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Guy M. Hicks
General Counsel

February 3, 1998

VIA HAND DELIVERY

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance (InterLATA) Service in Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996*
Docket No. 97-00309

Dear Mr. Waddell:

Attached as additional information in the above-referenced docket are the original and thirteen copies of a red-lined version of BellSouth Telecommunications, Inc.'s Statement of Generally Available Terms (SGAT). The red-lined copy specifies the changes between the filing in BST's South Carolina FCC filing and Tennessee's final SGAT. A copy has been provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

Enclosure

108824

CERTIFICATE OF SERVICE

I hereby certify that on February 3, 1998, a copy of the foregoing document was served on the parties of record, via facsimile, hand delivery, overnight or U. S. Mail, postage pre-paid, addressed as follows:

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STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS FOR INTERCONNECTION, UNBUNDLING AND RESALE PROVIDED BY BELLSOUTH TELECOMMUNICATIONS, INC. IN THE STATE OF ~~SOUTH CAROLINA~~ TENNESSEE

'98 FEB 3 PM 12 05

Pursuant to 47 U.S.C. § 252(f), BellSouth Telecommunications, Inc. ("BellSouth") makes the following terms and conditions generally available for the purposes of fulfilling its obligations under 47 U.S.C. §§ 251, 252(d) and 271. This Statement of Generally Available Terms and Conditions ("Statement") shall remain in effect for two (2) years from the date it takes effect under 47 U.S.C. § 252(f) following review by the ~~South Carolina Public Service Commission~~ Tennessee Regulatory Authority. The filing of this Statement does not change or diminish BellSouth's willingness to negotiate individual agreements with ~~Competing Local Exchange Carriers. The~~ competing local exchange carriers. This Statement ~~shall be~~ is subject to revision to the extent necessary to comply with any ~~final~~ legislative, regulatory or judicial ~~orders~~ order or ~~rules~~ rule that ~~affect~~ affects the rights and obligations created by ~~the~~ this Statement. BellSouth has negotiated agreements with numerous competing local exchange carriers. These agreements are open to inspection, and provide examples of detailed contractual language that has been used by BellSouth and other carriers. These agreements may be utilized by other parties.

This Statement uses the following abbreviations throughout:

A. Authority means the Tennessee Regulatory Authority.

B. CLEC means a competing local exchange carrier certificated by the ~~South Carolina Public Service Commission~~ Tennessee Regulatory Authority to offer and/or provide local telecommunications services in Tennessee. ~~South Carolina.~~

~~B. Commission means the South Carolina Public Service Commission.~~

C. Telecommunications Act of 1996 ~~("Act")~~("Act") means Public Law 104-104~~, 110 Stat. 56 (1996)~~ of the United States Congress effective February 8, 1996. The Act amended the Communications Act of 1934 (47 U.S.C. § 1, *et seq.*).

I. Interconnection (47 U.S.C. 251(b)(5) § 251(c)(2), § 251(c)(6), § 252(d)(1),(2), § 271(c)(2)(B)(i)

BellSouth provides CLECs interconnection with BellSouth's network for the transmission and routing of telephone exchange service and exchange access on the following terms:

A. Local Traffic. Local traffic means calls between two or more Telephone Exchange service users where both Telephone Exchange Services bear NPA-NXX designations associated with the same BellSouth local calling area or other authorized area (e.g., Extended Area Service Zones in adjacent local calling areas). Local traffic includes the traffic types that have been traditionally referred to as "local calling" and as "extended area service." All other traffic that originates and terminates between end users within a LATA boundary is toll traffic. In no event shall the Local Traffic area for purposes of local call termination billing between the parties be decreased. No company shall represent Exchange Access traffic as Local Interconnection traffic.

1. Interconnection Points. Local interconnection is available at any technically feasible point within BellSouth's network. Interconnection is currently available at the following points:

   a. Line-side of ~~local~~ end office switch.

   b. Trunk-side of ~~local~~ end office switch.

   c. Trunk interconnection points for tandem switch.

   d. Central office cross-connect points.

   e. Out-of-band signal transfer points.

Interconnection at applicable unbundled network element points is also available. See Section II. below.

