing or approval of the Agreement, Express Paging shall be responsible for publishing the required notice and the publication and/or notice costs shall be borne by Express Paging. Notwithstanding the foregoing, this Agreement shall not be submitted for approval by the appropriate state regulatory agency unless and until such time as Express Paging is duly certified as a local exchange carrier in such state, except as otherwise required by a Commission.

24   **Compliance with Law**

The Parties have negotiated their respective rights and obligations pursuant to substantive Federal and State Telecommunications law and this Agreement is intended to memorialize the Parties' mutual agreement with respect to each Party's rights and obligations under the Act and applicable FCC and Commission orders, rules and regulations Nothing contained herein, nor any reference to applicable rules and orders, is intended to expand on the Parties' rights and obligations as set forth herein To the extent the provisions of this Agreement differ from the provisions of any Federal or State Telecommunications statute rule or order, this Agreement shall control Each Party shall comply at its own expense with all other laws of general applicability

25   **Necessary Approvals**

Each Party shall be responsible for obtaining and keeping in effect all approvals from, and rights granted by, governmental authorities, building and property owners, other carriers, and any other persons that may be required in connection with the performance of its obligations under this Agreement. Each Party shall reasonably cooperate with the other Party in obtaining and maintaining any required approvals and rights for which such Party is responsible.

26   **Good Faith Performance**

Each Party shall act in good faith in its performance under this Agreement and, in each case in which a Party's consent or agreement is required or requested hereunder, such Party shall not unreasonably withhold or delay such consent or agreement.

27.   **Rates**

27 1   Express Paging shall pay the charges set forth in this Agreement   In the event that BellSouth is unable to bill the applicable rate or no rate is established or included in this Agreement for any services provided pursuant to this Agreement, BellSouth reserves the right to back bill Express Paging for such rate or for the difference between the rate actually billed and the rate that should have been billed pursuant to this Agreement. To the extent a rate element is omitted or no rate is established, BellSouth has the right not to provision such service until the Agreement is amended to include such rate.

27 2   To the extent Express Paging requests services not included in this Agreement, such services shall be provisioned pursuant to the rates, terms and conditions set forth in the applicable tariffs or a separately negotiated Agreement.

28   Rate True-Up

28.1   This section applies to rates that are expressly designated as subject to true-up under this Agreement.

28.2   The designated true-up rates shall be trued-up, either up or down, based on final prices determined either by further agreement between the Parties, or by a final and effective order of the Commission The Parties shall implement the true-up by comparing the actual volumes and demand for each item, together with the designated true-up rates for each item, with the final prices determined for each item. Each Party shall keep its own records upon which the true-up can be based, and any final payment from one Party to the other shall be in an amount agreed upon by the Parties based on such records. In the event of any disagreement as between the records or the Parties regarding the amount of such true-up, the Parties shall submit the matter to the Dispute Resolution process in accordance with the provisions of this Agreement

28.3   A final and effective order of the Commission that forms the basis of a true-up shall be based upon cost studies submitted by either or both Parties to the Commission and shall be binding upon BellSouth and Express Paging specifically or upon all carriers generally, such as a generic cost proceeding.

29   Survival

The Parties' obligations under this Agreement which by their nature are intended to continue beyond the termination or expiration of this Agreement shall survive the termination or expiration of this Agreement.

30   Entire Agreement

30.1   This Agreement means the General Terms and Conditions, the Attachments identified in Section 30.2 below, and all documents identified therein, as such may be amended from time to time and which are incorporated herein by reference, all of which, when taken together, are intended to constitute one indivisible agreement. This Agreement sets forth the entire understanding and supersedes prior agreements between the Parties relating to the subject matter contained in this Agreement and merges all prior discussions between them Any orders placed under prior agreements between the Parties shall be governed by the terms of this Agreement and Express Paging acknowledges and agrees that any and all amounts and obligations owed for services provisioned or orders placed under prior agreements between the Parties, related to the subject matter hereof, shall be due and owing under this Agreement and be governed by the terms and conditions of this Agreement as if such services or orders were provisioned or placed under this

Version R2Q04 09/08/04

Agreement Neither Party shall be bound by any definition, condition, provision, representation, warranty, covenant or promise other than as expressly stated in this Agreement or as is contemporaneously or subsequently set forth in writing and executed by a duly authorized officer or representative of the Party to be bound thereby.

30.2   This Agreement includes Attachments with provisions for the following.

Resale
Pre-Ordering, Ordering, Provisioning, Maintenance and Repair
Billing
Performance Measurements
BellSouth Disaster Recovery Plan
Bona Fide Request/New Business Request Process

30.3   The following services are included as options for purchase by Express Paging pursuant to the terms and conditions set forth in this Agreement Express Paging may elect to purchase said services by written request to its Local Contract Manager if applicable:
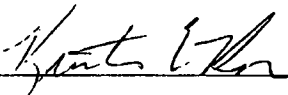
Optional Daily Usage File (ODUF)
Enhanced Optional Daily Usage File (EODUF)
Line Information Database (LIDB)

30.4   Any reference throughout this Agreement to a tariff, industry guideline, BellSouth's technical guideline or reference, BellSouth business rule, guide or other such document containing processes or specifications applicable to the services provided pursuant to this agreement, shall be construed to refer to only those provisions thereof that are applicable to these services, and shall include any successor or replacement versions thereof, all as they are amended from time to time and all of which are incorporated herein by reference. References to state tariffs throughout this Agreement shall be to the tariff for the state in which the services were provisioned

IN WITNESS WHEREOF, the Parties have executed this Agreement the day and year
written below.

BellSouth Telecommunications, Inc.   **Express Paging Inc.**

By _____   By: _____

Name· Kristen E Rowe   Name· Patience Iguobadia

Title   Director – Interconnection   Title. President
Services

Date: 10 / 7 /04   Date.   10/02/04

Attachment 1

Resale

Table of Contents

RESALE

1. **Discount Rates**

1.1 The discount rates applied to Express Paging purchases of BellSouth Telecommunications Services for the purpose of resale shall be as set forth in Exhibit D. Such discounts have been determined by the applicable Commission to reflect the costs avoided by BellSouth when selling a service for wholesale purposes.

1.2 The telecommunications services available for purchase by Express Paging for the purposes of resale to Express Paging's End Users shall be available at BellSouth's tariffed rates less the discount set forth in Exhibit D to this Agreement and subject to the exclusions and limitations set forth in Exhibit A to this Agreement.

2. **Definition of Terms**

2.1 COMPETITIVE LOCAL EXCHANGE COMPANY (CLEC) means a telephone company certificated by the Commission to provide local exchange service within BellSouth's franchised area.

2.2 CUSTOMER OF RECORD means the entity responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuance of service; payment in full of charges incurred such as non-recurring, monthly recurring, toll, directory assistance, etc.

2.3 DEPOSIT means assurance provided by a customer in the form of cash, surety bond or bank letter of credit to be held by BellSouth.

2.4 END USER means the ultimate user of the Telecommunications Service.

2.5 END USER CUSTOMER LOCATION means the physical location of the premises where an End User makes use of the telecommunications services.

2.6 NEW SERVICES means functions, features or capabilities that are not currently offered by BellSouth. This includes packaging of existing services or combining a new function, feature or capability with an existing service

2.7 RESALE means an activity wherein a certificated CLEC, such as Express Paging, subscribes to the telecommunications services of BellSouth and then offers those telecommunications services to the public.

3. **General Provisions**

3.1 All of the negotiated rates, terms and conditions set forth in this Attachment pertain to the resale of BellSouth's retail telecommunications services and other

services specified in this Attachment. Subject to effective and applicable FCC and Commission rules and orders, BellSouth shall make available to Express Paging for resale those telecommunications services BellSouth makes available, pursuant to its General Subscriber Services Tariff and Private Line Services Tariff, to customers who are not telecommunications carriers.

3.1.1   When Express Paging provides Resale service in a cross boundary area (areas that are part of the local serving area of another state's exchange) the rates, regulations and discounts for the tariffing state will apply. Billing will be from the serving state.

3.1.2   In Tennessee, if Express Paging does not resell Lifeline service to any end users, and if Express Paging agrees to order an appropriate Operator Services/Directory Assistance block as set forth in BellSouth's General Subscriber Services Tariff, the discount shall be 21.56%.

3.1.2 1   In the event Express Paging resells Lifeline service to any end user in Tennessee, BellSouth will begin applying the 16% discount rate to all services. Upon Express Paging and BellSouth's implementation of a billing arrangement whereby a separate Master Account (Q-account) associated with a separate Operating Customer Number (OCN) is established for billing of Lifeline service end users, the discount shall be applied as set forth in 3.1.2 preceding for the non-Lifeline affected Master Account (Q-account).

3.1.2.2   Express Paging must provide written notification to BellSouth within 30 days prior to either providing its own operator services/ directory services or orders the appropriate operator services/directory assistance blocking, to qualify for the higher discount rate of 21.56%.

3.2   Express Paging may purchase resale services from BellSouth for its own use in operating its business. The resale discount will apply to those services under the following conditions.

3 2 1   Express Paging must resell services to other End Users.

3 2.2   Express Paging cannot be a competitive local exchange telecommunications company for the single purpose of selling to itself

3.3   Express Paging will be the customer of record for all services purchased from BellSouth. Except as specified herein, BellSouth will take orders from, bill and receive payment from Express Paging for said services.

3.4   Express Paging will be BellSouth's single point of contact for all services purchased pursuant to this Agreement BellSouth shall have no contact with the End User except to the extent provided for herein. Each Party shall provide to the other a nation wide (50 states) toll-free contact number for purposes of repair and maintenance.

3.5   BellSouth will continue to bill the End User for any services that the End User specifies it wishes to receive directly from BellSouth. BellSouth maintains the right to serve directly any End User within the service area of Express Paging. BellSouth will continue to market directly its own telecommunications products and services and in doing so may establish independent relationships with End Users of Express Paging. Neither Party shall interfere with the right of any person or entity to obtain service directly from the other Party.

3.5.1   When an End User of Express Paging or BellSouth elects to change his/her carrier to the other Party, both Parties agree to release the End User's service to the other Party concurrent with the due date of the service order, which shall be established based on the standard interval for the End User's requested service as set forth in the BellSouth Product and Services Interval Guide.

3.5.2   BellSouth and Express Paging will refrain from contacting an End User who has placed or whose selected carrier has placed on the End User's behalf an order to change the End User's service provider from BellSouth or Express Paging to the other Party until such time that the order for service has been completed.

3.6   Current telephone numbers may normally be retained by the End User and are assigned to the service furnished. However, neither Party nor the End User has a property right to the telephone number or any other call number designation associated with services furnished by BellSouth, and no right to the continuance of service through any particular central office. BellSouth reserves the right to change such numbers, or the central office designation associated with such numbers, or both, whenever BellSouth deems it necessary to do so in the conduct of its business and in accordance with BellSouth practices and procedures on a nondiscriminatory basis

3.7   Where BellSouth provides resold services to Express Paging, BellSouth will provide Express Paging with on-line access to intermediate telephone numbers as defined by applicable FCC rules and regulations on a first come first served basis Express Paging acknowledges that such access to numbers shall be in accordance with the appropriate FCC rules and regulations. Express Paging acknowledges that there may be instances where there is a shortage of telephone numbers in a particular Common Language Location Identifier Code (CLLIC); and in such instances, Express Paging shall return unused intermediate telephone numbers to BellSouth upon BellSouth's request. BellSouth shall make all such requests on a nondiscriminatory basis

3.8   BellSouth will allow Express Paging to designate up to 100 intermediate telephone numbers per CLLIC, for Express Paging's sole use. Assignment, reservation and use of telephone numbers shall be governed by applicable FCC rules and regulations Express Paging acknowledges that there may be instances where there is a shortage of telephone numbers in a particular CLLIC and BellSouth has the right to limit access to blocks of intermediate telephone numbers. These

instances include: 1) where jeopardy status has been declared by the North American Numbering Plan (NANP) for a particular Numbering Plan Area (NPA); or 2) where a rate center has less than six months supply of numbering resources.

3.9   Service is furnished subject to the condition that it will not be used for any unlawful purpose

3 10   Service will be discontinued if any law enforcement agency advises that the service being used is in violation of the law

3 11   BellSouth can refuse service when it has grounds to believe that service will be used in violation of the law.

3.12   BellSouth will cooperate with law enforcement agencies with subpoenas and court orders relating to Express Paging's End Users, pursuant to Section 6 of the General Terms and Conditions.

3 13   If Express Paging or its End Users utilize a BellSouth resold telecommunications service in a manner other than that for which the service was originally intended as described in BellSouth's retail tariffs, Express Paging has the responsibility to notify BellSouth   BellSouth will only provision and maintain said service consistent with the terms and conditions of the tariff describing said service

3 14   Facilities and/or equipment utilized by BellSouth to provide service to Express Paging remain the property of BellSouth.

3.15   White page directory listings for Express Paging End Users will be provided in accordance with Section 8 below.

3.16   Service Ordering and Operations Support Systems (OSS)

3.16.1   Express Paging must order services through resale interfaces, i.e , the Local Carrier Service Center (LCSC) and/or appropriate Complex Resale Support Group (CRSG) pursuant to this Agreement   BellSouth has developed and made available the interactive interfaces by which Express Paging may submit a Local Service Request (LSR) electronically as set forth in Attachment 6 of this Agreement. Service orders will be in a standard format designated by BellSouth.

3.16.2   LSRs submitted by means of one of these interactive interfaces will incur an OSS electronic charge as set forth in Exhibit D of this Attachment. An individual LSR will be identified for billing purposes by its Purchase Order Number (PON). LSRs submitted by means other than one of these interactive interfaces (Mail, fax, courier, etc.) will incur a manual order charge as set forth in Exhibit D of this Attachment. Supplements or clarifications to a previously billed LSR will not incur another OSS charge

3 16.3   Denial/Restoral OSS Charge In the event Express Paging provides a list of customers to be denied and restored, rather than an LSR, each location on the list will require a separate PON and therefore will be billed as one LSR per location

3.16.4   Cancellation OSS Charge Express Paging will incur an OSS charge for an accepted LSR that is later canceled.

3 17   Where available to BellSouth's End Users, BellSouth shall provide the following telecommunications services at a discount to allow for voice mail services:

- Message Waiting Indicator ("MWI"), stutter dialtone and message waiting light feature capabilities

- Call Forward Busy Line ("CF/B")

- Call Forward Don't Answer ("CF/DA")

Further, BellSouth messaging services set forth in BellSouth's Messaging Service Information Package shall be made available for resale without the wholesale discount.

3.18   BellSouth shall provide branding for, or shall unbrand, voice mail services for Express Paging per the Bona Fide Request/New Business Request process as set forth in Attachment 6 of this Agreement.

3.19   BellSouth's Inside Wire Maintenance Service Plan is available for resale at rates, terms and conditions as set forth by BellSouth and without the wholesale discount.

3.20   In the event Express Paging acquires an end user whose service is provided pursuant to a BellSouth Special Assembly, BellSouth shall make available to Express Paging that Special Assembly at the wholesale discount at Express Paging's option. Express Paging shall be responsible for all terms and conditions of such Special Assembly including but not limited to termination liability if applicable.

3.21   BellSouth shall provide 911/E911 for Express Paging customers in the same manner that it is provided to BellSouth customers. BellSouth shall provide and validate Express Paging customer information to the PSAP BellSouth shall use its service order process to update and maintain, on the same schedule that it uses for its customers, the Express Paging customer service information in the ALI/DMS (Automatic Location Identification/Location Information) databases used to support 911/E911 services.

3.22   BellSouth shall bill, and Express Paging shall pay, the End User line charge associated with implementing Number Portability as set forth in BellSouth's FCC No. 1 tariff. This charge is not subject to the wholesale discount

3.23   Pursuant to 47 CFR Section 51.617, BellSouth shall bill to Express Paging, and Express Paging shall pay, the End User common line charges identical to the End User common line charges BellSouth bills its End Users.

4.   BellSouth's Provision of Services to Express Paging

4 1   Resale of BellSouth services shall be as follows.

4.1.1   The resale of telecommunications services shall be limited to users and uses conforming to the class of service restrictions

4 1.2   Hotel and Hospital PBX services are the only telecommunications services available for resale to Hotel/Motel and Hospital End Users, respectively Similarly, Access Line Service for Customer Provided Coin Telephones is the only local service available for resale to Payphone Service Provider (PSP) customers. Shared Tenant Service customers can only be sold those local exchange access services available in BellSouth's A23 Shared Tenant Service Tariff in the states of Florida, Georgia, North Carolina and South Carolina, and in A27 in the states of Alabama, Kentucky, Louisiana, Mississippi and Tennessee.

4.1.3   BellSouth reserves the right to periodically audit services purchased by Express Paging to establish authenticity of use. Such audit shall not occur more than once in a calendar year Express Paging shall make any and all records and data available to BellSouth or BellSouth's auditors on a reasonable basis. BellSouth shall bear the cost of said audit Any information provided by Express Paging for purposes of such audit shall be deemed Confidential Information pursuant to the General Terms and Conditions of this Agreement.

4.2   Subject to Exhibit A hereto, resold services can only be used in the same manner as specified in BellSouth's Tariffs. Resold services are subject to the same terms and conditions as are specified for such services when furnished to an individual End User of BellSouth in the appropriate section of BellSouth's Tariffs. Specific tariff features (e.g. a usage allowance per month) shall not be aggregated across multiple resold services.

4 3   Express Paging may resell services only within the specific service area as defined in its certificate of operation approved by the Commission.

4 4   If Express Paging cancels an order for resold services, any costs incurred by BellSouth in conjunction with provisioning of such order will be recovered in accordance with BellSouth's General Subscriber Services Tariffs and Private Line Services Tariffs.

4 5   <u>Service Jointly Provisioned with an Independent Company or Competitive Local Exchange Company Areas</u>

4.5 1   BellSouth will in some instances provision resold services in accordance with the General Subscriber Services Tariff and Private Line Tariffs jointly with an Independent Company or other Competitive Local Exchange Carrier.

4.5.2   When Express Paging assumes responsibility for such service, all terms and conditions defined in the Tariff will apply for services provided within the BellSouth service area only.

4.5.3   Service terminating in an Independent Company or other Competitive Local Exchange Carrier area will be provisioned and billed by the Independent Company or other Competitive Local Exchange Carrier directly to Express Paging.

4.5.4   Express Paging must establish a billing arrangement with the Independent Company or other Competitive Local Exchange Carrier prior to assuming an end user account where such circumstances apply.

4 5.5   Specific guidelines regarding such services are available on the BellSouth Web site at http://www.interconnection.bellsouth com

5.   **Maintenance of Services**

5.1   Services resold pursuant to this Attachment and BellSouth's General Subscriber Service Tariff and Private Line Service Tariff and facilities and equipment provided by BellSouth shall be maintained by BellSouth.

5.2   Express Paging or its End Users may not rearrange, move, disconnect, remove or attempt to repair any facilities owned by BellSouth except with the written consent of BellSouth.

5.3   Express Paging accepts responsibility to notify BellSouth of situations that arise that may result in a service problem.

5.4   Express Paging will contact the appropriate repair centers in accordance with procedures established by BellSouth.

5.5   For all repair requests, Express Paging shall adhere to BellSouth's prescreening guidelines prior to referring the trouble to BellSouth.

5.6   BellSouth will bill Express Paging for handling troubles that are found not to be in BellSouth's network pursuant to its standard time and material charges   The standard time and material charges will be no more than what BellSouth charges to its retail customers for the same services

5.7   BellSouth reserves the right to contact Express Paging's End Users, if deemed necessary, for maintenance purposes.

6. **Establishment of Service**

6 1 After receiving certification as a local exchange carrier from the applicable regulatory agency, Express Paging will provide the appropriate BellSouth Advisory team manager the necessary documentation to enable BellSouth to establish accounts for resold services ("master account"). Express Paging is required to provide the following before a master account is established: blanket letter of authorization, misdirected number form, proof of PSC/PUC certification, the Application for Master Account, an Operating Company Number ("OCN") assigned by the National Exchange Carriers Association ("NECA") and a deposit and tax exemption certificate, if applicable.

6.1.1 If Express Paging needs to change, add to, eliminate or convert its OCN(s) under which it operates when Express Paging has already been conducting business utilizing those OCN(s), Express Paging shall pay all charges as a result of such change, addition, elimination or conversion to the new OCN(s). OCN conversion charges include, but are not limited to, all time required to make system updates to all of Express Paging's End User records and any other changes to BellSouth systems or Express Paging records and will be handled in a separately negotiated agreement or as otherwise required by BellSouth. Appropriate charges will appear in the OC&C section of Express Paging's bill

6.2 Express Paging shall provide to BellSouth a blanket letter of authorization ("LOA") certifying that Express Paging will have End User authorization prior to viewing the End User's customer service record or switching the End User's service. BellSouth will not require End User confirmation prior to establishing service for Express Paging's End User.

6.3 BellSouth will accept a request directly from the End User for conversion of the End User's service from Express Paging to BellSouth or will accept a request from another CLEC for conversion of the End User's service from Express Paging to such other CLEC Upon completion of the conversion BellSouth will notify Express Paging that such conversion has been completed.

7. **Discontinuance of Service**

7.1 The procedures for discontinuing service to an End User are as follows.

7 1 1 BellSouth will deny service to Express Paging's End User on behalf of, and at the request of, Express Paging. Upon restoration of the End User's service, restoral charges will apply and will be the responsibility of Express Paging

7.1.2 At the request of Express Paging, BellSouth will disconnect a Express Paging End User

7 1.3 All requests by Express Paging for denial or disconnection of an End User for nonpayment must be in writing.

7.1.4 Express Paging will be made solely responsible for notifying the End User of the proposed disconnection of the service.

7.1.5 BellSouth will continue to process calls made to the Annoyance Call Center and will advise Express Paging when it is determined that annoyance calls are originated from one of its End User's locations. BellSouth shall be indemnified, defended and held harmless by Express Paging and/or the End User against any claim, loss or damage arising from providing this information to Express Paging. It is the responsibility of Express Paging to take the corrective action necessary with its End Users who make annoying calls. (Failure to do so will result in BellSouth's disconnecting the End User's service.)

8 White Pages Listings

8 1 BellSouth shall provide Express Paging and its End Users access to white pages directory listings under the following terms:

8.1.2 Listings Express Paging shall provide all new, changed and deleted listings on a timely basis and BellSouth or its agent will include Express Paging residential and business End User listings in the appropriate White Pages (residential and business) or alphabetical directories in the geographic areas covered by this Agreement Directory listings will make no distinction between Express Paging and BellSouth End Users. Express Paging shall provide listing information in accordance with the procedures set forth in The BellSouth Business Rules for Local Ordering found at BellSouth's Interconnection Services Web site

8.1.3 Unlisted/Non-Published End Users Express Paging will be required to provide to BellSouth the names, addresses and telephone numbers of all Express Paging End Users who wish to be omitted from directories. Unlisted/Non-Published listings will be subject to the rates as set forth in BellSouth's General Subscriber Services Tariff (GSST) and shall not be subject to wholesale discount.

8.1 4 Inclusion of Express Paging End Users in Directory Assistance Database BellSouth will include and maintain Express Paging End User listings in BellSouth's Directory Assistance databases. Express Paging shall provide such Directory Assistance listings to BellSouth at no charge.

8.1.5 Listing Information Confidentiality. BellSouth will afford Express Paging's directory listing information the same level of confidentiality that BellSouth affords its own directory listing information

8 1 6 Additional and Designer Listings. Additional and designer listings will be offered by BellSouth at tariffed rates as set forth in the GSST and shall not be subject to the wholesale discount

8.1.7 Rates. So long as Express Paging provides listing information to BellSouth as set forth in Section 8.1.2 above, BellSouth shall provide to Express Paging one (1)

basic White Pages directory listing per Express Paging End User at no charge other than applicable service order charges as set forth in BellSouth's tariffs Except in the case of a local service request (LSR) submitted solely to port a number from BellSouth, if such listing is requested on the initial LSR associated with the request for services, a single manual service order charge or electronic service order charge, as appropriate, as described in Attachment 2 of this Agreement, will apply to both the request for service and the request for the directory listing Where a subsequent LSR is placed solely to request a directory listing, or is placed to port a number and request a directory listing, separate service order charges as set forth in BellSouth's tariffs shall apply, as well as the manual service order charge or the electronic service order charge, as appropriate, as described in Attachment 2 of this Agreement.

8.2 <u>Directories.</u> BellSouth or its agent shall make available White Pages directories to Express Paging End User at no charge or as specified in a separate agreement between Express Paging and BellSouth's agent.

8.3 Procedures for submitting Express Paging Subscriber Listing Information (SLI) are found in The BellSouth Business Rules for Local Ordering found at BellSouth's Interconnection Services Web site.

8.3 1 Express Paging authorizes BellSouth to release all Express Paging SLI provided to BellSouth by Express Paging to qualifying third parties pursuant to either a license agreement or BellSouth's Directory Publishers Database Service (DPDS), General Subscriber Services Tariff (GSST), as the same may be amended from time to time Such Express Paging SLI shall be intermingled with BellSouth's own End User listings and listings of any other CLEC that has authorized a similar release of SLI

8.3.2 No compensation shall be paid to Express Paging for BellSouth's receipt of Express Paging SLI, or for the subsequent release to third parties of such SLI. In addition, to the extent BellSouth incurs costs to modify its systems to enable the release of Express Paging's SLI, or costs on an ongoing basis to administer the release of Express Paging SLI, Express Paging shall pay to BellSouth its proportionate share of the reasonable costs associated therewith. At any time that costs may be incurred to administer the release of Express Paging's SLI, Express Paging will be notified. If Express Paging does not wish to pay its proportionate share of these reasonable costs, Express Paging may instruct BellSouth that it does not wish to release its SLI to independent publishers, and Express Paging shall amend this Agreement accordingly. Express Paging will be liable for all costs incurred until the effective date of the amendment.

8.3.3 Neither BellSouth nor any agent shall be liable for the content or accuracy of any SLI provided by Express Paging under this Agreement. Express Paging shall indemnify, except to the extent caused by BellSouth's gross negligence or willful misconduct, hold harmless and defend BellSouth and its agents from and against

any damages, losses, liabilities, demands, claims, suits, judgments, costs and expenses (including but not limited to reasonable attorneys' fees and expenses) arising from BellSouth's tariff obligations or otherwise and resulting from or arising out of any third party's claim of inaccurate Express Paging listings or use of the SLI provided pursuant to this Agreement. BellSouth may forward to Express Paging any complaints received by BellSouth relating to the accuracy or quality of Express Paging listings.

8.3.4   Listings and subsequent updates will be released consistent with BellSouth system changes and/or update scheduling requirements

9.   Operator Services (Operator Call Processing and Directory Assistance)

9.1   Operator Call Processing provides: (1) operator handling for call completion (for example, collect, third number billing, and manual calling-card calls). (2) operator or automated assistance for billing after the end user has dialed the called number (for example, calling card calls); and (3) special services including but not limited to Busy Line Verification and Emergency Line Interrupt (ELI), Emergency Agency Call and Operator-assisted Directory Assistance.

9.2   Upon request for BellSouth Operator Call Processing, BellSouth shall:

9.2.1   Process 0+ and 0- dialed local calls

9.2.2   Process 0+ and 0- intraLATA toll calls.

9.2.3   Process calls that are billed to Express Paging end user's calling card that can be validated by BellSouth.

9.2 4   Process person-to-person calls.

9.2.5   Process collect calls

9.2.6   Provide the capability for callers to bill a third party and shall also process such calls.

9.2.7   Process station-to-station calls.

9.2.8   Process Busy Line Verify and Emergency Line Interrupt requests

9.2.9   Process emergency call trace originated by Public Safety Answering Points

9.2.10   Process operator-assisted directory assistance calls

9.2 11   Adhere to equal access requirements, providing Express Paging local end users the same IXC access that BellSouth provides its own operator service.

9 2.12   Exercise at least the same level of fraud control in providing Operator Service to Express Paging that BellSouth provides for its own operator service

9.2 13   Perform Billed Number Screening when handling Collect, Person-to-Person, and Billed-To-Third-Party calls.

9.2.14   Direct customer account and other similar inquiries to the customer service center designated by Express Paging

9.2.15   Provide call records to Express Paging in accordance with ODUF standards.

9 2.16   The interface requirements shall conform to the interface specifications for the platform used to provide Operator Services as long as the interface conforms to industry standards.

9.3   Directory Assistance Service

9.3.1   Directory Assistance Service provides local and non-local end user telephone number listings with the option to complete the call at the caller's direction separate and distinct from local switching.

9.3 2   Directory Assistance Service shall provide up to two listing requests per call, if available and if requested by Express Paging's end user   BellSouth shall provide caller-optional directory assistance call completion service at rates set forth in BellSouth's General Subscriber Services Tariff to one of the provided listings

9.4   Directory Assistance Service Updates

9.4.1   BellSouth shall update end user listings changes daily. These changes include·

9.4.2   New end user connections

9.4.3   End user disconnections

9.4.4   End user address changes

9.4.5   These updates shall also be provided for non-listed and non-published numbers for use in emergencies

9 5   Selective Call Routing using Line Class Codes (SCR-LCC)

9 5.1   Where Express Paging resells BellSouth's services and utilizes an operator services provider other than BellSouth, BellSouth will route Express Paging's end user calls to that provider through Selective Call Routing.

9.5.2   Selective Call Routing using Line Class Codes (SCR-LCC) provides the capability for Express Paging to have its Operator Call Processing and Directory Assistance (OCP/DA) calls routed to BellSouth's OCP/DA platform for BellSouth provided

Custom Branded or Unbranded OCP/DA or to its own or an alternate OCP/DA platform for Self-Branded OCP/DA. SCR-LCC is only available if line class code capacity is available in the requested BellSouth end office switches.

9.5.3   Custom Branding for DA is not available for certain classes of service, including but not limited to Hotel/Motel services, WATS service and certain PBX services.

9.5.4   Where available, Express Paging specific and unique LLCs are programmed in each BellSouth end office switch where Express Paging intends to service end users with customized OCP/DA branding. The LCCs specifically identify Express Paging's end users so OCP/DA calls can be routed over the appropriate trunk group to the requested OCP/DA platform. Additional line class codes are required in each end office if the end office serves multiple NPAs (i.e., a unique LCC is required per NPA), and/or if the end office switch serves multiple rate areas and Express Paging intends to provide Express Paging-branded OCP/DA to its end users in these multiple rate areas.

9.5.5   SCR-LCC supporting Custom Branding and Self Branding require Express Paging to order dedicated transport and trunking from each BellSouth end office identified by Express Paging, either to the BellSouth Traffic Operator Position System (TOPS) for Custom Branding or to the Express Paging Operator Service Provider for Self Branding. Separate trunk groups are required for OCP/DA   Rates for transport and trunks are set forth in applicable BellSouth Tariffs

9.5.6   The rates for SCR-LCC are as set forth in Exhibit D of this Attachment. There is a nonrecurring charge for the establishment of each LCC in each BellSouth central office.

9.5 7   Unbranded DA and/or OCP calls ride common trunk groups provisioned by BellSouth from those end offices identified by Express Paging to the BellSouth Tops. The calls are routed to "No Announcement."

10.   Line Information Database (LIDB)

10.1   The BellSouth Line Information Database (LIDB) stores current information on working telephone numbers and billing account numbers   LIDB data is used by providers of Telecommunications Services to validate billing of collect calls, calls billed to a third party number and nonproprietary calling card calls, to screen out attempts to bill calls to payphones, for billing and for fraud prevention.

10 2   Where Express Paging is purchasing Resale services BellSouth shall utilize BellSouth's service order generated from Express Paging LSR's to populate LIDB with Express Paging's End User information BellSouth provides access to information in its LIDB, including Express Paging End User information, to various providers of Telecommunications Services via queries to LIDB pursuant to

applicable tariffs. Information stored for Express Paging, pursuant to this Agreement, shall be available to those Telecommunications Service providers.

10.2.1   When necessary for fraud control measures, BellSouth may perform additions, updates and deletions of Express Paging data to the LIDB (e.g., calling card deactivation).

10.3   Responsibilities of the Parties

10.3.1   BellSouth will administer the data provided by Express Paging pursuant to this Agreement in the same manner as BellSouth administers its own data.

10 3.2   Express Paging is responsible for completeness and accuracy of the data being provided to BellSouth.

10.3 3   BellSouth shall not be responsible to Express Paging for any lost revenue which may result from BellSouth's administration of the LIDB pursuant to its established practices and procedures as they exist and as they may be changed by BellSouth in its sole discretion from time to time

11.   RAO Hosting

11.1   RAO Hosting is not required for resale in the BellSouth region

12.   Optional Daily Usage File (ODUF)

12.1   The Optional Daily Usage File (ODUF) Agreement with terms and conditions is included in this Attachment as Exhibit B. Rates for ODUF are as set forth in Exhibit D of this Attachment.

12.2   BellSouth will provide ODUF service upon written request.

13.   Enhanced Optional Daily Usage File (EODUF)

13 1   The Enhanced Optional Daily Usage File (EODUF) service Agreement with terms and conditions is included in this Attachment as Exhibit C. Rates for EODUF are as set forth in Exhibit D of this Attachment.

13.2   BellSouth will provide EODUF service upon written request.

EXCLUSIONS AND LIMITATIONS ON SERVICES AVAILABLE FOR RESALE (Note 3)

Type of Service	AL		FL		GA		KY		LA		MS		NC		SC		TN	
	Resale	Discount	Resale	Discount	Resale	Discount	Resale	Discount	Resale	Discount	Resale	Discount	Resale	Discount	Resale	Discount	Resale	Discount
1 Grandfathered Services (Note 1)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2 Promotions - > 90 Days(Note 2 & 3)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Promotions - ≤ 90 Days (Note 2 & 3)	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
4 Lifeline/Link Up Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5 911/E911 Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6 (Note 1)	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes
7 MemoryCall®Service	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
8 Mobile Services	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
9 Federal Subscriber Line Charges	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No.
10 Nonrecurring Charges	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
11 End User Line Chg- Number Portability	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
12 Public Telephone Access Svc(PTAS)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
13 Inside Wire Maint Service Plan	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

Applicable Notes:

1 **Grandfathered services** can be resold only to existing subscribers of the grandfathered service

2 Where available for resale, **promotions** will be made available only to End Users who would have qualified for the promotion had it been provided by BellSouth directly

3 Promotions shall be available only for the term set forth in the applicable tariff

4 Some of BellSouth's local exchange and toll telecommunications services are not available in certain central offices and areas

Optional Daily Usage File

1.   Upon written request from Express Paging, BellSouth will provide the Optional Daily Usage File (ODUF) service to Express Paging pursuant to the terms and conditions set forth in this section.

2.   Express Paging shall furnish all relevant information required by BellSouth for the provision of the ODUF

3.   The ODUF feed provides Express Paging messages that were carried over the BellSouth network and processed by BellSouth for Express Paging.