2. Additional Interconnection Points. BellSouth will provide local interconnection at any other technically feasible point, including meet point interconnection arrangements. Requests for interconnection at other points may be made through the bona fide request process set out in Attachment B.

3. Percent Local Use. When traffic other than local traffic is routed on the same facilities as local traffic as provided under this Statement, each company will report to the other a Percentage Local Usage ("PLU")[1]. The application of the PLU will determine the amount of local minutes to be billed to the other company. For purposes of developing the PLU, each company shall consider every local call and every long distance call. Effective on the first of January, April, July and October of each year, BellSouth and the CLEC shall update the PLU.

[1] Percent Local Usage (PLU) is defined as a factor to be applied to intrastate terminating minutes of use. The numerator shall include all "nonintermediary" local minutes of use adjusted for those minutes of use that only apply to local due to Service Provider Number Portability. The denominator is the total intrastate minutes of use including local, intrastate toll, and access, adjusted for Service Provider Number Portability less intrastate Terminating Company Pays minutes of use.

4. Unidentified local traffic. Whenever BellSouth delivers traffic to a CLEC for termination on the CLEC's network, if BellSouth cannot determine because of the manner in which the CLEC has utilized its NXX codes whether the traffic is local or toll, BellSouth will charge the applicable rates for originating intrastate network access service as reflected in BellSouth's Intrastate Access Service Tariff. BellSouth will make appropriate billing adjustments if the CLEC can provide sufficient information for BellSouth to determine whether said traffic is local or toll. If BellSouth deploys an NXX code across its local calling areas in such a manner that ~~an~~ a CLEC cannot determine whether the traffic it delivers to BellSouth is local or toll, this subsection shall apply to BellSouth and the CLEC.

5. Intermediary Tandem Switching. BellSouth will provide intermediary tandem switching and transport services for the CLEC's connection of its end user to a local end user of another CLEC where both CLECs are connected at the same tandem and termination of calls is authorized. Rates for intermediary tandem switching are set out in Attachment A.

6. Mutual Provision of Access Service. When BellSouth and a CLEC provide an access service connection between an interexchange carrier ("IXC") and each other, each company will provide its own access services to the IXC on a multi-bill, multi-tariff meet-point basis. Each company will bill its own access services rates to the IXC with the exception of the interconnection charge. The interconnection charge will be billed by the company providing the end office function. BellSouth will use the Multiple Exchange Carrier Access Billing[2] system to establish meet point billing for all applicable traffic, including traffic terminating to ported numbers. 30-day billing periods will be employed for these arrangements. The recording company agrees to provide to the initial billing company, at no charge, the switched access detailed usage data within a reasonable time after the usage is recorded. The initial billing company will provide the switched access summary usage data to all subsequent billing companies within 10 days of rendering the initial bill to the IXC.

B. Exchange of intraLATA toll traffic. Exchange of intraLATA toll traffic between BellSouth and CLEC networks shall occur as follows:

1. IntraLATA Toll Traffic. IntraLATA toll traffic is traffic that is not Local Traffic as defined in Section I.A. above.

[2] Multiple Exchange Carrier Access Billing means the document prepared by the Billing Committee of the Ordering and Billing Forum ("OBF"), which functions under the auspices of the Carrier Liaison Committee of the Alliance for Telecommunications Industry Solutions ("ATIS") and by Bellcore as Special Report SR-BDS-000983, containing the recommended guidelines for the billing of Exchange Service access provided by two or more LECs and/or CLECs or by one LEC in two or more states within a single LATA.

2. Delivery of intraLATA toll traffic. For terminating its toll traffic on the other company's network, each company will pay BellSouth's current intrastate terminating switched access rate, inclusive of the Interconnection Charge and the Carrier Common Line rate elements of the switched access rate. See BellSouth's Intrastate Access Services Tariff.