4.   Charges for ODUF will appear on Express Paging's monthly bills for the previous month's usage in arrears. The charges are as set forth in Exhibit D to this Attachment.

5   The ODUF feed will contain both rated and unrated messages. All messages will be in the standard Alliance for Telecommunications Industry Solutions (ATIS) EMI record format.

5.1   Messages that error in the billing system of Express Paging will be the responsibility of Express Paging If, however, Express Paging should encounter significant volumes of errored messages that prevent processing by Express Paging within its systems, BellSouth will work with Express Paging to determine the source of the errors and the appropriate resolution.

6.   ODUF Specifications

6.1   ODUF Message to be Transmitted

6.1.1   The following messages recorded by BellSouth will be transmitted to Express Paging.

-   Message recording for per use/per activation type services (examples: Three Way Calling, Verify, Interrupt, Call Return, etc)

-   Measured local Local

-   Directory Assistance messages

-   IntraLATA Toll

-   WATS and 800 Service

-   N11

- Information Service Provider Messages

- Operator Services Messages

- Operator Services Message Attempted Calls

- Credit/Cancel Records

- Usage for Voice Mail Message Service

6.1.2 Rated Incollects (messages BellSouth receives from other revenue accounting offices) appear on ODUF. Rated Incollects will be intermingled with BellSouth recorded rated and unrated usage Rated Incollects will not be packed separately.

6.1 3 BellSouth will perform duplicate record checks on records processed to ODUF Any duplicate messages detected will be deleted and not sent to Express Paging

6 1 4 In the event that Express Paging detects a duplicate on ODUF they receive from BellSouth, Express Paging will drop the duplicate message and will not return the duplicate to BellSouth).

6.2 ODUF Physical File Characteristics

6.2.1 ODUF will be distributed to Express Paging via Secure File Transfer Protocol (FTP). The ODUF feed will be a variable block format. The data on the ODUF feed will be in a non-compacted EMI format (175 byte format plus modules). It will be created on a daily basis Monday through Friday except holidays Details such as dataset name and delivery schedule will be addressed during negotiations of the distribution medium. There will be a maximum of one dataset per workday per OCN. If BellSouth determines the Secure FTP Mailbox is nearing capacity levels, BellSouth may move the customer to CONNECT:Direct file delivery.

6.2.2 If the customer is moved, CONNECT:Direct data circuits (private line or dial-up) will be required between BellSouth and Express Paging for the purpose of data transmission. Where a dedicated line is required, Express Paging will be responsible for ordering the circuit, overseeing its installation and coordinating the installation with BellSouth. Express Paging will also be responsible for any charges associated with this line Equipment required on the BellSouth end to attach the line to the mainframe computer and to transmit messages successfully on an ongoing basis will be negotiated on an individual case basis. Any costs incurred for such equipment will be Express Paging's responsibility. Where a dial-up facility is required, dial circuits will be installed in the BellSouth data center by BellSouth and the associated charges assessed to Express Paging Additionally, all message toll charges associated with the use of the dial circuit by Express Paging will be the responsibility of Express Paging Associated equipment on the BellSouth end, including a modem, will be negotiated on an individual case basis between the Parties. All equipment, including modems and

software, that is required on Express Paging end for the purpose of data transmission will be the responsibility of Express Paging

6.2.3   If Express Paging utilizes FTP for data file transmission, purchase of the FTP software will be the responsibility of Express Paging.

6 3   ODUF Packing Specifications

6.3.1   The data will be packed using ATIS EMI records A pack will contain a minimum of one message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record. One transmission can contain a maximum of 99 packs and a minimum of one pack

6.3.2   The OCN, From RAO, and Invoice Number will control the invoice sequencing. The From RAO will be used to identify to Express Paging which BellSouth RAO is sending the message. BellSouth and Express Paging will use the invoice sequencing to control data exchange. BellSouth will be notified of sequence failures identified by Express Paging and resend the data as appropriate.

The data will be packed using ATIS EMI records.

6.4   ODUF Pack Rejection

6.4.1   Express Paging will notify BellSouth within one business day of rejected packs (via the mutually agreed medium) Packs could be rejected because of pack sequencing discrepancies or a critical edit failure on the Pack Header or Pack Trailer records (e.g., out-of-balance condition on grand totals, invalid data populated) Standard ATIS EMI error codes will be used. Express Paging will not be required to return the actual rejected data to BellSouth. Rejected packs will be corrected and retransmitted to Express Paging by BellSouth.

6.5   ODUF Control Data

Express Paging will send one confirmation record per pack that is received from BellSouth. This confirmation record will indicate Express Paging's receipt of the pack and the acceptance or rejection of the pack. Pack Status Code(s) will be populated using standard ATIS EMI error codes for packs that were rejected by Express Paging for reasons stated in the above section

6.6   ODUF Testing

6 6 1   Upon request from Express Paging, BellSouth shall send ODUF test files to Express Paging The Parties agree to review and discuss the ODUF file content and/or format For testing of usage results, BellSouth shall request that Express Paging set up a production (live) file. The live test may consist of Express Paging's employees making test calls for the types of services Express Paging requests on ODUF. These test calls

are logged by Express Paging, and the logs are provided to BellSouth. These logs will be used to verify the files. Testing will be completed within thirty (30) calendar days from the date on which the initial test file was sent.

Enhanced Optional Daily Usage File

1.   Upon written request from Express Paging, BellSouth will provide the Enhanced Optional Daily Usage File (EODUF) service to Express Paging pursuant to the terms and conditions set forth in this section. EODUF will only be sent to existing ODUF subscribers who request the EODUF option.

2.   Express Paging shall furnish all relevant information required by BellSouth for the provision of the EODUF

3.   The EODUF will provide usage data for local calls originating from resold Flat Rate Business and Residential Lines.

4   Charges for EODUF will appear on Express Paging's monthly bills for the previous month's usage in arrears   The charges are as set forth in Exhibit D to this Attachment.

5.   All messages will be in the standard Alliance for Telecommunications Industry Solutions (ATIS) EMI record format.

6.   Messages that error in the billing system of Express Paging will be the responsibility of Express Paging. If, however, Express Paging should encounter significant volumes of errored messages that prevent processing by Express Paging within its systems, BellSouth will work with Express Paging to determine the source of the errors and the appropriate resolution.

6   EODUF Specifications.

6.1   EODUF Usage To Be Transmitted

6 1.1   The following messages recorded by BellSouth will be transmitted to Express Paging:

        Customer usage data for flat rated local call originating from Express Paging's End User lines (1FB or 1FR). The EODUF record for flat rate messages will include.

                Date of Call

                From Number

                To Number

                Connect Time

                Conversation Time

Method of Recording

From RAO

Rate Class

Message Type

Billing Indicators

Bill to Number

6.1.2   BellSouth will perform duplicate record checks on EODUF records processed to O DUF. Any duplicate messages detected will be deleted and not sent to Express Paging.

6.1.3   In the event that Express Paging detects a duplicate on EODUF they receive from BellSouth, Express Paging will drop the duplicate message (Express Paging will not return the duplicate to BellSouth)

6.2   EODUF Physical File Characteristics

6.2 1   EODUF feed will be distributed to Express Paging via Secure File Transfer Protocol (FTP). The EODUF messages will be intermingled among Express Paging's Optional Daily Usage File (ODUF) messages. The EODUF will be a variable block format. The data on the EODUF will be in a non-compacted EMI format (175 byte format plus modules) It will be created on a daily basis Monday through Friday except holiday. If BellSouth determines the Secure FTP mailbox is nearing capacity levels, BellSouth may move the customer to CONNECT:Direct file delivery.

6.2.2   Data circuits (private line or dial-up) may be required between BellSouth and Express Paging for the purpose of data transmission. Where a dedicated line is required, Express Paging will be responsible for ordering the circuit, overseeing its installation and coordinating the installation with BellSouth. Express Paging will also be responsible for any charges associated with this line. Equipment required on the BellSouth end to attach the line to the mainframe computer and to transmit successfully ongoing will be negotiated on an individual case basis. Where a dial-up facility is required, dial circuits will be installed in the BellSouth data center by BellSouth and the associated charges assessed to Express Paging. Additionally, all message toll charges associated with the use of the dial circuit by Express Paging will be the responsibility of Express Paging Associated equipment on the BellSouth end, including a modem, will be negotiated on an individual case basis between the Parties All equipment, including modems and software, that is

Version R2Q04 09/13/04

required on Express Paging's end for the purpose of data transmission will be the responsibility of Express Paging.

6.2.3   If Express Paging utilizes FTP for data file transmission, purchase of the FTP software will be the responsibility of Express Paging.

6.3   EODUF Packing Specifications

6.3 1   The data will be packed using ATIS EMI records. A pack will contain a minimum of one message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record   One transmission can contain a maximum of 99 packs and a minimum of one pack

6.3.2   The OCN, From (RAO), and Invoice Number will control the invoice sequencing. The From RAO will be used to identify to Express Paging which BellSouth RAO is sending the message   BellSouth and Express Paging will use the invoice sequencing to control data exchange   BellSouth will be notified of sequence failures identified by Express Paging and resend the data as appropriate.

RESALE DISCOUNTS & RATES - Alabama

CATEGORY	RATE ELEMENTS	Interm	Zone	BCS	USOC	RATES($)					OSS Rates($)					
						Rec	Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Svc Order Submitted Elec per LSR SOMEC	Svc Order Submitted Manually per LSR SOMAN	Incremental Charge - Manual Svc Order vs Electronic- 1st SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Add'l SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l SOMAN
APPLICABLE DISCOUNTS																
	Residence %					16 30										
	Business %					16 30										
	CSAs %					16 30										
OPERATIONS SUPPORT SYSTEMS (OSS) - REGIONAL RATES"																
	NOTE (1) CLEC should contact its contract negotiator if it prefers the "state specific OSS charges as ordered by the State Commissions The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charges, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states																
	OSS - Electronic Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMEC		3 50	0 00	3 50	0 00						
	OSS - Manual Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMAN		19 99	0 00	19 99	0 00						
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch						84 70	84 70	14 11	14 11						
ODUF/EODUF SERVICES																
OPTIONAL DAILY USAGE FILE (ODUF)																
	ODUF Recording, per message					0 000011										
	ODUF Message Processing per message					0 004101										
	ODUF Message Processing per Magnetic Tape provisioned					42 67										
	ODUF Data Transmission (CONNECT DIRECT), per message					0 000094										
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)																
	EODUF Message Processing per message					0 22										

RESALE DISCOUNTS & RATES - Florida

CATEGORY / RATE ELEMENTS	Interm	Zone	BCS	USOC	Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Rec	Svc Order Submitted Elec per LSR	Svc Order Submitted Manually per LSR	OSS Rates($) Incremental Charge - Manual Svc Order vs Electronic- 1st	Incremental Charge - Manual Svc Order vs Electronic- Add'l	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l
										SOMEC	SOMAN	SOMAN	SOMAN	SOMAN	SOMAN
APPLICABLE DISCOUNTS															
Residence %									21 83						
Business %									16 81						
CSAs %									16 81						
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"															
NOTE (1) CLEC should contact its contract negotiator if it prefers the state specific OSS charges as ordered by the State Commissions The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charges, or CLEC may elect the regional service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states															
OSS - Electronic Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMEC	3 50	0 00	3 50	0 00							
OSS - Manual Service Order Charge Per Local Service Request (LSR) - Resale Only				SOMAN	19 99	0 00	19 99	0 00							
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)															
Selective Routing Per Unique Line Class Code Per Request Per Switch					93 55	93 55	12 71	12 71							
ODUF/EODUF SERVICES															
OPTIONAL DAILY USAGE FILE (ODUF)															
ODUF Recording, per message									0 0000071						
ODUF Message Processing per message									0 002146						
ODUF Message Processing per Magnetic Tape provisioned									35 91						
ODUF Data Transmission (CONNECT DIRECT) per message									0 00010375						
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)															
EODUF Message Processing, per message									0 080698						

RESALE DISCOUNTS & RATES - Georgia

CATEGORY	RATE ELEMENTS	Interm	Zone	BCS	USOC	RATES($) Rec	Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Svc Order Submitted Elec per LSR SOMEC	Svc Order Submitted Manually per LSR SOMAN	Incremental Charge - Manual Svc Order vs Electronic- 1st SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Add'l SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l SOMAN
													OSS Rates($)			
APPLICABLE DISCOUNTS																
	Residence %					20 30										
	Business %					17 30										
	CSAs %					17 30										
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"																
NOTE (1) CLEC should contact its contract negotiator if it prefers the ' state specific OSS charges as ordered by the State Commissions The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charges, or CLEC may elect the regional service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states																
	OSS - Electronic Service Order Charge Per Local Service Request (LSR) - Resale Only				SOMEC		3 50	0 00	3 50	0 00						
	OSS - Manual Service Order Charge Per Local Service Request (LSR) - Resale Only				SOMAN		19 99	0 00	19 99	0 00						
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch						102 19	61 15	12 68	6 34						
ODUF/EODUF SERVICES																
OPTIONAL DAILY USAGE FILE (ODUF)																
	ODUF Recording per message					0 0000068										
	ODUF Message Processing per message					0 002167										
	ODUF Message Processing per Magnetic Tape provisioned					36 06										
	ODUF Data Transmission (CONNECT DIRECT) per message					0 00010856										
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)																
	EODUF Message Processing per message					0 227409										

RESALE DISCOUNTS & RATES - Kentucky

CATEGORY	RATE ELEMENTS	Interm	Zone	BCS	USOC	Rec	Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Svc Order Submitted Elec per LSR (SOMEC)	Svc Order Submitted Manually per LSR (SOMAN)	OSS Rates($) Incremental Charge - Manual Svc Order vs Electronic- 1st (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- Add'l (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l (SOMAN)
APPLICABLE DISCOUNTS																
	Residence %					16 79										
	Business %					15 54										
	CSAs %					15 54										
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"																
	NOTE (1) CLEC should contact its contract negotiator if it prefers the "state specific" OSS charges as ordered by the State Commissions The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charges, or CLEC may elect the regional service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has an interconnection contract established in each of the 9 states															
	OSS - Electronic Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMEC		3 50	0 00	3 50	0 00						
	OSS - Manual Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMAN		19 99	0 00	19 99	0 00						
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch						93 53	93 53	15 58	15 58						
ODUF/EODUF SERVICES																
OPTIONAL DAILY USAGE FILE (ODUF)																
	ODUF Recording per message					0 0000136										
	ODUF Message Processing per message					0 002506										
	ODUF Message Processing per Magnetic Tape provisioned					35 90										
	ODUF Data Transmission (CONNECT DIRECT), per message					0 00010372										
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)																
	EODUF Message Processing per message					0 235889										

RESALE DISCOUNTS & RATES - Louisiana

CATEGORY	RATE ELEMENTS	Inter im	Zone	BCS	USOC	Rec	Nonrecurring First	Nonrecurring Add'l	Disconnect First	Disconnect Add'l	Svc Order Submitted Elec per LSR	SOMEC	Svc Order Submitted Manually per LSR	SOMAN	Incremental Charge - Manual Svc Order vs Electronic- 1st	SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Add I	SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st	SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l	SOMAN
																		OSS Rates($)				

APPLICABLE DISCOUNTS

	Residence %					20 72																
	Business %					20 72																
	CSAs %					9 05																

OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"

NOTE (1) CLEC should contact its contract negotiator if it prefers the 'state specific' OSS charges as ordered by the State Commissions The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charges, or CLEC may elect the regional service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states

| | OSS - Electronic Service Order Charge Per Local Service Request (LSR) - Resale Only | | | | SOMEC | | 3 50 | 0 00 | 3 50 | 0 00 | | | | | | | | | | | | |
| | OSS - Manual Service Order Charge, Per Local Service Request (LSR) - Resale Only | | | | SOMAN | | 19 99 | 0 00 | 19 99 | 0 00 | | | | | | | | | | | | |

SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)

| | Selective Routing Per Unque Line Class Code Per Request Per Switch | | | | | | 82 25 | 82 25 | | | | | | | | | | | | | | |

ODUF/EODUF SERVICES

OPTIONAL DAILY USAGE FILE (ODUF)

	ODUF Recording, per message					0 0000117																
	ODUF Message Processing per message					0 004641																
	ODUF Message Processing per Magnetic Tape provisioned					48 45																
	ODUF Data Transmission (CONNECT DIRECT) per message					0 00010568																

ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)

| | EODUF Message Processing per message | | | | | 0 250015 | | | | | | | | | | | | | | | | |

RESALE DISCOUNTS & RATES - Mississippi

CATEGORY	RATE ELEMENTS	Interim	Zone	BCS	USOC	RATES($) Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Rec	Svc Order Submitted Elec per LSR	Svc Order Submitted Manually per LSR	Incremental Charge - Manual Svc Order vs Electronic - 1st	Incremental Charge - Manual Svc Order vs Electronic - Add'l	Incremental Charge - Manual Svc Order vs Electronic - Disc 1st	Incremental Charge - Manual Svc Order vs Electronic - Disc Add'l
													OSS Rates($)			
											SOMEC	SOMAN	SOMAN	SOMAN	SOMAN	SOMAN
APPLICABLE DISCOUNTS																
	Residence %									15.75						
	Business %									15.75						
	CSAs %									15.75						
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"																
NOTE (1) CLEC should contact its contract negotiator if it prefers the "state specific" OSS charges as ordered by the State Commissions. The OSS charges currently contained in this rate exhibit are the BellSouth regional" service ordering charges. CLEC may elect either the state specific OSS charges for the regional service ordering charges, or CLEC may elect the regional service ordered rates for the service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has an interconnection contract established in each of the 9 states																
	OSS - Electronic Service Order Charge Per Local Service Request (LSR) - Resale Only				SOMEC	3.50	0.00	3.50	0.00							
	OSS - Manual Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMAN	19.99	0.00	19.99	0.00							
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch					85.19	85.19	14.19	14.19							
ODUF/EODUF SERVICES																
	OPTIONAL DAILY USAGE FILE (ODUF)															
	ODUF Recording, per message									0.0000063						
	ODUF Message Processing, per message									0.004707						
	ODUF Message Processing, per Magnetic Tape provisioned									49.04						
	ODUF Data Transmission (CONNECT DIRECT), per message									0.00010669						
	ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)															
	EODUF Message Processing, per message									0.250424						