3. Rates. For originating and terminating toll traffic, each company shall pay the other BellSouth's intrastate or interstate whichever is appropriate, switched network access service rate elements on a per minute of use basis. Applicable rate elements are set out in BellSouth's Access Services Tariffs. The appropriate charges will be determined by the routing of the call. If a CLEC is the BellSouth end -user's presubscribed interexchange carrier or if the BellSouth end -user uses a CLEC as an interexchange carrier on a 10XXX basis, BellSouth will charge the CLEC the appropriate tariff charges for originating network access services. If BellSouth is serving as the CLEC end user's presubscribed interexchange carrier or if the CLEC end user uses BellSouth as an interexchange carrier on a 10XXX basis, the CLEC will charge BellSouth the appropriate BellSouth tariff charges for originating network access services.

4. Additional Interconnection. To the extent a CLEC provides intraLATA toll service to its customers, it may be necessary for it to interconnect to additional BellSouth access tandems that serve end offices outside the local calling area.

5. Compensation for 800 Traffic. Each company shall compensate the other pursuant to the appropriate originating switched access charges, including the database query charge, for the origination of 800 traffic terminated to the other company.

6. Records for 800 Billing. Each company will provide to the other the appropriate records necessary for billing intraLATA 800 customers. The records provided will be in a standard EMR format for a fee of $0.013 per record.

7. 800 Access Screening. Should a CLEC require 800 Access Ten Digit Screening Service from BellSouth, it shall have signaling transfer points connecting directly to BellSouth's local or regional signaling transfer point for service control point database query information. The CLEC shall utilize SS7 signaling links, ports and usage as set forth in Section X. below. The CLEC will not be required to utilize switched access FGD service. 800 Access Ten Digit Screening Service is an originating service that is provided via 800 Switched Access Service trunk groups from BellSouth's SS7 equipped end office or access tandem providing an IXC identification function and delivery of a call to the IXC based on the dialed ten digit number. The terms and conditions for this service are set out in BellSouth's Intrastate Access Services Tariff as amended.

C. Methods of Interconnection. Interconnection is available through: (1) virtual collocation;

(2) physical collocation; and (3) interconnection via purchase of facilities from either company by the other company. Rates for collocation are set out in Attachment A. Detailed guidelines for collocation are set out in BellSouth's ~~Negotiations~~ Handbook for Collocation.

D. Trunk Groups. BellSouth and a CLEC shall establish trunk groups between interconnecting facilities. ~~Trunks may be one way or two way. Interexchange and local traffic must be segregated prior to two way trunking~~ If the traffic is only local, either a one-way or two-way trunk group may be established. Local and intraLATA traffic may be ~~routed over the same one-way trunk group. Two~~ combined over either a one-way or two-way trunk group when the trunk group interconnects with a BellSouth access tandem switch. BellSouth local tandems do not handle intraLATA or interLATA traffic. Combined local and intraLATA toll traffic may be routed over either one-way or two-way trunks when interconnected with a BellSouth access tandem or end office switch. One-way or two-way trunk groups are generally available for any combination of local, intraLATA or interLATA traffic utilizing intermediary tandem switching ~~and, to the extent technically feasible, where a carrier does not carry sufficient traffic to justify separate one-way trunks~~, i.e., traffic which does not terminate to a BellSouth end user. Requests for alternative trunking arrangements may be made through the bona fide request process set out in Attachment B.

E. Rates. Rates for interconnection for local traffic on the BellSouth network are set out in Attachment A. Compensation for interconnection is reciprocal, as set out in Section XIII. Late payment fees, not to exceed 1% per month after the due date, may be assessed if interconnection charges are not paid within thirty (30) days of the due date of the quarterly bill.

F. Billing. Billing for interconnection services will be through the Carrier Access Billing System ("CABS").

G. Network Design and Management for Interconnection. BellSouth will use its best efforts in conjunction with CLECs to create the most effective and reliable interconnected telecommunications networks. Detailed provisions governing network design and management for interconnection are contained in Section ~~XV~~ XVII. below.

H. Interconnection Technical Standards. Interconnecting facilities shall conform, at a minimum, to the telecommunications industry standard of DS-1 pursuant to Bellcore Standard No. TR-NWT-00499. Signal transfer point, Signaling System 7 ("SS7") connectivity is required at each interconnection point. BellSouth will provide out-of-band signaling using Common Channel Signaling Access Capability where technically and economically feasible, in accordance with the technical specifications set forth in the BellSouth Guidelines to Technical Publication, TR-TSV-000905. Facilities of each company shall provide the necessary on-hook, off-hook answer and disconnect supervision and shall hand off calling number ID when technically feasible.