RESALE DISCOUNTS & RATES - North Carolina

CATEGORY	RATE ELEMENTS	Interim	Zone	BCS	USOC	RATES($)					OSS Rates($)					
						Rec	Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Svc Order Submitted Elec per LSR	Svc Order Submitted Manually per LSR	Incremental Charge - Manual Svc Order vs Electronic-1st	Incremental Charge - Manual Svc Order vs Electronic-Add'l	Incremental Charge - Manual Svc Order vs Electronic-Disc 1st	Incremental Charge - Manual Svc Order vs Electronic-Disc Add'l
											SOMEC	SOMAN	SOMAN	SOMAN	SOMAN	SOMAN
APPLICABLE DISCOUNTS																
	Residence %					21.50										
	Business %					17.60										
	CSAs %					17.60										
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"																
NOTE (1) CLEC should contact its contract negotiator if it prefers the ' state specific OSS charges as ordered by the State Commissions. The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states																
	OSS - Electronic Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMEC		3.50	0.00	3.50	0.00						
	OSS - Manual Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMAN		19.99	0.00	19.99	0.00						
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch						188.59									
ODUF/EODUF SERVICES																
OPTIONAL DAILY USAGE FILE (ODUF)																
	ODUF Recording, per message					0.0003										
	ODUF Message Processing, per message					0.0032										
	ODUF Message Processing, per Magnetic Tape provisioned					54.61										
	ODUF Data Transmission (CONNECT DIRECT), per message					0.00004										
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)																
	EODUF Message Processing, per message					0.2285406										

RESALE DISCOUNTS & RATES - South Carolina

CATEGORY	RATE ELEMENTS	Interm	Zone	BCS	USOC	RATES($) Rec	Nonrecurring First	Nonrecurring Add'l	Nonrecurring Disconnect First	Nonrecurring Disconnect Add'l	Svc Order Submitted Elec per LSR SOMEC	Svc Order Submitted Manually per LSR SOMAN	OSS Rates($) Incremental Charge - Manual Svc Order vs Electronic- 1st SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Add'l SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st SOMAN	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l SOMAN
APPLICABLE DISCOUNTS																
	Residence %					14 80										
	Business %					14 80										
	CSAs %					8 98										
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"																
	NOTE (1) CLEC should contact its contract negotiator if it prefers the ' state specific OSS charges as ordered by the State Commissions The OSS charges currently contained in this rate exhibit are the BellSouth 'regional service ordering charges CLEC may elect either the state specific Commission ordered rates for the service ordering charges, or CLEC may elect the regional service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states															
	OSS - Electronic Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMEC		3 50	0 00	3 50	0 00						
	OSS - Manual Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMAN		19 99	0 00	19 99	0 00						
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch						84 89	84 89	14 14	14 14						
ODUF/EODUF SERVICES																
	OPTIONAL DAILY USAGE FILE (ODUF)															
	ODUF Recording per message					0 0000216										
	ODUF Message Processing per message					0 004704										
	ODUF Message Processing per Magnetic Tape provisioned					48 87										
	ODUF Data Transmission (CONNECT DIRECT) per message					0 00010863										
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)																
	EODUF Message Processing, per message					0 258301										

RESALE DISCOUNTS & RATES - Tennessee

CATEGORY	RATE ELEMENTS	Interm	Zone	BCS	USOC	RATES($) Rec	Nonrecurring First	Nonrecurring Add'l	Disconnect First	Disconnect Add'l	Svc Order Submitted Elec per LSR (SOMEC)	Svc Order Submitted Manually per LSR (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- 1st (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- Add'l (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- Disc 1st (SOMAN)	Incremental Charge - Manual Svc Order vs Electronic- Disc Add'l (SOMAN)
APPLICABLE DISCOUNTS																
	Residence %					16.00										
	Business %					16.00										
	CSAs %					16.00										
OPERATIONS SUPPORT SYSTEMS (OSS) - "REGIONAL RATES"																
	OSS - Electronic Service Order Charge, Per Local Service Request (LSR) - Resale Only				SOMEC		3.50	0.00	3.50	0.00						
	OSS - Manual Service Order Charge Per Local Service Request (LSR) - Resale Only				SOMAN		19.99	0.00	19.99	0.00						
SELECTIVE CALL ROUTING USING LINE CLASS CODES (SCR-LCC)																
	Selective Routing Per Unique Line Class Code Per Request Per Switch						179.60	179.60								
ODUF/EODUF SERVICES																
OPTIONAL DAILY USAGE FILE (ODUF)																
	ODUF Recording per message					0.0000044										
	ODUF Message Processing per message					0.002446										
	ODUF Message Processing per Magnetic Tape provisioned					35.54										
	ODUF Data Transmission (CONNECT DIRECT) per message					0.0000339										
ENHANCED OPTIONAL DAILY USAGE FILE (EODUF)																
	EODUF Message Processing per message					0.229779										

NOTE: (1) CLEC should contact its contract negotiator if it prefers the "state specific" OSS charges as ordered by the State Commissions. The OSS charges currently contained in this rate exhibit are the BellSouth "regional" service ordering charges. CLEC may elect either the state specific Commission ordered rates for the service ordering charges, or CLEC may elect the regional service ordering charge, however, CLEC can not obtain a mixture of the two regardless if CLEC has a interconnection contract established in each of the 9 states.

Attachment 2

Pre-Ordering, Ordering, Provisioning, Maintenance and Repair

TABLE OF CONTENTS

PRE-ORDERING, ORDERING, PROVISIONING, MAINTENANCE AND REPAIR

1. **QUALITY OF PRE-ORDERING, ORDERING, PROVISIONING, MAINTENANCE AND REPAIR**

1.1 BellSouth shall provide to Express Paging nondiscriminatory access to its Operations Support Systems (OSS) and the necessary information contained therein in order that Express Paging can perform the functions of pre-ordering, ordering, provisioning, maintenance and repair, and billing. BellSouth shall provide Express Paging with all relevant documentation (manuals, user guides, specifications, etc.) regarding business rules and other formatting information as well as practices and procedures necessary to ensure requests are efficiently processed. All documentation will be readily accessible at BellSouth's Interconnection Web site and is incorporated herein by reference. BellSouth shall ensure that its OSS are designed to accommodate requests for both current and projected demands of Express Paging and other CLECs in the aggregate.

2. **ACCESS TO OPERATIONS SUPPORT SYSTEMS**

2.1 BellSouth shall provide Express Paging nondiscriminatory access to its OSS and the necessary information contained therein in order that Express Paging can perform the functions of pre-ordering, ordering, provisioning, maintenance and repair, and billing. BellSouth shall provide nondiscriminatory access to the OSS through manual and/or electronic interfaces as described in this Attachment It is the sole responsibility of Express Paging to obtain the technical capability to access and utilize BellSouth's OSS interfaces. Specifications for Express Paging's access and use of BellSouth's electronic interfaces are set forth at BellSouth's Interconnection Web site and are incorporated herein by reference

2.1 1 Express Paging agrees to comply with the provisions of the Operations Support Systems (OSS) Interconnection Volume Guidelines as set forth at BellSouth's Interconnection Web site, and incorporated herein by reference as amended from time to time.

2.2 Pre-Ordering BellSouth will provide electronic access to its OSS and the information contained therein in order that Express Paging can perform the following pre-ordering functions service address validation, telephone number selection, service and feature availability, due date information, customer record information and loop makeup information Mechanized access is provided by electronic interfaces whose specifications for access and use are set forth at BellSouth's Interconnection Web site and are incorporated herein by reference The process by which BellSouth and Express Paging will manage these electronic interfaces to include the development and introduction of new interfaces will be

governed by the change management process as described in Section 2.6 below. Express Paging shall provide to BellSouth access to customer record information, including circuit numbers associated with each telephone number where applicable. Express Paging shall provide such information within four (4) hours after request via electronic access where available. If electronic access is not available, Express Paging shall provide to BellSouth paper copies of customer record information, including circuit numbers associated with each telephone number where applicable. If BellSouth requests the information before noon, the customer record information shall be provided the same day   If BellSouth requests the information after noon, the customer record information shall be provided by noon the following day.

2 2.1   The Parties agree not to view, copy, or otherwise obtain access to the customer record information of any customer without that customer's permission. Express Paging will obtain access to customer record information only in strict compliance with applicable laws, rules, or regulations of the state in which the service is provided. BellSouth reserves the right to audit Express Paging's access to customer record information   If a BellSouth audit of Express Paging's access to customer record information reveals that Express Paging is accessing customer record information without having obtained the proper End User authorization, BellSouth upon reasonable notice to Express Paging may take corrective action, including but not limited to suspending or terminating Express Paging's electronic access to BellSouth's OSS functionality. All such information obtained through an audit shall be deemed Information covered by the Proprietary and Confidential Information section in the General Terms and Conditions of this Agreement.

2.3   Ordering BellSouth will make available to Express Paging electronic interfaces for the purpose of exchanging order information, including order status and completion notification, for non-complex and certain complex resale requests Specifications for access and use of BellSouth's electronic interfaces are set forth at BellSouth's Interconnection Web site and are incorporated herein by reference as they are amended from time to time. The process by which BellSouth and Express Paging will manage these electronic interfaces to include the development and introduction of new interfaces will be governed by the change management process as described below

2 3 1   Express Paging shall place orders for services by submitting a local service request ("LSR") to BellSouth   BellSouth shall bill Express Paging an electronic service order charge as specified in Exhibit D of this Agreement for each LSR submitted by means of an Electronic Interface. BellSouth shall bill Express Paging a manual service order charge as specified in Exhibit D of this Agreement for each LSR submitted by means other than the electronic Interfaces (e g mail, fax, courier, etc.). An individual LSR will be identified for billing purposes by its Purchase Order Number ("PON").

2.3.1.1   Express Paging may submit an LSR to request that an End User's service be temporarily withheld, denied, or restored Alternatively, Express Paging may submit a list of such End Users if Express Paging provides a separate PON for each location on the list. Each location will be billed as a separate LSR

2 3 1.2   BellSouth will bill the electronic or manual service order charge, as applicable, for an LSR, regardless of whether that LSR is later supplemented, clarified or cancelled.

2.3.1.3   Notwithstanding the foregoing, BellSouth will not bill the electronic or manual service order charges for supplements to any LSR submitted to clarify, correct, change or cancel a previously submitted LSR

2.4   Provisioning BellSouth shall provision services during its regular working hours. To the extent Express Paging requests provisioning of service to be performed outside BellSouth's regular working hours, or the work so requested requires BellSouth's technicians or project managers to work outside of regular working hours, overtime charges shall apply Notwithstanding the foregoing, if such work is performed outside of regular working hours by a BellSouth technician or project manager during his or her scheduled shift and BellSouth does not incur any overtime charges in performing the work on behalf of Express Paging, BellSouth will not assess Express Paging additional charges beyond the rates and charges specified in this Agreement

2.4.1   In the event BellSouth must dispatch to the End User's location more than once due to incorrect or incomplete information provided by Express Paging (e.g., incomplete address, incorrect contact name/number, etc), BellSouth will bill Express Paging for each additional dispatch required to provision the circuit due to the incorrect/incomplete information provided. BellSouth will assess the applicable Maintenance of Service rates from BellSouth's FCC #1, Section 13 3 1 (E).

2.4.2   Cancellation Charges. If Express Paging cancels an LSR for resold services, any costs incurred by BellSouth in conjunction with the provisioning of that request will be recovered in accordance with BellSouth's Private Line Tariff or BellSouth's FCC No. 1 Tariff, Section 5 4.

2 4.3   Service Date Advancement Charges (Expedites). For Service Date Advancement requests by Express Paging, Service Date Advancement charges will apply for intervals less than the standard interval as outlined in the BellSouth Product and Services Interval Guide The charges as outlined in BellSouth's Private Line Tariff will apply as applicable

2.5   Maintenance and Repair. BellSouth will make available to Express Paging electronic interfaces for the purpose of reporting and monitoring service troubles Specifications for access and use of BellSouth's maintenance and repair electronic

interfaces are set forth at BellSouth's Interconnection Web site and are incorporated herein by reference. The process by which BellSouth and Express Paging will manage these electronic interfaces to include the development and introduction of new interfaces will be governed by the change management process as described below. Requests for trouble repair are billed in accordance with the provisions of this Agreement. BellSouth and Express Paging agree to adhere to BellSouth's Operational Understanding, as amended from time to time during this Agreement and as incorporated herein by reference. The Operational Understanding may be accessed via BellSouth's Interconnection Web site.

2.5.1   If Express Paging reports a trouble and no trouble actually exists on the BellSouth portion, BellSouth will charge Express Paging for any dispatching and testing (both inside and outside the Central Office (CO)) required by BellSouth in order to confirm the working status

2.5.2   In the event BellSouth must dispatch to the End User's location more than once due to incorrect or incomplete information provided by Express Paging (e.g , incomplete address, incorrect contact name/number, etc), BellSouth will bill Express Paging for each additional dispatch required to repair the circuit due to the incorrect/incomplete information provided. BellSouth will assess the applicable Maintenance of Service rates from BellSouth's FCC #1, Section 13.3.1 (E)

2.6   Billing BellSouth will provide Express Paging nondiscriminatory access to billing information as specified in Attachment 3 to this Agreement.

2.7   Change Management BellSouth and Express Paging agree that the collaborative change management process known as the Change Control Process (CCP) will be used to manage changes to existing interfaces, introduction of new interfaces and retirement of interfaces. BellSouth and Express Paging agree to comply with the provisions of the documented Change Control Process as may be amended from time to time and incorporated herein by reference The change management process will cover changes to BellSouth's electronic interfaces, BellSouth's testing environment, associated manual process improvements, and relevant documentation The process will define a procedure for resolution of change management disputes. Documentation of the CCP as well as related information and processes will be clearly organized and readily accessible to Express Paging at BellSouth's Interconnection Web site.

2.8   Rates Unless otherwise specified herein, charges for the use of BellSouth's Operations Support Systems (OSS), and other charges applicable to pre-ordering, ordering, provisioning and maintenance and repair, shall be as set forth in Exhibit D of this Agreement

3.   **MISCELLANEOUS**

3.1   <u>Pending Orders.</u> Orders placed in the hold or pending status by Express Paging will be held for a maximum of thirty (30) calendar days from the date the order is placed on hold. After such time, Express Paging shall be required to submit a new service request Incorrect or invalid requests returned to Express Paging for correction or clarification will be held for thirty (30) calendar days. If Express Paging does not return a corrected request within thirty (30) calendar days, BellSouth will cancel the request

3.2   <u>Single Point of Contact.</u> Express Paging will be the single point of contact with BellSouth for ordering activity for services used by Express Paging to provide services to its End Users, except that BellSouth may accept a request directly from another CLEC, or BellSouth, acting with authorization of the affected End User Express Paging and BellSouth shall each execute a blanket letter of authorization with respect to customer requests so that prior proof of End User authorization will not be necessary with every request (except in the case of a local service freeze). The Parties shall each be entitled to adopt their own internal processes for verification of customer authorization for requests, provided, however, that such processes shall comply with applicable state and federal law and industry and regulatory guidelines Pursuant to a request from another carrier, BellSouth may disconnect any facility being used by Express Paging to provide service to that End User and may reuse such facilities to enable such other carrier to provide service to the End User. BellSouth will notify Express Paging that such a request has been processed but will not be required to notify Express Paging in advance of such processing

3.2.1   Neither BellSouth nor Express Paging shall prevent or delay an End User from migrating to another carrier because of unpaid bills, denied service, or contract terms.

3.2.2   The Parties shall return a Firm Order Confirmation (FOC) and Local Service Request (LSR) rejection/clarification in accordance with the intervals specified in Attachment 9 of this Agreement

3.3   <u>Contact Numbers.</u> The Parties agree to provide one another with toll-free nation-wide (50 states) contact numbers for the purpose of ordering, provisioning and maintenance of services. Contact numbers for maintenance/repair of services shall be staffed 24 hours per day, 7 days per week BellSouth will close trouble tickets after making a reasonable effort to contact Express Paging for authorization to close a ticket. BellSouth will place trouble tickets in delayed maintenance status after making a reasonable effort to contact Express Paging to request additional information or to request authorization for additional work deemed necessary by BellSouth

3.4   <u>Subscription Functions.</u> In cases where BellSouth performs subscription functions for an interexchange carrier (IXC) (i e. PIC and LPIC changes via Customer Account Record Exchange (CARE)), BellSouth will in all possible instances

provide the affected IXCs with the Operating Company Number (OCN) of the local provider for the purpose of obtaining End User billing account and other End User information required under subscription requirements.

3.4.1   When Express Paging's End User, served by resale, changes its PIC or LPIC, and per BellSouth's FCC or state tariff the interexchange carrier elects to charge the End User the PIC or LPIC change charge, BellSouth will bill the PIC or LPIC change charge to Express Paging, which has the billing relationship with that End User, and Express Paging may pass such charge to the End User.

Attachment 3

Billing

TABLE OF CONTENTS

BILLING

1.   **PAYMENT AND BILLING ARRANGEMENTS**

The terms and conditions set forth in this Attachment shall apply to all services ordered and provisioned pursuant to this Agreement.

1.1   BellSouth will bill through the Carrier Access Billing System (CABS), Integrated Billing System (IBS) and/or the Customer Records Information Systems (CRIS) depending on the particular service(s) provided to Express Paging under this Agreement BellSouth will format all bills in CABS Billing Output Specification (CBOS) Standard or CLUB/EDI format, depending on the type of service provided. For those services where standards have not yet been developed, BellSouth's billing format may change in accordance with applicable industry standards

1.1.1   For any service(s) BellSouth receives from Express Paging, Express Paging shall bill BellSouth in CBOS format.

1.1.2   Any switched access charges associated with interexchange carrier access to the resold local exchange lines will be billed by, and due to BellSouth.

1.1.3   BellSouth will render bills each month on established bill days for each of Express Paging's accounts. If either Party requests multiple billing media or additional copies of the bills, the billing Party will provide these at the rates set forth in FCC Section13:3.6.3, except for resold services which shall be at the rates set forth in BellSouth's Non-Regulated Services Pricing List N6.

1.1.4   BellSouth will bill Express Paging in advance for all services to be provided during the ensuing billing period except charges associated with service usage and nonrecurring charges, which will be billed in arrears

1.1.4 1   For resold services, charges for services will be calculated on an individual End User account level, including, if applicable, any charge for usage or usage allowances BellSouth will also bill Express Paging, and Express Paging will be responsible for and remit to BellSouth, all charges applicable to said services including but not limited to 911 and E911 charges, End Users common line charges, federal subscriber line charges, telecommunications relay charges (TRS), and franchise fees, unless otherwise ordered by a Commission

1.1.5   BellSouth will not perform billing and collection services for Express Paging as a result of the execution of this Agreement

1.2   Establishing Accounts. After submitting a credit profile and deposit, if required, and after receiving certification as a local exchange carrier from the appropriate Commission, Express Paging will provide the appropriate BellSouth advisory team/local contract manager the necessary documentation to enable BellSouth to

establish accounts for resold services Such documentation shall include the Application for Master Account, if applicable, proof of authority to provide telecommunications services, the appropriate Operating Company Numbers (OCN) for each state as assigned by the National Exchange Carriers Association (NECA), Carrier Identification Code (CIC), if applicable, Access Customer Name and Abbreviation (ACNA), if applicable, Blanket Letter of Authorization (LOA), Misdirected Number form, and a tax exemption certificate, if applicable. Notwithstanding anything to the contrary in this Agreement, Express Paging may not order services under a new account established in accordance with this Section 1.2 until thirty (30) days after all information specified in this Section 1.2 is received from Express Paging.

1 2.1   Company Identifiers. If Express Paging needs to change, add to, eliminate or convert its OCN(s), ACNAs and other identifying codes (collectively "Company Identifiers") under which it operates when Express Paging has already been conducting business utilizing those Company Identifiers, Express Paging shall pay all charges as a result of such change, addition, elimination or conversion to the new Company Identifiers Such charges include, but are not limited to, all time required to make system updates to all of Express Paging's End User records and any other changes to BellSouth systems or Express Paging records, and will be handled in a separately negotiated agreement or as otherwise required by BellSouth.

1.2.2   Tax Exemption It is the responsibility of Express Paging to provide BellSouth with a properly completed tax exemption certificate at intervals required by the appropriate taxing authorities. A tax exemption certificate must be supplied for each individual Express Paging entity purchasing Services under this Agreement. Upon BellSouth's receipt of a properly completed tax exemption certificate, subsequent billings to Express Paging will not include those taxes or fees from which Express Paging is exempt. Prior to receipt of a properly completed exemption certificate, BellSouth shall bill, and Express Paging shall pay all applicable taxes and fees In the event that Express Paging believes that it is entitled to an exemption from and refund of taxes with respect to the amount billed prior to BellSouth's receipt of a properly completed exemption certificate, BellSouth shall assign to Express Paging its rights to claim a refund of such taxes If applicable law prohibits the assignment of tax refund rights or requires the claim for refund of such taxes to be filed by BellSouth, BellSouth shall, after receiving a written request from Express Paging and at Express Paging's sole expense, pursue such refund claim on behalf of Express Paging, provided that Express Paging promptly reimburses BellSouth for any costs and expenses incurred by BellSouth in pursuing such refund claim, and provided further that BellSouth shall have the right to deduct any such outstanding costs and expenses from the amount of any refund obtained prior to remitting such refund to Express Paging. Express Paging shall be solely responsible for the computation, tracking, reporting and payment of all taxes and fees associated with the services provided by Express Paging to its End Users.

Version R2Q04 08/26/04

1.3 Deposit Policy. Express Paging shall complete the BellSouth Credit Profile and provide information to BellSouth regarding Express Paging's credit condition Based on the results of the credit analysis, BellSouth reserves the right to secure the account with a suitable form of security deposit. Such security deposit shall take the form of cash, an Irrevocable Letter of Credit (BellSouth form), Surety Bond (BellSouth form) or, in BellSouth's sole discretion, some other form of security proposed by Express Paging. Any such security deposit shall in no way release Express Paging from its obligation to make complete and timely payments of its bill. Express Paging shall pay any applicable deposits for new service prior to the inauguration of service. If, in the sole opinion of BellSouth, circumstances so warrant and/or gross monthly billing has increased, BellSouth reserves the right to request additional security and/or file a Uniform Commercial Code (UCC-1) security interest in Express Paging's "accounts receivables and proceeds." Deposit request notices will be sent to Express Paging via certified mail or overnight delivery. Express Paging shall pay any applicable security deposit for existing service within fifteen (15) days of the deposit request Such notice period will start the day after the deposit request notice is rendered by certified mail or overnight delivery Interest on a cash security deposit shall, accrue and be applied or refunded in accordance with the terms in BellSouth's General Subscriber Services Tariff (GSST). Security deposits collected under this Section shall not exceed two months' estimated billing. In the event Express Paging fails to remit to BellSouth any deposit requested pursuant to this Section within fifteen (15) days of deposit request, service to Express Paging may be terminated in accordance with the terms of Section 1.5 of this Attachment, and any security deposits will be applied to Express Paging's account(s). In the event Express Paging defaults on its account, service to Express Paging will be terminated in accordance with the terms of Section 1.5 below, and any security deposits will be applied to Express Paging's account.

1.4 Payment Policy

1.4.1 Payment Responsibility Payment of all charges will be the responsibility of Express Paging. Express Paging shall pay invoices by utilizing wire transfer services or automatic clearing house services Express Paging shall make payment to BellSouth for all services billed including disputed amounts. BellSouth will not become involved in billing disputes that may arise between Express Paging and Express Paging's End User

1 4.2 Payment Due. Payment for services provided, including disputed charges, is due on or before the next bill date. Information required to apply payments must accompany the payment. The information must notify BellSouth of Billing Account Numbers (BAN) paid, invoices paid and the amount to be applied to each BAN and invoice (Remittance Information). Payment is considered to have been made when the payment and Remittance Information are received by BellSouth. If the Remittance Information is not received with payment, BellSouth will be unable to apply amounts paid to Express Paging's accounts In such event, BellSouth

Version R2Q04 08/26/04

shall hold such funds until the Remittance Information is received If BellSouth does not receive the Remittance Information by the payment due date for any account(s), late payment charges shall apply.

1 4.2.1   <u>Due Dates</u> If the payment due date falls on a Sunday or on a holiday that is observed on a Monday, the payment due date shall be the first non-holiday day following such Sunday or holiday If the payment due date falls on a Saturday or on a holiday which is observed on Tuesday, Wednesday, Thursday, or Friday, the payment due date shall be the last non-holiday day preceding such Saturday or holiday. If payment is not received by the payment due date, a late payment charge, as set forth in Section 1.4 2.2, below, shall apply.

1 4.2 2   <u>Late Payment</u> If any portion of the payment is not received by BellSouth on or before the payment due date as set forth preceding, or if any portion of the payment is received by BellSouth in funds that are not immediately available to BellSouth, then a late payment and/or interest charge shall be due to BellSouth. The late payment and/or interest charge shall apply to the portion of the payment not received and shall be assessed as set forth in Section A2 of the General Subscriber Services Tariff, Section B2 of the Private Line Service Tariff or Section E2 of the Intrastate Access Tariff, or pursuant to the applicable state law as determined by BellSouth In addition to any applicable late payment and/or interest charges, Express Paging may be charged a fee for all returned checks at the rate set forth in Section A2 of the General Subscriber Services Tariff or pursuant to the applicable state law

1 5   <u>Discontinuing Service to Express Paging.</u> The procedures for discontinuing service to Express Paging are as follows:

1.5.1   BellSouth reserves the right to suspend or terminate service in the event of prohibited, unlawful or improper use of BellSouth facilities or service, abuse of BellSouth facilities, or any other violation or noncompliance by Express Paging of the rules and regulations of BellSouth's tariffs

1 5.2   If payment of amounts due as described herein is not received by the bill date in the month after the original bill date, or fifteen (15) days from the date of a deposit request in the case of security deposits, BellSouth will provide written notice to Express Paging that additional applications for service may be refused, that any pending orders for service may not be completed, and/or that access to ordering systems may be suspended if payment of such amounts, and all other amounts that become past due before refusal, incompletion or suspension, is not received by wire transfer, automatic clearing house or cashier's check in the manner set forth in Section 1 4.2 above within seven (7) days following such written notice In addition, at the same time, BellSouth may provide written notice to the person designated by Express Paging to receive notices of noncompliance as provided in the General Terms and Conditions of this Agreement, that BellSouth may discontinue the provision of existing services to Express Paging if payment of such

amounts, and all other amounts that become past due before discontinuance, including requested security deposits, is not received by wire transfer, automatic clearing house or cashier's check in the manner set forth in Section 1.4.2 above within thirty (30) days following such written notice; provided, however, that BellSouth may provide written notice that such existing services may be discontinued within fifteen (15) days following such notice, subject to the criteria described in Section 1.5.3.

1 5.3   BellSouth may take the action to discontinue the provision of existing service upon fifteen (15) calendar days from the day after BellSouth provides written notice of such discontinuance if (a) such notice is sent by certified mail or overnight delivery; (b) Express Paging has not paid all amounts due pursuant to a subject bill(s), or has not provided adequate security pursuant to a deposit request; and (c) either:

(1) BellSouth has sent the subject bill(s) to Express Paging within (7) business days of the bill date(s), verifiable by records maintained by BellSouth

        i. in paper or CDROM form via the United States Postal Service (USPS), or
        ii in magnetic tape form via overnight delivery, or
        iii. via electronic transmission; or

(2) BellSouth has sent the subject bill(s) to Express Paging, using one of the media described in (1) above, more than thirty (30) calendar days before notice to discontinue service has been rendered.

1 5.4   In the case of discontinuance of services, all billed charges, as well as applicable termination charges, shall become due.

1.5.5   Discontinuance of service on Express Paging's account will effect a discontinuance of service to Express Paging's End Users. Express Paging is solely responsible for notifying the End User of the discontinuance of service. If, within seven (7) days after Express Paging's services have been discontinued, Express Paging pays, by wire transfer, automatic clearing house or cashier's check, all past due charges, including late payment charges, outstanding security deposit request amounts if applicable and any applicable restoral charges as set forth in Section A4 of the GSST, then BellSouth will reestablish service for Express Paging. If within seven (7) days after Express Paging's service has been discontinued and Express Paging has failed to pay all past due charges as described above, then Express Paging's service will be disconnected

1 6   Notices Notwithstanding anything to the contrary in this Agreement, all bills and notices regarding billing matters, including notices relating to security deposits, disconnection of services for nonpayment of charges, and rejection of additional orders from Express Paging, shall be forwarded to the individual and/or address

provided by Express Paging in establishment of its billing account(s) with BellSouth, or to the individual and/or address subsequently provided by Express Paging as the contact for billing information. All monthly bills and notices described in this Section shall be forwarded to the same individual and/or address, provided, however, upon written request from Express Paging to BellSouth's billing organization, the notice of discontinuance of services purchased by Express Paging under this Agreement provided for in Section 1.5 of this Attachment shall be sent via certified mail to the individual(s) listed in the Notices provision of the General Terms and Conditions of this Agreement.

2.   **BILLING DISPUTES**

2 1   Express Paging shall electronically submit all billing disputes to BellSouth using the form specified by BellSouth. In the event of a billing dispute, the Parties will endeavor to resolve the dispute within sixty (60) calendar days of the notification date. Within five (5) business days of BellSouth's denial, or partial denial, of the billing dispute, if Express Paging is not satisfied with BellSouth's resolution of the billing dispute or if no response to the billing dispute has been received by Express Paging by such sixtieth (60th) day, Express Paging must pursue the escalation process as outlined in the Billing Dispute Escalation Matrix, set forth on BellSouth's Interconnection Services Web site, or the billing dispute shall be considered denied and closed If, after escalation, the Parties are unable to reach resolution, then the aggrieved Party, if it elects to pursue the dispute shall pursue dispute resolution in accordance with the General Terms and Conditions of this Agreement.

3.   For purposes of this Section 2, a billing dispute means a reported dispute submitted pursuant to Section 2 1 of a specific amount of money actually billed by BellSouth The billing dispute must be clearly explained by Express Paging and supported by written documentation, which clearly shows the basis for disputing charges The determination as to whether the billing dispute is clearly explained or clearly shows the basis for disputing charges shall be within BellSouth's sole reasonable discretion. Disputes that are not clearly explained or those that do not provide complete information may be rejected by BellSouth.   Claims by Express Paging for damages of any kind will not be considered a billing dispute for purposes of this Section. If BellSouth resolves the billing dispute, in whole or in part, in favor of Express Paging, any credits and interest due to Express Paging as a result therof shall be applied to Express Paging's account by BellSouth upon resolution of the billing dispute

Attachment 4

Performance Measurements

PERFORMANCE MEASUREMENTS`

Upon a particular Commission's issuance of an Order pertaining to Performance Measurements in a proceeding expressly applicable to all CLECs generally, BellSouth shall implement in that state such Performance Measurements as of the date specified by the Commission Performance Measurements that have been Ordered in a particular state can currently be accessed via the internet at http://pmap.bellsouth.com. The following Service Quality Measurements (SQM) plan as it presently exists and as it may be modified in the future, is being included as the performance measurements currently in place for the state of Tennessee. At such time that the TRA issues a subsequent Order pertaining to Performance Measurements, such Performance Measurements shall supersede the SQM contained in the Agreement

BellSouth Service Quality Measurement Plan (SQM)

Tennessee Performance Metrics

Measurement Descriptions
Version 2.00

Issue Date: July 1, 2003

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's customers both wholesale and retail. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] and their Retail Customers The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7 0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Florida, Mississippi, and North Carolina have and continue to influence the SQM. Per the Order in Docket 01-00193, issued by the Tennessee Regulatory Authority on October 4, 2002, this version of the SQM reflects the Florida Public Service Commission Order Nos. PSC-02-1736-PAA-TP, issued December 10, 2002, PSC-03-0529-PAA-TP, issued April 22, 2003 and PSC-03-0603-CO-TP, issued May 15, 2003

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize The measurements are also changed to reflect changes in systems, correct errors, and respond to both 3rd Party audit requirements and the Florida PSC

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them

Once it is approved, the most current copy of this document can be found on the web at URL http //pmap bellsouth.com in the Documentation/Exhibits folder.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (http //pmap bellsouth.com) by 8·00 A.M EST on the 21st day of each month or the first business day after the 21st The validated SQM reports will be posted by 8.00 A.M on the last day of the month Reports not posted by this time will be considered late for SEEM payment purposes Validated SEEM reports will be posted on the 15th of the following month SEEM payments due will also be paid on the

---

[1] *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document*

15th of the following month For instance May data will be posted in preliminary SQM reports on June 21 Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month. BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site The Tennessee Regulatory Authority has access to the web site In addition, a copy of the SQM and Monthly State Summary reports will be filed with the TRA as soon as possible after the last day of each month

Contents

BELLSOUTH®

Section 1: Operations Support Systems (OSS)

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)

Definition

The average response interval and percent within the Interval is the average times and percent of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service and feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs)

Exclusions

- Syntactically incorrect queries
- Scheduled OSS Maintenance
- Retail usage of LENS

Business Rules

The average response interval for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month

The response interval starts when the application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application. The percent of accesses to the legacy systems during the reporting period which take less than 2 3 seconds, the percent of accesses which take more than 6 seconds, and the percent which are less than or equal to 6 3 seconds are also captured. BellSouth will not schedule maintenance during the hours from 8 00 a m until 9 00 p m , Monday through Friday

Calculation

Response Interval = (a - b)

- a = Date and Time of Legacy Response
- b = Date and Time of Legacy Request

Average Response Interval = c / d

- c = Sum of Response Intervals
- d = Number of Legacy Requests During the Reporting Period

Percent within Interval = (e / f) X 100

- e = Count of requests within the designated Interval within the reporting period
- f = Number of Legacy Requests during the Reporting Period for System for which a response was provided

Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)

Data Retained

Relating to CLEC Experience

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

Relating to BellSouth Performance

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses CLECs and BellSouth query this legacy system
- **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address CLECs and BellSouth query this legacy system
- **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system It enables CLECs and BellSouth service reps to select and reserve telephone numbers CLECs and BellSouth query this legacy system
- **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability CLECs query this legacy system
- **DSAP** (DOE Support Application) – provides due date information CLECs and BellSouth query this legacy system
- **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information Contains information about individual customers including listings, addresses, features, services, etc CLECs and BellSouth can query for CSR information
- **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability CLECs query this legacy system
- **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability BellSouth queries this legacy system

SQM Analog/Benchmark

- Parity + 2 seconds

(See Appendix D. Tables for SQM OSS Legacy Access Times)

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes		X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses CLECs and BellSouth query this legacy system
- **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address CLECs and BellSouth query this legacy system
- **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system It enables CLECs and BellSouth service reps to select and reserve

OSS-1: Average Response Interval and Percent within Interval (Pre-Ordering/Ordering)

telephone numbers CLECs and BellSouth query this legacy system
- **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability CLECs query this legacy system
- **DSAP** (DOE Support Application) – provides due date information CLECs and BellSouth query this legacy system
- **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information Contains information about individual customers including listings, addresses, features, services, etc CLECs and BellSouth can query for CSR information
- **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability CLECs query this legacy system
- **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability BellSouth queries this legacy system

SEEM Analog/Benchmark

- Parity + 2 Seconds

(See Appendix D: Tables for SEEM OSS Legacy Systems)

OSS-2: OSS Availability (Pre-Ordering/Ordering)

Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface and for all Legacy systems accessed by them are captured ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.)