I. Quality of Interconnection. The local interconnection for the transmission and routing of telephone exchange service and exchange access that BellSouth provides to CLECs will be at least equal in quality to what it provides to itself ~~and any subsidiary or affiliate~~, where technically feasible, and any subsidiary or affiliate or to any other party to which BellSouth provides local interconnection. Attachment C contains detailed service descriptions, technical requirements and quality measures provided to CLECs. Section 14.4 of Attachment C is particularly applicable to interconnection. Performance measures are available as set out in Attachment I. See Section XVI. below.

J. Ordering and Provisioning Guidelines. BellSouth provides interconnection ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself, where technically feasible. Detailed procedures for ordering and provisioning BellSouth interconnection services are set forth in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV. below.

II. Access To Unbundled Network Elements (47 U.S.C. § 251(c)(3), 252(d) and §§ 271(c)(2)(B)(ii). See also Statement Sections (iv),(v), (vi) and (x).

BellSouth provides CLECs access to unbundled elements of BellSouth's network on the following terms:

A. Bona Fide Request Process. BellSouth offers a Bona Fide Request Process, as set out in Attachment B. That process includes procedures and timelines for promptly addressing and resolving requests for ~~additional facilities, and pricing~~ capabilities not included in the Statement. CLECs may use the bona fide request process to assure prompt resolution of any requests. ~~BellSouth will provide access to any network element on an unbundled basis where technically feasible.~~

B. Available Network Elements. The following BellSouth network elements are available on an unbundled basis:

1. Local Loop Transmission. BellSouth provides unbundled local loops. See Section IV. below.

2. Unbundled Local Transport. BellSouth provides unbundled local transport. See Section V. below.

3. Unbundled Local Switching. BellSouth provides unbundled local switching. See Section VI. below.

4. Signaling Network Elements/AIN Services. BellSouth provides unbundled signaling network elements and ~~Advanced Intelligent Network ("AIN")~~ AIN services. See Section X. below.

5. Operations Support Systems. BellSouth provides CLECs unbundled access to several operations support systems. Access to these support systems ~~will be via~~ is available through a variety of means, including electronic interfaces. ~~Where not currently operational, BellSouth is developing operational electronic interfaces to these systems. The costs of these electronic interfaces will be fairly apportioned among all CLECs utilizing them.~~ The operations support systems available are:

   a. Pre-Service Ordering. Pre-service ordering allows CLECs to determine the availability of features and services, assign a telephone number, advise the customer of a due date and validate a street address for service order purposes and to obtain customer service record information, as applicable to the service being ordered.

   b. Service Ordering. Service ordering provides the CLEC order entry functions, including supplements, and the capability to establish directory

listings.

c. Provisioning. Provisioning information available to CLECs includes firm order confirmation and completions.

~~d. Directory Listing Database. Access to the Directory Listing Database is discussed in Sections VII.B. and VIII.E. below.~~

~~e. Line Information Database. Access to the Line Information Database is discussed in Section X.A.3.a. below.~~

~~f.~~ Service Trouble Reporting and Repair. Service trouble reporting and repair allows CLECs to report and monitor service troubles and obtain repair services. BellSouth provides CLECs service trouble reporting availability and monitoring in a non-discriminatory manner that provides CLECs the same ability to report and monitor service troubles that BellSouth provides to itself. BellSouth also provides CLECs an estimated time to repair, an appointment time or a commitment time, as appropriate, on all trouble reports.

e. Directory Assistance and Line Information Databases. Access to the Directory Assistance Database is discussed in Sections VII.B. and VIII.E below. Access to the Line Information Database is discussed in Section X.A.3.a. below.

f ~~g~~. Customer Daily Usage Data. Customer daily usage data provides detailed information for determining billable usage for services such as directory assistance or toll calls associated with a resold line or a ported telephone number. This usage option allows CLECs to bill their end-user customers at their discretion, rather than on BellSouth's billing cycles. It also allows a CLEC to establish toll limits, detect fraudulent calling or analyze the usage patterns of its customers.

6. Interfaces for Operations Support Systems. BellSouth provides electronic interfaces for the following operations support systems functions: pre-service ordering, service ordering and provisioning, trouble reporting, and customer usage data. Customized interfaces are available through the bona fide request process. BellSouth also provides the option of placing orders manually (e.g., via facsimile) through the Local Carrier Service Center.

a. Pre-Ordering. BellSouth provides electronic access to the following pre-ordering functions: service address validation, telephone number selection, product and service availability, due date information, and to customer service record information. Access is provided through the Local Exchange Navigation System (LENS) and EC-Lite, a machine-to-

machine interface, both of which provide a real-time, interactive interface to BellSouth databases.

b. Ordering and Provisioning. BellSouth provides CLECs electronic options for the exchange of ordering and provisioning information. The Exchange Access Control and Tracking System (EXACT) is for service requests involving interconnection trunking and many unbundled network elements. BellSouth provides an Electronic Data Interchange (EDI) arrangement for resale requests and some unbundled network elements. As an alternative to the EDI arrangement, BellSouth also provides through LENS an ordering and provisioning capability that is integrated with the LENS pre-ordering capability.

c. Trouble Reporting. BellSouth provides two options for electronic trouble reporting. For exchange services, BellSouth offers CLECs access to the Trouble Analysis Facilitation Interface (TAFI). For individually designed services, BellSouth provides electronic trouble reporting through an electronic communications gateway.

d. Billable Usage Information. BellSouth provides CLECs electronic files containing billable usage associated with resold exchange lines, unbundled ports, and ported telephone numbers.

e. Rates. Rates for manual and electronic interfaces will be assessed prospectively upon Authority approval. Rates for electronic interfaces will defray a portion of the developmental costs for the interfaces. Nonrecurring service order charges may be differentiated for manually and electronically processed orders.

7. Collocation. Collocation allows CLECs to place equipment in BellSouth facilities. Physical and virtual collocation are available for interconnection and access to unbundled network elements as described in Section II. below. BellSouth will provide physical collocation for CLEC equipment unless BellSouth demonstrates to the ~~Commission~~ Authority that physical collocation is not practical for technical reasons or space limitations. Detailed guidelines for collocation are contained in BellSouth's Handbook for Collocation. See Section XV. below.

8. Dark Fiber ~~7. Unused Transmission Media~~. Unused optical transmission media or "dark fiber" is available to CLECs as an unbundled network element ~~where it is in existence~~.

C. Availability of Additional Network Elements. ~~BellSouth will make additional network elements, and sub-elements of currently available network elements, available where technically feasible.~~ CLECs may use the bona fide request process described in

Attachment B to ensure prompt processing and resolution of requests for additional network elements.

D. Rates. Rates for the unbundled network elements described above are set out in Attachment A. Special construction charges as set forth in BellSouth's Intrastate Special Access Tariff may apply.

E. Quality of Network Elements. BellSouth provides CLECs with all the unbundled network elements described in this section, and access to those unbundled network elements~~, as well as any other elements that are technically feasible, that is~~ that are at least equal in quality to that which BellSouth provides itself, where technically feasible. Attachment C contains detailed service descriptions, technical requirements and quality measures applicable to CLEC access to BellSouth unbundled network elements and the performance of those network elements. Performance measures are available as set out in Attachment I. See Section XVI. below.

F. Miscellaneous Network Element Provisions. ~~F. CLEC-Combined Network Elements.~~

1. CLEC Combination of Network Elements. CLECs may combine BellSouth network elements in any manner to provide telecommunications services. BellSouth will ~~physically~~ deliver unbundled network elements where reasonably possible, e.g., unbundled loops to CLEC collocation spaces, ~~as part of the network element offering~~ or other locations as reasonably requested by CLECs, at no additional charge. Additional BellSouth services desired by CLECs to assist in their combining ~~or operating~~ BellSouth unbundled network elements ~~are available as negotiated.~~ or operating combined BellSouth unbundled network elements, and the charges for those services, may be requested through the bona fide request process.