Scheduled availability is posted on the Interconnection website (www.interconnection.bellsouth.com/oss/osshour.html)

Exclusions

- CLEC impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time
- Scheduled OSS Maintenance

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure. Full outages are defined as occurrences of either of the following

- Application/Interface application is down or totally inoperative
- Application is totally inoperative for customers attempting to access or use the application. This includes transport outages when they may be directly associated with a specific application
- Loss of Functionality outages are defined as
  - A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems

(Note Scheduled maintenance will not be performed between the hours of 8 00 a m through 9 00 p m Monday through Friday)

Calculation

OSS Availability (Pre-Ordering/Ordering) = (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained

Relating to CLEC Experience

- Report Month
- Legacy Contract Type (per reporting dimension)
- Regional Scope
- Hours of Downtime

Relating to BellSouth Performance

- Report Month
- Legacy Contract Type (per reporting dimension)
- Regional Scope
- Hours of Downtime

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Regional Level, Per OSS Interface

SQM Analog/Benchmark

>= 99 5%

(See Appendix D: Tables for SQM OSS Availability)

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Regional Level, Per OSS Interface

SEEM Analog/Benchmark

>= 99 5%

(See Appendix D: Tables for SEEM OSS Availability)

OSS-2: OSS Availability (Pre-Ordering/Ordering)

OSS-3: OSS Availability (Maintenance & Repair)

Definition

Percent of time applications are functionally available as compared to scheduled availability Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair "Functional Availability" is defined as the number of hours in the reporting period that the applications/interfaces are available to users "Scheduled Availability" is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available

Scheduled availability is posted on the Interconnection website (www interconnection bellsouth com 'oss/osshour html)

Exclusions

- CLEC-impacting trouble caused by factors outside of BellSouth's purview, e g , troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems Only full outages are included in the calculations for this measure Full outages are defined as occurrences of either of the following.

- Application/interfacing application is down or totally inoperative
- Application is totally inoperative for customers attempting to access or use the application This includes transport outages when they may be directly associated with a specific application

Loss of Functionality outages are defined as

- A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of maintenance and repair systems

Calculation

OSS Availability (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained

Relating to CLEC Experience

- Availability of CLEC TAFI
- Availability of LMOS HOST, MARCH SOCS, CRIS, PREDICTOR, LNP and OSPCM

⊕ **BELLSOUTH**

- ECTA

Relating to BellSouth Performance
- Availability of BellSouth TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**
- Regional Level, Per OSS Interface   >= 99 5%

(See Appendix D: Tables for OSS Availability (M&R))

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**
- Regional Level, Per OSS Interface   >= 99 5%

(See Appendix D· Tables for SEEM OSS Availability (M&R))

OSS-3: OSS Availability (Maintenance & Repair)

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

Exclusions

None

Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the response has been transmitted through that same point to the requester.

> **Note:** The OSS Response Interval BellSouth Total Report is a combination of BellSouth Residence and Business Total

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (c / d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period
- where, "X" is <= 4, > 4 <= 10, <= 10, > 10, or > 30 seconds

Average Interval = (e / f)

- e = Sum of Response Intervals
- f = Number of Queries Submitted in the Reporting Period

Report Structure

- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained

Relating to CLEC Experience

- CLEC Transaction Intervals

Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Regional Level, Per OSS Interface

SQM Analog/Benchmark

Parity with Retail

(See Appendix D: Tables for Legacy System Access Times for M&R)

Note: BellSouth's Appendix D lists the query functions and the appropriate legacy systems that the queries travel through to return a response

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Region Level, Per OSS Interface

SEEM Analog/Benchmark

Parity with Retail

OSS-4: Response Interval (Maintenance & Repair)

PO-1: Loop Makeup - Response Time – Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC

Exclusions

- Inquiries, which are submitted electronically
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Inquiries

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via E-mail or FAX to BellSouth's Complex Resale Support Group (CRSG)

This measurement combines three intervals

1   From receipt of a valid Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up "
2   From SAC start date to SAC complete date
3   From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG It is counted as day Zero LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request

> **Note** The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop If the loop makeup will support the service, a firm order LSR is submitted by the CLEC

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification)

Calculation

Response Interval = (a - b)

- a = Date the LMUSI returned to CLEC
- b = Date the LMUSI is received

Average Interval = (c / d)

- c = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

PO-1: Loop Makeup – Response Time - Manual

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for manual LMUs
  - 0 – <=1 day
  - >1 – <= 2 days
  - >2 – <= 3 days
  - 0 - <= 3 days
  - >3 – <= 6 days
  - >6 – <= 10 days
  - > 10 days
- Average Interval in days

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Inquiries
- SI Intervals
- State and Region

Relating to BellSouth Performance

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Loops

SQM Analog/Benchmark

Benchmark 95% <= 3 Business Days

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Loops

SEEM Analog/Benchmark

Benchmark 95% <= 3 Business Days

PO-1: Loop Makeup – Response Time - Manual

PO-2: Loop Makeup - Response Time - Electronic

Definition

This report measures the average interval and the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC

Exclusions

- Manually submitted inquiries
- Canceled Requests

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, TAG It ends when BellSouth s Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the TAG Interface LSRs submitted via LENs will be reflected in the results for the TAG interface

> **Note** The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop If the loop makeup will support the service, a firm order LSR is submitted by the CLEC EDI is not a pre-ordering system, and, therefore, is not applicable in this measure

Calculation

Response Interval = (a - b)

- a = Date and Time the LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c / d)

- c = Sum of all response intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for electronic LMUs
  - 0 – <= 1 minute
  - >1 – <= 5 minutes
  - 0 - <= 5 minutes
  - > 5 – <= 8 minutes
  - > 8 – <= 15 minutes

> 15 minutes
- Average Interval in minutes

Data Retained

Relating to CLEC Experience
- Report Month
- Total Number of Inquires
- SI Interval
- State and Region

Relating to BellSouth Performance
- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation
- Loop

SQM Analog/Benchmark
Benchmark   95% <= 1 Minute

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation
- Loop

SEEM Analog/Benchmark
95% <= 1 Minute

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

This measurement provides the response interval and percent within the interval from the time an LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG until an acknowledgement notice is sent by the system

Exclusions

- Scheduled OSS Maintenance
- Manually Submitted LSRs

Business Rules

The process includes EDI and TAG system functional acknowledgements for all Local Service Requests (LSRs) which are electronically submitted by the CLEC The start time is the receipt time of the LSR at BellSouth's side of the interface (gateway) The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway) For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented

Calculation

Response Interval = (a - b)

- a = Date and Time Acknowledgement Notices returned to CLEC
- b = Date and Time Messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

Average Response Interval = (c / d)

- c = Sum of all Response Intervals for returned acknowledgements
- d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period

Percent within Interval = (e / f) X 100

- e = Total number of electronically submitted messages/LSRs received, from CLEC via EDI or TAG respectively, in the Reporting Period
- f = Total number of electronically submitted messages/LSRs acknowledged in the Reporting Period

Reporting Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region
- Electronically Submitted LSRs
  - 0 – <=10 minutes
  - > 10 – <= 20 minutes
  - > 20 – <= 30 minutes
  - 0 – <= 30 minutes
  - > 30 – <= 45 minutes
  - > 45 – <= 60 minutes

> 60 – <= 120 minutes
> 120 minutes
- Average interval for electronically submitted LSRs in minutes

Data Retained

Relating to CLEC Experience
- Report Month
- Record of Functional Acknowledgements

Relating to BellSouth Performance
- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation
- EDI
- TAG

SQM Analog/Benchmark
EDI – 95% <= 30 Minutes
TAG – 95% <= 30 Minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation
- EDI
- TAG

SEEM Analog/Benchmark
EDI – 95% <= 30 Minutes
TAG – 95% <= 30 Minutes

O-1: Acknowledgement Message Timeliness

O-2: Acknowledgement Message Completeness

Definition

This measurement provides the percent of Messages/LSRs received via EDI or TAG, which are acknowledged electronically

Exclusions

Manually submitted LSRs

Business Rules

EDI and TAG send Functional Acknowledgements for all LSRs, which are electronically submitted by a CLEC For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized

Calculation

Acknowledgement Completeness = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for Messages/LSRs electronically submitted by EDI or TAG respectively
- b = Total number of electronically submitted Messages/LSRs received in the reporting period by EDI or TAG respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

Note Acknowledgement message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized

Data Retained

Relating to CLEC Experience

- Report Month
- Record of Functional Acknowledgements

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation
- EDI
- TAG

SQM Analog/Benchmark
Benchmark 99 9%
Benchmark 99 5%

@ BELLSOUTH

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- EDI
- TAG

SEEM Analog/Benchmark

Benchmark 99 9%
Benchmark 99 5%

O-3: Percent Flow-Through Service Requests (Summary)

Definition

The percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout for Percent Flow-Through only
- CLEC System Fallout
- Scheduled OSS Maintenance

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention These LSRs can be divided into two classes of service Business and Residence, and two types of service Resale, and Unbundled Network Elements (UNE) The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout)

Definitions

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject

Auto-Clarification: Clarifications that occur due to invalid data within the LSR LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification

Manual Fallout: Planned Fallout that occur by design Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity These LSRs are manually processed by the LCSC When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling Following are the categories for Manual Fallout

1. Complex*
2. Special pricing plans
3. Some Partial migrations (All LNP Partial Migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Identions and Captions)
14. LNP Only – Supplement LSRs except supps of O-2 (Due Date Changes) on Req Type CB

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through The current version of the Flow-Through Matrix is on the PMAP website (http //pmap bellsouth com) in the Documentation/Exhibits folder Any change in the flow-through order category from flow-through to non-flow-through shall require prior

Commission approval

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC or is due to BellSouth system functionality If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR

Calculation

Percent Flow Through = a / [b - (c + d + e + f)] X 100

- a = the total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fallout for manual processing
- d = the number of LSRs that are returned to the CLEC for auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- f = the number of LSRs that receive a Z status

Percent Achieved Flow Through = a / [b - (c + d + e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = the number of LSRs that receive Z status

Report Structure

- CLEC Aggregate
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received, by Interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total Number of Errors by Type, by CLEC
  - Fatal Rejects
  - Auto Clarification
  - CLEC Caused System Fallout
- Total Number of Errors by Error Code
- Total Fallout for Manual Processing

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type
  - BellSouth System Error

O-3: Percent Flow-Through Service Requests (Summary)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Residence
- Business
- UNE - Loops
- UNE-P
- LNP

SQM Analog/Benchmark[a]

Benchmark 95%
Benchmark 90%
Benchmark 85%
Benchmark 90%
Benchmark 85%

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Residence
- Business
- UNE - Loops
- UNE-P
- LNP

SEEM Analog/Benchmark[a]

Benchmark 95%
Benchmark 90%
Benchmark 85%
Benchmark 90%
Benchmark 85%

O-3: Percent Flow-Through Service Requests (Summary)

---

[a] *Benchmarks do not apply to the "Percent Achieved Flow-Through"*

O-4: Percent Flow-Through Service Requests (Detail)

Definition

A detailed list, by CLEC, of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout for Percent Flow-Through only
- CLEC System Fallout
- Scheduled OSS Maintenance

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention These LSRs can be divided into two classes of service Business and Residence, and two types of service Resale, and Unbundled Network Elements (UNE) The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout)

Definitions

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject

Auto-Clarification: Clarifications that occur due to invalid data within the LSR LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification

Manual Fallout: Planned Fallout that occur by design Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity These LSRs are manually processed by the LCSC When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling Following are the categories for Manual Fallout

1. Complex*
2. Special pricing plans
3. Some Partial migrations (All LNP Partial Migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Identions and Captions)
14. LNP Only – Supplement LSRs except supps of O-2 (Due Date Changes) on Req Type CB

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through The current version of the Flow-Through Matrix is on the PMAP website (http //pmap bellsouth com) in the

Documentation/Exhibits folder Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR

Calculation

Percent Flow Through $= a / [b - (c + d + e + f)] \times 100$

- a = the total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fallout for manual processing
- d = the number of LSRs that are returned to the CLEC for auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- f = the number of LSRs that receive a Z status

Percent Achieved Flow Through $= a / [b - (c + d + e)] \times 100$

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = the number of LSRs that receive Z status

Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process The report provides the following

- CLEC (by alias designation)
- Number of fatal rejects
- Mechanized interface used
- Total mechanized LSRs
- Total manual fallout
- Number of auto clarifications returned to CLEC
- Number of validated LSRs
- Number of BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation
- Region

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received, by Interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total Number of Errors by Type, by CLEC
  - Fatal Rejects
  - Auto Clarification

- CLEC Errors
- Total Number of Errors by Error Code
- Total Fallout for Manual Processing

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type
  - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

O-4: Percent Flow-Through Service Requests (Detail)

SQM Level of Disaggregation	**SQM Analog/Benchmark[a]**
• Residence	Benchmark 95%
• Business	Benchmark 90%
• UNE - Loops	Benchmark 85%
• UNE-P	Benchmark 90%
• LNP	Benchmark 85%

SEEM Measure

SEEM	**Tier I**	**Tier II**
Yes	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	**SEEM Analog/Benchmark**
• Residence	Benchmark 95%
• Business	Benchmark 90%
• UNE- Loops	Benchmark 85%
• UNE-P	Benchmark 90%
• LNP	Benchmark 85%

---

[a] *Benchmarks do not apply to the "Percent Achieved Flow-Through "*

Flow-Through Error Analysis

Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued

Exclusions

Each Error Analysis is error code specific, therefore exclusions are not applicable

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier)

Calculation

Total for each error type

Report Structure

Provides an analysis of each error type (by error code) The report is in descending order by count of each error code and provides the following

- Error Type (by error code)
- Count of each error type
- Percent of each error type
- Cumulative percent
- Error Description
- CLEC Caused Count of each error code
- Percent of aggregate by CLEC caused count
- Percent of CLEC caused count
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received
- Total Number of Errors by Type (by Error Code)
  - CLEC caused error

Flow-Through Error Analysis

ⓐ *BELL*SOUTH

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type (by Error Code)
  - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

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

- Not Applicable   Not Applicable

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable   Not Applicable

Flow-Through Error Analysis

BELLSOUTH

BELLSOUTH

BELLSOUTH

BELLSOUTH

BELLSOUTH

O-6: CLEC LSR Information

Definition

A list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period

Exclusions

- Fatal Rejects
- LSRs Submitted Manually

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier)

Calculation

Not Applicable

Report Structure

Provides a list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period with an explanation of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Error Description

Data Retained

Relating to CLEC Experience

- Report Month
- Record of LSRs Received by CC, PON and Ver
- Record of Timestamp, Type, Err # and Note or Error Description for Each LSR by CC, PON and Ver

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation
- Not Applicable

SQM Analog/Benchmark
Not Applicable

SEEM Measure

SEEM   **Tier I**   **Tier II**

   No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

 • Not Applicable   Not Applicable

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] received which are rejected due to error or omission Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified
- Fatal Rejects
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc) where identifiable
- LSRs identified as "Projects"

Business Rules

Fully Mechanized: An LSR/Service Request is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, LENS, TAG, LESOG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention There are two types of "Rejects" in the Mechanized category

> A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR

> Fatal rejects are reported in a separate column, and for informational purposes ONLY They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs

> An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO because it does not pass further edit checks for order accuracy

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling It is then put into "clarification" and sent back (rejected) to the CLEC

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs) ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) Trunk data is reported as a separate category

Calculation

Percent Rejected Service Requests = (a / b) X 100

- a = Total Number of Service Requests Rejected in the reporting period
- b = Total Number of Service Requests Received in the reporting period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

- Region
- Product Specific percent Rejected
- Total percent Rejected

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   ### SQM Analog/Benchmark

Mechanized, Partially Mechanized and Non-Mechanized

- Resale – Residence   Diagnostic
- Resale - Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

SEEM Measure

SEEM	Tier I	Tier II
No		

@ **BELL**SOUTH®

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

O-7: Percent Rejected Service Requests

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] to the distribution of a Reject Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete When there are multiple rejects on a single version of an LSR, the first reject issued is used for the calculation of the interval duration

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs which are identified and classified as "Projects"

  Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation The excluded time is the time outside of normal operations which can be found at the following website
  http //www interconnection bellsouth com/centers/html/lcsc html

  Local Interconnection Service Center (LISC) - Monday through Friday 4 30 PM until 8 00 AM
  From 4 30 PM Friday until 8 00 AM Monday

  The hours excluded will be altered to reflect changes in the Center operating hours The LCSC will accept faxed LSRs only during posted hours of operation

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated for each reporting dimension The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until the LSR is rejected (date and time stamp or reject in EDI translator, or TAG) Auto Clarifications are considered in the Fully Mechanized category

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until it falls out for manual handling The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via EDI translator, or TAG

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs) ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) Trunk data is reported as a separate category

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c / d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e / f) X 100

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
    - State
    - Region
- Fully Mechanized
    0 - <= 4 minutes
    > 4 - <= 8 minutes
    >8 - <= 12 minutes
    > 12 - <= 60 minutes
    0 - <= 1 hour
    > 1 - <= 4 hours
    > 4 - <= 8 hours
    > 8 - <= 12 hours
    > 12 - <= 16 hours
    > 16 - <= 20 hours
    > 20 - <= 24 hours
    > 24 hours
- Partially Mechanized
    0 - <= 1 hour
    > 1 - <= 4 hours
    > 4 - <= 8 hours
    > 8 - <= 10 hours
    0 - <= 10 hours
    > 10 - <= 18 hours
    0 - <= 18 hours
    > 18 - <= 24 hours
    > 24 hours
- Non-mechanized
    0 - <= 1 hour
    > 1 - <= 4 hours
    > 4 - <= 8 hours
    > 8 - <= 12 hours
    > 12 - <= 16 hours
    > 16 - <= 20 hours
    > 20 - <= 24 hours
    0 - <= 24 hours
    > 24 hours
- Trunks

O-8: Reject Interval

0 - <= 36 hours

> 36 hours

• Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience

• Report Month
• Reject Interval
• Total Number of LSRs
• Total Number of Rejects
• State and Region
• Total Number of ASRs (Trunks)

Relating to BellSouth Performance

• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

• Resale – Residence
• Resale – Business
• Resale – Design (Special)
• Resale PBX
• Resale Centrex
• Resale ISDN
• LNP (Standalone)
• INP (Standalone)
• 2W Analog Loop Design
• 2W Analog Loop Non-Design
• 2W Analog Loop with INP Design
• 2W Analog Loop with INP Non-Design
• 2W Analog Loop with LNP Design
• 2W Analog Loop with LNP Non-Design
• UNE Digital Loop < DS1
• UNE Digital Loop >= DS1
• UNE Loop + Port Combinations
• UNE Combination Other
• UNE ISDN Loop
• UNE Other Design
• UNE Other Non-Design
• UNE Line Splitting
• EELs
• Switch Ports
• UNE xDSL (ADSL, HDSL, UCL)
• Line Sharing
• Local Interoffice Transport
• Local Interconnection Trunks

SQM Analog/Benchmark

Fully Mechanized 97% <= 1 Hour
Partially Mechanized 95% <= 10 Hours
Non Mechanized 95% <= 24 Hours

Trunks 95% <= 36 Hours

@ BELLSOUTH

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Fully Mechanized
- Partially Mechanized
- Non-Mechanized
- Local Interconnection Trunks

SEEM Analog/Benchmark

97% <= 1 hour
95% <= 10 hours
95% <= 24 hours
95% <= 36 hours

O-8: Reject Interval

O-9: Firm Order Confirmation Timeliness

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR or ASR to distribution of a Firm Order Confirmation The interval will include an electronic facilities check

Exclusions

- Service Requests canceled by CLEC prior to being confirmed
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs which are identified and classified as "Projects"

  Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation The excluded time is the time outside of normal operations which can be found at the following website http //www interconnection bellsouth com/centers/html/lcsc html

  For ASRs processed in the Local Interconnection Service Center (LISC) - From 4 30 PM All hours outside of Monday – Friday 8 00 AM – 4 30 PM CST, should be excluded

  The hours excluded will be altered to reflect changes in the Center operating hours The Centers will accept faxed LSRs only during posted hours of operation

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute

Business Rules

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI translator, or TAG

Non-Mechanized: The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs) ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT Trunk data is reported as a separate category

> **Note:** When multiple FOCs occur on a single version of an LSR the first FOC is used to measure the interval

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

Average FOC Interval = (c / d)

- c = Sum of all Firm Order Confirmation Times
- d = Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution = (e / f) X 100

- e = Service Requests Confirmed in Designated Interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
    - CLEC Specific
    - CLEC Aggregate
- Geographic Scope
    - State
    - Region
- Fully Mechanized
  0 - <= 15 minutes
  > 15 - <= 30 minutes
  > 30 - <= 45 minutes
  > 45 - <= 60 minutes
  > 60 - <= 90 minutes
  > 90 - <= 120 minutes
  > 120 - <= 180 minutes
  0 - <= 3 hours
  > 3 - <= 6 hours
  > 6 - <= 12 hours
  > 12 - <= 24 hours
  > 24 - <= 48 hours
  > 48 hours
- Partially Mechanized
  0 - <= 4 hours
  > 4 - <= 8 hours
  > 8 - <= 10 hours
  0 - <= 10 hours
  > 10 - <= 18 hours
  0 - <= 18 hours
  > 18 - <= 24 hours
  > 24 - <= 48 hours
  > 48 hours
- Non-mechanized
  0 - <= 4 hours
  > 4 - <= 8 hours
  > 8 - <= 12 hours
  > 12 - <= 16 hours
  0 - <= 24 hours
  > 16 - <= 20 hours
  > 20 - <= 24 hours
  > 24 - <= 36 hours
  0 - <= 36 hours

O-9: Firm Order Confirmation Timeliness

> 36 - <=.48 hours
> 48 hours
- Trunks
  0 - <= 48 hours
  > 48 hours
- Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience

- Report Month
- Interval for FOC
- Total Number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale – Residence
- Resale – Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

SQM Analog/Benchmark

Fully Mechanized 95% <= 3 Hours
Partially Mechanized 95% <= 10 Hours
Non-Mechanized 95% <= 24 Hours

Trunks 95% <= 48 Hours

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Fully Mechanized   95% <= 3 Hours
- Partially Mechanized   95% <= 10 Hours
- Non-Mechanized   95% <= 24 Hours
- Local Interconnection Trunks   95% <= 48 Hours

O-9: Firm Order Confirmation Timeliness

⊕ BELLSOUTH®

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC)

Exclusions

- Designated Holidays are excluded from the interval calculation
- Weekend hours from 5 00 PM Friday until 8 00AM Monday are excluded from the interval calculation of the Service Inquiry
- Canceled Requests
- Electronically Submitted Requests
- Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation The excluded time is the time outside of normal operations which can be found at the following website
  http//www interconnection bellsouth com/centers/html/lcsc html

Business Rules

This measurement combines four intervals

1. From receipt of a valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'
2. From SAC start date to SAC complete date
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC
4. From receipt of a valid SI/LSR in the LCSC to Firm Order Confirmation

   (A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification)

Calculation

FOC Timeliness Interval with SI = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

Average Interval = (c / d)

- c = Sum of all FOC Timeliness Intervals with SI
- d = Total number of SIs with LSRs received in the reporting period

Percent Within Interval = (e / f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

Report Structure

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

---

[1]See O-9 for FOC Timeliness

- Intervals
  - 0 – <= 3 days
  - > 3 – <= 5 days
  - 0 – <=5 days
  - > 5 – <= 7 days
  - > 7 – <= 10 days
  - > 10 – <= 15 days
  - >15 days
- Average Interval measured in days

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of Requests
- SI Intervals
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops)
- Unbundled Interoffice Transport

SQM Analog/Benchmark

95% Returned <= 5 Business Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual¹

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version) Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified
- Fatal Rejects
- LSRs identified as "Projects"

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from EDI or TAG in response to electronically submitted LSRs

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs which fall out for manual handling by the LCSC personnel

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by FAX server

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs) ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) Trunk data is reported as a separate category

For CLEC Results

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period

Calculation

Firm Order Confirmation / Reject Response Completeness = (a / b) X 100

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Report Structure

Fully Mechanized, Partially Mechanized, Non-Mechanized and Interconnection Trunks

- State and Region
- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of rejects

⊛ BELLSOUTH®

- Total Number of ASRs (Trunks)
- Total Number of FOCs

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale Residence
- Resale Business
- Resale Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

SQM Analog/Benchmark

95% Returned

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Fully Mechanized
- Partially Mechanized
- Non-Mechanized
- Local Interconnection Trunks

SEEM Analog/Benchmark

95% Returned

O-11: Firm Order Confirmation and Reject Response Completeness

O-12: Speed of Answer in Ordering Center

Definition

Measures the average time a customer is in queue

Exclusions

None

Business Rules

The clock starts when the appropriate option is selected (i e , 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc) and the call enters the queue for that particular group in the LCSC The clock stops when a BellSouth service representative in the LCSC answers the call The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call

Calculation

Speed of Answer in Ordering Center = (a / b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

Report Structure

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
  - Business Service Center
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Mechanized Tracking Through LCSC Automatic Call Distributor

Relating to BellSouth Performance

- Mechanized Tracking Through BellSouth Retail Center Support System

O-12: Speed of Answer in Ordering Center

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	**SQM Analog/Benchmark**
Aggregate	
• CLEC – Local Carrier Service Center	Parity with Retail (Business Service Center)

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	**SEEM Analog/Benchmark**
• CLEC - Local Carrier Service Center	Parity with Retail (Business Service Center)

O-12: Speed of Answer in Ordering Center

Section 3: Provisioning

P-1: Mean Held Order Interval & Distribution Intervals

Definition

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date, divided by the total number of held orders This report is based on orders still pending, held and past their committed due date The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days (Orders reported in the >90 day interval are also included in the >15 day interval)

Exclusions

* 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
* Disconnect (D) & From (F) orders
* Orders with Appointment Code of 'A', i e , orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location

Business Rules

Mean Held Order Interval: This metric is computed at the close of each report period The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order and identifying all orders that have been reported as completed in SOCS after the currently committed due date for the order For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval The interval is by calendar days with no exclusions for Holidays or Sundays

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days (Orders counted in >90 days are also included in > 15 days)

Calculation

Mean Held Order Interval = a / b

* a = Sum of held-over-days for all Past Due Orders Held with a BellSouth Missed Appointment from the earliest BellSouth missed appointment
* b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

Held Order Distribution Interval (for each interval) = (c / d) X 100

* c = # of Orders Held for >= 15 days or # of Orders Held for >= 90 days
* d = Total # of Past Due Orders Held and Pending But Not Completed)

P-1: Mean Held Order Interval & Distribution Intervals

P-1: Mean Held Order Interval & Distribution Intervals

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Circuit Breakout < 10, >= 10 (except trunks)
- Dispatch/Non-Dispatch
- Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON (PON)
- Order Submission Date (TICKET_ID)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Hold Reason
- Total Line/Circuit Count
- 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
- Committed Due Date
- Service Type
- Hold Reason
- Total Line/Circuit Count
- 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
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
  - Dispatch In
  - Switch Based
- UNE Switch Ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN (Includes UDC)
- UNE Line Sharing
- UNE Other Design
- UNE Other Non-Design
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- UNE Line Splitting
- EELs

Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
  - Dispatch
  - Switched Based
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
ADSL Provided to Retail
Retail ISDN - BRI
ADSL Provided to Retail
Retail Design
Retail Residence and Business
Retail DS1/DS3 Interoffice
Parity with Retail
ADSL to Retail
Retail DS1/DS3

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

P-2: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices

(Deleted)

BELLSOUTH

Tennessee Performance Metrics

Provisioning

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 < = 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

P-2A: Jeopardy Notice Interval

Version 2 00 52 Issue Date July 1, 2003

CCCS 129 of 302

® *BELLSOUTH*

- 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	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

SEEM	Tier I	Tier II
No		

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

P-2A: Jeopardy Notice Interval

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) X 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) X 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
- Geograhic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON

@ **BELLSOUTH**

- 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
  - Dispatch In
  - Switch Based
	Retail Residence and Business
	  - Dispatch In
	  - 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

- Not Applicable

SEEM Analog/Benchmark

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) X 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

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design

- 2W Analog Loop With LNP - Design
- 2W Analog Loop With LNP- Non-Design

- 2W Analog Loop With INP-Design
- 2W Analog Loop With INP-Non-Design

- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
    - Dispatch In
    - Switch Based
- UNE Switch Ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
    - Without Conditioning
    - With Conditioning

- UNE ISDN
- UNE Line Sharing Without Conditioning
                        With Conditioning
- UNE Other Design
- UNE Other Non-Design
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- UNE Line Splitting Without Conditioning
- ·   With Conditioning
- EELs
- UNE UDC/IDSL

SQM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch- Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
    - Dispatch In
    - Switched Based
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
ADSL Provided to Retail
    - Without Conditioning
    - With Conditioning (BellSouth does not
        offer this service to Retail)
Retail ISDN - BRI
ADSL Provided to Retail
ADSL Provided to Retail
Retail Design
Retail Residence and Business
Retail DS1/DS3 Interoffice
Parity with Retail
ADSL Provided to Retail
ADSL Provided to Retail
Retail DS1/DS3
Retail ISDN - BRI

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

<div style="float:right; writing-mode:vertical">

P-3: Percent Missed Initial Installation Appointments
</div>

SEEM Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design

- 2W Analog Loop With LNP - Design
- 2W Analog Loop With LNP- Non-Design

- 2W Analog Loop With INP-Design
- 2W Analog Loop With INP-Non-Design

- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
  - Dispatch In
  - Switch Based
- UNE Switch Ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
  - Without Conditioning
  - With Conditioning

- UNE ISDN
- UNE Line Sharing Without Conditioning
  -              With Conditioning
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- UNE Line Splitting Without Conditioning
-              With Conditioning
- UNE Other Design
- UNE Other Non-Design
- EELs
- UNE UDC/IDSL

SEEM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Digital Loop < DS1
Retail Digital Loop >=DS1
Retail Residence and Business
  - Dispatched In
  - Switch Based
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
ADSL Provided to Retail
  - Without Conditioning
  - With Conditioning (BellSouth does not offer this service to Retail)
Retail ISDN - BRI
ADSL Provided to Retail
ADSL Provided to Retail
Retail DS1/DS3 Interoffice
Parity with Retail
ADSL Provided to Retail
ADSL Provided to Retail
Retail Design
Retail Residence and Business
Retail DS1/DS3
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

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design

- 2W Analog Loop with LNP - Design
- 2W Analog Loop with LNP- Non-Design

- 2W Analog Loop with INP-Design
- 2W Analog Loop with INP-Non-Design

- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
  - Dispatch In
  - Switch Based
- UNE Switch Ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
  - Without Conditioning
  - With Conditioning
- UNE ISDN
- UNE Line Sharing Without Conditioning

SQM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
  - Dispatch In
  - Switch Based
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch

  - <= 5 Days
  - <= 12 Days
Retail ISDN - BRI
ADSL Provided to Retail

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

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 (cmpltn_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 (cmpltn_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

*   Resale Residence
*   Resale Business
*   Resale Design
*   Resale PBX
*   Resale Centrex
*   Resale ISDN
*   LNP (Standalone)
*   INP (Standalone)
*   2W Analog Loop Design
*   2W Analog Loop Non-Design

*   2W Analog Loop with LNP - Design
*   2W Analog Loop with LNP- Non-Design

*   2W Analog Loop with INP-Design
*   2W Analog Loop with INP-Non-Design

*   UNE Digital Loop < DS1
*   UNE Digital Loop >= DS1
*   UNE Loop + Port Combinations
    *   - Dispatch In
    *   - Switch Based
*   UNE Switch Ports
*   UNE Combo Other
*   UNE xDSL (HDSL, ADSL and UCL)

SQM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business Dispatch
Retail Residence and Business – (POTS Excluding Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business - POTS Excluding Switch-Based Orders
Retail Residence and Business Dispatch
Retail Residence and Business - POTS Excluding Switch-Based Orders
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
  - Dispatch In
  - Switch Based
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
ADSL Provided to Retail

- UNE ISDN (Includes UDC)
- UNE Line Sharing
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- UNE Line Splitting
- UNE Other Design
- UNE Other Non-Design
- EELs

Retail ISDN - BRI
ADSL Provided to Retail
Retail DS1/DS3 Interoffice
Parity with Retail
ADSL to Retail
Retail Design
Retail Residence and Business
Retail DS1/DS3

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

P-5: Average Completion Notice Interval

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) X 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

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop Design with LNP
- 2W Analog Loop Non-Design with LNP
- 2W Analog Loop Design with INP
- 2W Analog Loop Non-Design with INP
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
    - Dispatch In
    - Switch Based
- UNE Switch Ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN (Includes UDC)
- UNE Line Sharing
- UNE Line Splitting
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- EELS

SQM Analog/Benchmark

<= 5%

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

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

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-7: Coordinated Customer Conversions Interval

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 <= 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, <= 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) X 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

- Product Reporting Level
  - SL1 Time Specific
  - SL1 Non-Time Specific
  - SL2 Time Specific
  - SL2 Non-Time Specific
  - SL1 IDLC
  - SL2 IDLC

SQM Analog/Benchmark

95% within + or – 15 Minutes of Scheduled Start Time

95% within 4-Hour Window

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- SL1 Time Specific
- SL1 IDLC
- SL1 Non-Time Specific
- SL2 Time Specific
- SL2 Non-Time Specific
- SL2 IDLC