2. Software Modifications. ~~Software~~ BellSouth will perform initial software modifications, e.g., switch translations, necessary for the proper functioning of ~~CLEC-combined~~ BellSouth unbundled network elements ~~are provided as part of the network element offering~~ purchased by CLECs at no additional charge. Additional software modifications requested by CLECs ~~for new features or services may be obtained~~ that are not currently offered, and the charges for those modifications, may be requested through the bona fide request process.

3. BellSouth-Combined Network Elements. BellSouth provides certain combinations of network elements, as set out below. BellSouth also provides order coordination for combinations of network elements and for loops with local number portability, as set out below. The price for each of these combinations/coordinations is the sum of the applicable individual element prices as set out in Attachment A.

UNEs	Combine ~~G. Billing. BellSouth provides CABS formatted billing for unbundled network elements.~~	Coordinate
Loop and Cross Connect	X	X
Port and Cross Connect	X	X
Port + Cross Connect + Common Transport	X	X
Loop Distribution + NID	X	X
Port and Vertical Features	X	X
Loops with loop concentration	X	X
Port and Common Transport	X	X

Loops and Local Number Portability	N/A	X

~~H~~ G. Ordering and Provisioning. BellSouth provides unbundled network element ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself, where technically feasible. Detailed guidelines for ordering and provisioning unbundled BellSouth network elements are set out in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

III. Access To Poles, Ducts, Conduits, and Rights of Way (47 U.S.C. § 251(b)(4) and § 271(c)(2)(B)(iii)

BellSouth provides non-discriminatory access to poles, ducts, conduits and rights-of-way under the following terms:

A. Standard License for Poles, Ducts, Conduits and Rights-of-Way. BellSouth will provide CLECs with nondiscriminatory access to poles, ducts, conduits and rights-of-way owned or controlled by BellSouth under the Standard Agreement set out in Attachment D.

B. Access to Engineering Records. BellSouth will provide access to relevant plats, maps, engineering records and other data to CLECs upon receiving a bona fide request for access and CLEC agreement to reasonable terms to protect proprietary information. ~~Customer-specific information included in engineering records will not be provided to the CLECs for the purpose of determining the availability of facility space.~~

C. Capacity Reservation. ~~Unused capacity may be reserved~~ Capacity will be allocated on a first come first served basis.

~~D. Manhole Space. BellSouth provides space in manholes to CLECs for racking and storage of up to fifty feet of cable and a reasonable amount of equipment for installation and splicing of cable for up to forty-eight hours, where space is available.~~

IV. Local Loop Transmission Unbundled From Local Switching (47 U.S.C. §§ 251(c)(3), 252(d) and 271(c) (2)(B)(iv))

BellSouth provides access to unbundled local loops and sub-loop elements on the following terms:

A. Unbundled Local Loops. Local loops provide transmission paths from the central office to the customer's premises. BellSouth provides a variety of local loop configurations. These loops include 2-wire ~~and~~ voice grade analog at two levels of service as described below, 4-wire voice grade analog, 2-wire Asymmetrical Digital Subscriber Line, 2-wire and 4-wire High-bit-rate Digital Subscriber Line, 2-wire ISDN, and 4-wire DS-1 digital grade. BellSouth provides access to unbundled local loops served by integrated digital loop carrier where copper facilities are available.

1. 2-Wire Voice Grade Service Level One. Service Level One (SL1) provides a non-designed circuit with engineering information documentation available at an additional charge. CLECs are responsible for loop testing and reporting troubles. BellSouth will perform various manual order coordination activities when converting local exchange subscribers to CLEC service using unbundled SL1 local loops at an additional charge. BellSouth will notify CLECs of conversion times and will perform conversion work within the negotiated interval. Specific conversion times are available at an additional charge. BellSouth will attempt to utilize existing loops where possible.

2. 2-Wire Voice Grade Service Level Two. Service Level Two (SL2) provides a designed circuit and design layout record. CLECs are responsible for loop testing and reporting troubles. SL2 circuits will have test points provisioned. There will be no additional charge for manual order coordination activities when converting local exchange subscribers to CLEC service using unbundled SL2 local loops. BellSouth will notify CLECs of conversion times and will perform conversion work within the negotiated interval. Specific conversion times are available at an additional charge. BellSouth will attempt to utilize existing loops where possible.

B. Local Loop components. The following sub-loop elements are each separately available as unbundled network elements:

1. Loop Distribution Media. Loop distribution media are various types of transmission media (twisted copper pair, coaxial cable or optical cable) between the Network Interface Device at the customer's premises and a terminating device typically located in a remote terminal that is closer to the customer than is the central office.

2. Loop Cross Connects. Loop cross connects allow the local loop to be transported from the main distribution frame in the central office to ~~an~~ a CLEC's

collocated space.

3. Central Office Loop Concentration Systems. ~~Loop~~ Central Office loop concentration systems ~~in the central office~~ aggregate and disaggregate signals transmitted over local loops.

4. Network Interface Device. The Network Interface Device ("NID") is the physical point of connection between BellSouth's network, particularly loop facilities, and the end-user customer. It is essentially a cross-connect device used to connect loop facilities to inside wiring. Generally, the NID is a box on the side of the customer's premises. ~~BellSouth provides access to NIDs in residential and in business settings where the NID is similar to a residential NID.~~ Where the NID has excess capacity, the CLEC may use existing NID capacity to serve the end user. Where ~~necessary, the CLEC may disconnect and ground BellSouth's loop. The~~ the NID does not have excess capacity, the burden of properly grounding the loop after disconnection from the customer's wire ~~and~~, maintaining the loop in proper order and safety is the responsibility of the CLEC. Any party connecting to BellSouth's NID shall assume full liability for its actions and for any adverse consequences that could result.

C. Rates. Rates for local loops and ~~sub-~~local loop ~~elements~~ components are set out in Attachment A.

D. Quality of Network Elements. BellSouth provides CLECs with unbundled local loops and sub-loop elements, and access to those elements, that is at least equal in quality to that which BellSouth provides itself, where technically feasible. Attachment C contains detailed service descriptions, technical requirements and quality measures applicable to CLEC access to BellSouth unbundled network elements including local loops and sub-loop elements. Performance measures are available as set out in Attachment I. See Section XVI. below.

E. Ordering and Provisioning. BellSouth provides local loop and sub-loop element ordering and provisioning services to CLECs that are equal to the ordering and provisioning services ~~that~~ BellSouth provides ~~to~~ itself, where technically feasible. Detailed guidelines for ordering and provisioning local loops and sub-loop elements are set out in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

V. Local Transport From The Trunk Side Unbundled From Switching Or Other Services (47 U.S.C. §§ 251(c)(3), 252(d) and 271(c)(2)(B)(v))

BellSouth provides local transport from the trunk side of its switches unbundled from switching or other services under the following terms:

A. Local Transport Elements. Transport elements provide transmission paths that connect one location to another. BellSouth offers both dedicated and common local transport from the trunk side of its central office switches over a variety of transport ~~media~~ options unbundled from switching or switch ports.

1. Dedicated Transport. Dedicated Transport is an interoffice transmission path used exclusively by a single carrier for the transmission of its traffic. Dedicated transport is available between BellSouth central offices and between BellSouth central offices and CLEC facilities. Transmission ~~media~~ services and facilities available include DS-0, DS-1~~, DS-3 and optical cable~~ and higher capacity transmission systems.

2. Common Transport. Common transport is a shared transmission path used for the traffic of multiple carriers. Common transport is available between BellSouth end offices and between BellSouth end offices and BellSouth tandem switches. ~~Transmission media~~ BellSouth provides common transport on a per minute of use basis. Transmission services and facilities available include DS-0, DS-1~~, DS-3 and optical cable~~ and higher capacity transmission systems.

3. Tandem Switching. Tandem switching establishes a communications path between two switching offices through a third switching office. BellSouth offers all the functionality of its tandem switches to ~~CLECS~~ CLECs unbundled from transport. Tandem switching includes the facilities connecting the trunk distribution frame to the switch, and all the functions of the switch itself, including those facilities that establish a temporary transmission path between two other switches as well as functions that are centralized in tandem switches such as call recording, routing of calls to operator services and signaling conversion functions.