SEEM Analog/Benchmark

95% within + or – 15 Minutes of Scheduled Start Time

95% within 4-Hour Window

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)

⊕ **BELL**SOUTH®

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

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) X 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

BELLSOUTH ®

Tennessee Performance Metrics

Provisioning

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

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- UNE Loop Design
- UNE Loop Non-Design

SQM Analog/Benchmark

<= 3%
<= 3%

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- UNE Loop Design
- UNE Loop Non-Design

SEEM Analog/Benchmark

<= 3%
<= 3%

Version 2 00   78   Issue Date July 1, 2003

CCCS 155 of 302

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) X 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

- UNE xDSL
  - ADSL
  - HDSL
  - UCL
  - OTHER

SQM Analog/Benchmark

95% of Lines Successfully Tested

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- UNE xDSL
  - ADSL
  - HDSL
  - UCL
  - Other

SEEM Analog/Benchmark

95% of Lines Successfully Tested

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

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) X 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

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

@ *BELLSOUTH*°

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design

- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design

- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design

- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
  - Dispatch In
  - Switch-Based
- UNE Switch Ports
- UNE Combo Other

- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN (Includes UDC)
- UNE Line Sharing
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- UNE Line Splitting
- UNE Other Non-Design
- UNE Other Design
- EELs

SEEM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business (POTS)
Retail Residence and Business (POTS)
Retail Residence and Business Dispatch
Retail Residence and Business - (POTS Excluding
Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business - (POTS Excluding
Switch-Based Orders)
Retail Residence and Business Dispatch
Retail Residence and Business (POTS - Excluding
Switch-Based Orders)
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
- Dispatch In
- Switch-Based
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
(Including Dispatch Out and Dispatch In)
ADSL provided to Retail
Retail ISDN BRI
ADSL Provided to Retail
Retail DS1/DS3 Interoffice
Parity with Retail
ADSL Provided to Retail
Retail Residence and Business
Retail Design
Retail DS1/DS3

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

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) X 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

- Resale Residence
- Resale Business
- Resale Design (Specials)
- UNE Specials (Design)
- UNE (Non-Design)
- Local Interconnection Trunks

SQM Analog/Benchmark

95% Accurate

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Resale
- UNE
- UNE-P

SEEM Analog/Benchmark

95%
95%
95%

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

P-11: Service Order Accuracy

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

P-11A: Service Order Accuracy

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	SQM Analog/Benchmark
• Resale	95% Accurate
• UNE	95% Accurate
• UNE-P	95% Accurate

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale	95% Accurate
• UNE	95% Accurate
• UNE-P	95% Accurate

P-11A: Service Order Accuracy

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

SQM Analog/Benchmark

> = 96 5%

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation
- LNP

SEEM Analog/Benchmark
> = 96 5%

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)

SQM Analog/Benchmark
Benchmark 95%

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation

- LNP (Standalone)

SEEM Analog/Benchmark

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

- LNP (Normal Working Hours and Approved After Hours)
- LNP (Unscheduled After Hours Ports)

SQM Analog/Benchmark

95% < = 4 Hours
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)
- LNP (Unscheduled After Hours Ports)

95% < = 4 Hours
95% <= 4 Hours (excluding non-business hours)

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

⊕ BELLSOUTH™

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) X 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

M&R-1: Missed Repair Appointments

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-1: Missed Repair Appointments

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) X 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

SQM Level of Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- 2W Analog Loop Design
- 2W Analog Loop Non – Design

- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Switch Ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN
- UNE Line Sharing
- UNE Other Design
- UNE Other Non-Design
- Local Interconnection Trunks
- Local Transport (Unbundled Interoffice Transport)

SQM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business Dispatch
Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
ADSL Provided to Retail
Retail ISDN – BRI
ADSL Provided to Retail
Retail Design
Retail Residence and Business
Parity with Retail
Retail DS1/DS3 Interoffice

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- 2W Analog Loop Design
- 2W Analog Loop Non – Design

- UNE Digital Loop < DS1
- UNE Digital Loop > DS1
- UNE Loop + Port Combinations
- UNE Switch Ports
- UNE Combo Other

SEEM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business Dispatch
Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch

M&R-2: Customer Trouble Report Rate

• 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

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) X 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

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

- 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-4: Percent Repeat Troubles within 30 Days

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) X 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

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- 2W Analog Loop Design
- 2W Analog Loop Non – Design

- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop – Port Combinations
- UNE Switch ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN
- UNE Line Sharing
- UNE Other Design
- UNE Other Non-Design
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks

SQM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business Dispatch
Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
Retail Digital Loop < DS1
Retail Digital Loop >= DS1
Retail Residence and Business
Retail Residence and Business (POTS)
Retail Residence, Business and Design Dispatch
ADSL provided to Retail
Retail ISDN – BRI
ADSL Provided to Retail
Retail Design
Retail Residence and Business
Retail DS1/DS3 Interoffice
Parity with Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Resale Residence
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- 2W Analog Loop Design
- 2W Analog Loop Non – Design

- UNE Digital Loop < DS1

SEEM Analog/Benchmark

Retail Residence
Retail Business
Retail Design
Retail PBX
Retail Centrex
Retail ISDN
Retail Residence and Business Dispatch
Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
Retail Digital Loop < DS1

<div style="writing-mode: vertical">**M&R-5: Out of Service (OOS) > 24 Hours**</div>

- 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

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

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

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

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

ⓐ *BELLSOUTH*

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

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

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] X 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] X 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-1: Invoice Accuracy

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
  - CRIS
  - CABS
- BST-State

SEEM Analog/Benchmark

Parity with Retail

<div style="text-align:right">**B-2: Mean Time to Deliver Invoices**</div>

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 X 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 X 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

- Region

SQM Analog/Benchmark

Parity With Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- CLEC State (In Florida, SEEM is based on records)
- BellSouth Region

SEEM Analog/Benchmark

Parity with Retail

B-3: Usage Data Delivery Accuracy

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-4: Usage Data Delivery Completeness

® BELLSOUTH®

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

SQM Analog/Benchmark

>= 95% Delivered within 6 Calendar Days

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

I

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

⊕ BELLSOUTH®

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

<div style="writing-mode: vertical;">

B-6: Mean Time to Deliver Usage

</div>

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) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the bill

[1]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

Product/Invoice Type

- Resale
- UNE
- Interconnection

SQM Analog/Benchmark

Parity
Benchmark 90%
Benchmark 90%

SEEM Measure

SEEM   Tier I   Tier II

No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

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) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the bill

    [1]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

B-8: Non-Recurring Charge Completeness

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

Product/Invoice Type

- Resale
- UNE
- Interconnection

SQM Analog/Benchmark

Parity
Benchmark 90%
Benchmark 90%

SEEM Measure

SEEM   **Tier I**   **Tier II**

No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

B-8: Non-Recurring Charge Completeness

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) X 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) X 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)

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

SQM Analog/Benchmark

90% Billing Disputes <= 45 Business Days

@ BELLSOUTH

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- State

SEEM Analog/Benchmark

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   **SQM Analog/Benchmark**
- None   Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

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

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:

- None

SQM Analog/Benchmark

Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

OS-2: Speed to Answer Performance/Percent Answered within "X" Seconds - Toll

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

SQM Analog/Benchmark
Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

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   **SQM Analog/Benchmark**
- None   Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

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

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

D-1: Average Database Update Interval

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

- Database Type
- LIDB
- Directory Listings
- Directory Assistance

SQM Analog/Benchmark

Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

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

D-2: Percent Database Update Accuracy

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-2: Percent Database Update Accuracy

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 $= (a \, / \, b) \, X \, 100$

- 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

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

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

- Geographic Scope
  - Region

SQM Analog/Benchmark

100% by LERG Effective Date

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

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

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

SQM Analog/Benchmark

Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation
- Not Applicable

SEEM Analog/Benchmark
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

SQM Analog/Benchmark

Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

E-2: Accuracy

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 is 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

SQM Analog/Benchmark
Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

E-3: Mean Interval

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

	Point A	Point B
Category 10	BellSouth End Office	BellSouth Local Tandem
Category 16	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories

	Point A	Point 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

TGP-1: Trunk Group Performance-Aggregate

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Aggregate

- BellSouth Aggregate

SQM Analog/Benchmark

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

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- CLEC Aggregate

- BellSouth Aggregate

SEEM Analog/Benchmark

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

TGP-1: Trunk Group Performance-Aggregate

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

	Point A	Point 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

TGP-2: Trunk Group Performance-CLEC Specific

⊕ *BELLSOUTH*®

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Trunk Group

SQM Analog/Benchmark

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- CLEC Trunk Group

- BellSouth Trunk Group

SEEM Analog/Benchmark

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

TGP-2: Trunk Group Performance-CLEC Specific

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

- Not Applicable

SEEM Analog/Benchmark

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

- State
- Virtual-Initial
- Virtual-Augment
- Physical Caged-Initial
- Physical Caged-Augment

- Physical Cageless-Initial

- Physical Cageless-Augment

SQM Analog/Benchmark

Virtual - 60 Calendar Days
Virtual-Augment - 60 Calendar Days (Without Space Increase)
Virtual-Augment - 60 Calendar Days (With Space Increase)
Physical Caged - 90 Calendar Days (Ordinary)
Physical Caged-Augment - 45 Calendar Days (Without Space Increase)
Physical Caged-Augment - 90 Calendar Days (With Space Increase)
Physical Cageless - 90 Calendar Days
Physical Cagedless-Augment - 45 Calendar Days (Without

C-2: Collocation Average Arrangement Time

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

• Not Applicable

SEEM Analog/Benchmark

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

SQM Analog/Benchmark
>= 95% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

@ *BELL*SOUTH®

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- All Collocation Arrangements

SEEM Analog/Benchmark

>= 95% on time

C-3: Collocation Percent of Due Dates Missed

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) X 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

SQM Analog/Benchmark
98% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

CM-1: Timeliness of Change Management Notices

ⓐ *BELLSOUTH*™

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

  * Region

SEEM Analog/Benchmark

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   **SQM Analog/Benchmark**

- Region   <= 5 Days

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 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) X 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

- Region

SQM Analog/Benchmark

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   **SQM Analog/Benchmark**

- Region   <= 5 Days

SEEM Measure

SEEM   **Tier I**   **Tier II**

No

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

• Not Applicable   Not Applicable

CM-4: Change Management Documentation Average Delay Days

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) X 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 <= 15 minutes

Relating to BellSouth Performance

    • Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- By interface type for all interfaces accessed by CLECs

SQM Analog/Benchmark

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

- Not Applicable

SEEM Analog/Benchmark

Not Applicable

CM-5: Notification of CLEC Interface Outages

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, 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
- Region

SQM Analog/Benchmark
95% within interval

⊕ *BELL*SOUTH®

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Region

SEEM Analog/Benchmark

95% within interval

l

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   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) X 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

SQM Level of Disaggregation

- Region

SQM Analog/Benchmark

95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Region

SEEM Analog/Benchmark

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 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

* Region
* Reason – Cost
* Reason – Technical Feasibility
* Reason – Industry Direction

SQM Analog/Benchmark

Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

<div style="writing-mode: vertical">

CM-8: Percent Change Requests Rejected

</div>

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

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

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

- Region—Number of Type 6 Severity 1 Defects
- Region—Number of Type 6 Severity 2 Defects
- Region—Number of Type 6 Severity 3 Defects

SQM Analog/Benchmark

0 Defects
0 Defects without a mechanized work around
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

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

SQM Analog/Benchmark

<= 5%

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation

- Not Applicable

SEEM Analog/Benchmark

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) X 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) X 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

@ *BELL*SOUTH

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region
- Type 4 requests implemented
- Type 5 requests implemented

SQM Analog/Benchmark

95% within interval
95% within interval
95% within interval

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes		X	

SEEM Disaggregation

- Region

SEEM Analog/Benchmark

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

Σ
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

[1] **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 of 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 pared 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 ROS

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
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS	TAG LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
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

BellSouth & CLEC

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 & CLEC	<= 4	> 4 <= 10	Count <= 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

Tennessee Performance Metrics

@ BELLSOUTH ®

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	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 DS0 & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N	
4 wire ISDN DS1 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 TRANFER 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	

Appendix E: LSR Flow-Through Matrix (as of May 13, 2003)

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	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	No	Yes	Y	Y	Y	
DIFFERENT PREMISE ADDRESS (DPA)	C	E	N,C,D,V,W,T	No	Yes	Yes	NA	N	N	N	
DS1 Loop	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	
DS0 Loop	U	A	N,D,V	Yes	UNE	Yes	No	Y	Y	N	
DS0 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	

⊕ BELLSOUTH®

Tennessee Performance Metrics

Appendix E: LSR Flow-Through Matrix (as of May 13, 2003)

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	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 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 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[4]	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	N	N	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 Y,B,L,S,D	Yes	No	No	No	Y	Y	Y	

BELLSOUTH®

Appendix E: LSR Flow-Through Matrix (as of May 13, 2003)

Tennessee Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Measured Rate/Res	R,B	E,M	C,D,N,V,W,P,Q,T 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	

Issue Date July 1, 2003

BELLSOUTH™

Tennessee Performance Metrics

Appendix E: LSR Flow-Through Matrix (as of May 13, 2003)

Product	PRODUCT TYPE	REQTYPE	ACT-TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Tie Lines	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	NA	N	N	N	
TOLL FREE DIALING (TF-D)	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 those 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, pnding order review required (Example Any pending service order (PSO) not related to current PON, pending service order (PSO) with multiple service orders pending realted 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

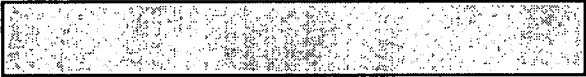**SL1 REQTYP A, ACT C, LNA N, C, or D

**SL2 REQTYP A, ACT C, LNA C

REQTYP B, C, ACT P when migrating main telephone number

REQTYP B, C ACT V with Complex

REQTYP E, M, N and P, ACT = V, LNA = V (LNP to Resale/UNE Switched Combinations)

Attachment 5

BellSouth Disaster Recovery Plan

CONTENTS   **PAGE**

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 A description of the TSP Program as it may be amended from time to time is available at the following website http //interconnection bellsouth com/products/vertical/tsp html   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 sanity 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.

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

Version R2Q04 08/26/04

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 BELLSOUTH 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

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)

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

5.3 COMBINED OUTAGE (CLEC AND BELLSOUTH EQUIPMENT)

In some instances, a disaster may impact BellSouth's equipment as well as the CLECs' 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

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

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 throughout BellSouth Telecommunications. 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 can also be found on line at 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.

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 6

Bona Fide Request and New Business Request Process

BONA FIDE REQUEST AND NEW BUSINESS REQUEST PROCESS

1. **BONA FIDE REQUEST**

1.1 The Parties agree that Express Paging 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 Express Paging 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 Express Paging 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 Express Paging's designation of the request as being pursuant to the Telecommunications Act of 1996 (i e a BFR) The request shall be sent to Express Paging's designated BellSouth Sales contact or Local Contract Manager (LCM).

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 Express Paging at any time during the processing of the BFR.

1.4 Within thirty (30) business days of BellSouth's receipt of the BFR, if the 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 Express Paging 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 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 Express Paging'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 Express Paging 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 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 Express Paging accepts the complex request evaluation fee proposed by BellSouth, Express Paging 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 Express Paging by providing a preliminary analysis, consistent with Section 1 4 of this Attachment 11

1.7   Express Paging may cancel a BFR at any time up until thirty (30) business days after receiving BellSouth's preliminary analysis If Express Paging

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   Express Paging will have thirty (30) business days from receipt of preliminary analysis to accept the preliminary analysis or cancel the BFR. If Express Paging fails to respond within this thirty (30) business day period, the BFR will be deemed cancelled. 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.

1.9   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 Express Paging'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 Express Paging'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 Express Paging'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%

1.10   Express Paging shall have thirty (30) business days from receipt of 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

1.11   Unless Express Paging agrees otherwise, all prices shall be consistent with the applicable pricing principles and provisions of the Act.

1.12   If Express Paging 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.

1.13   Upon agreement to the rates, terms and conditions of a BFR, the Parties shall negotiate in good faith an amendment to this Agreement.

2   **New Business Request**

2.1   Express Paging also shall be permitted to request the development of new or modified 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 Express Paging 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 Express Paging 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 Express Paging's designated BellSouth Sales contact or LCM

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 Express Paging at any time during the processing of the NBR

2 4   If the preliminary analysis of the request 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 Express Paging 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 5   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 Express Paging's requested date

2.6   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 Express Paging within ten (10) business days of BellSouth's notice that a complex request evaluation fee is 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 Express Paging accepts the complex request evaluation fee amount proposed by BellSouth, Express Paging shall submit such complex request evaluation fee within thirty (30) business days of BellSouth's notice that a complex request evaluation fee is required.

2.7   Within thirty (30) business days of BellSouth's receipt of the complex request evaluation fee, BellSouth shall respond to Express Paging by providing a preliminary analysis of such Requested NBR Services

2 8   Express Paging may cancel an NBR at any time If Express Paging cancels the request more than ten (10) business days after submitting it, Express Paging shall pay BellSouth's reasonable and demonstrable costs of processing and/or implementing the NBR up to the date of cancellation in addition to any fee submitted in accordance with Section 1 6 above.

2 9   Express Paging will have thirty (30) business days from receipt of the preliminary analysis to accept the preliminary analysis or cancel the NBR. If Express Paging fails to respond within this thirty (30) business day period, the NBR will be deemed cancelled

2.10   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

2.11   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 Express Paging'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 Express Paging'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 12   Express Paging 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, 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 Express Paging's account for the difference

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