4. Additional Options. ~~Additional local transport options are available where technically feasible. CLECs may use the attached~~ CLECs may use the Bona Fide Request Process set out in Attachment B to obtain additional transport options.

B. Rates. Rates for local transport elements are set out in Attachment A.

C. Quality of Network Elements. BellSouth provides CLECs with unbundled local transport elements, and access to those elements, that is at least equal in quality to that which BellSouth provides itself, where technically feasible. Attachment C contains detailed service descriptions, technical requirements and quality measures applicable to CLEC access to BellSouth unbundled network elements including transport elements. Performance measures are available as set out in Attachment I. See Section XVI. below.

D. Ordering and Provisioning. BellSouth provides local transport ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself, where technically feasible. Detailed guidelines for ordering

and provisioning local transport elements are set out in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

VI. Local Switching Unbundled from Transport, Local Loop Transmission or Other Services (47 U.S.C. §§ 251(c)(3), 252(d) and 271(c)(2)(B)(vi))

BellSouth provides local switching unbundled from transport, local loop transmission or other services under the following terms:

A. Local Switching. BellSouth offers all the functionality of its local switches to CLECs unbundled from transport, local loop transmission and other services. Local switching provides the functionality to connect the appropriate originating lines or trunks wired to the Main Distributing Frame or to the digital Cross Connect panel to a desired terminating line or trunk. Local switch functionality includes line termination, and line side switching ~~(dialtone)~~(dial tone) capability and other switch functionality, e.g., vertical features. ~~The switch~~ It also provides access to ~~other~~ all the features and ~~functionalities~~ functionality available to the switch and switch software including transport signaling, 911, operator directory and repair services as well as AIN and similar capabilities.

1. Local Switching Options. BellSouth offers the following local switch options:

a. 2-wire and 4-wire analog ports.

b. 2-wire and 4-wire ISDN ports.

c. Coin ports.

d. 2-Wire ~~Analog Hunting.~~ and 4-Wire DID trunk ports.

~~d~~ e. Additional Options. ~~Additional port types and other options are available where technically feasible.~~ CLECs may use the Bona Fide Request Process ~~as~~ set out in Attachment B to obtain additional switching options.

2. Selective or Customized Routing. Selective routing to a CLEC's desired platform using Line Class Codes is available on an interim basis as discussed in Section ~~X.A.3.E~~ X.A.3.e. below.

B. Rates. Rates for unbundled local switching services are set out in Attachment A. Specific vertical features associated with a port must be separately ordered. The rates for ~~individual vertical~~ switch ports alone or with vertical features or group(s) of features will be set by Order of the ~~Commission in a separate docket~~ Authority in Docket No. 97-01262 and any subsequent proceedings. No charges will be assessed for the activation

and use of vertical features until that time. Rates established by the ~~Commission~~ Authority for ~~these~~ vertical features will be applied prospectively from the date they are established.

C. Quality of Network Elements. BellSouth provides CLECs with unbundled local switching elements, and access to those elements, that is at least equal in quality to that which BellSouth provides itself, where technically feasible. Attachment C contains detailed service descriptions, technical requirements and quality measures applicable to CLEC access to BellSouth unbundled network elements including local switching elements. Performance measures are available as set out in Attachment I. See Section XVI. below.

D. Ordering and Provisioning. BellSouth provides ordering and provisioning services for local switching to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself, where technically feasible. Detailed guidelines for ordering and provisioning local switching elements are set out in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

VII. Nondiscriminatory Access to (I) 911/E911 Emergency Network (47 U.S.C. § 251(c)(3) and § 271(c)(2)(B)(vii)(I); Regulations, §§ 901(J),(K)(2)); (II) Directory Assistance Services (§ 271(c)(2)(B)(vii)(II) and § 251(c)(3)); and (III) Operator Call Completion Services (§ 271(c)(2)(B)(vii)(III) and 251(c)(3))

BellSouth provides nondiscriminatory access to the 911/E911 network, directory assistance and operator call completion services and associated databases under the following terms:

A. Access to 911/E911. BellSouth provides CLECs equal access to 911/E911 service and the ability for ~~CLEC's~~ CLECs to provide customer numbers and address information to ~~911~~ 911/E911 providers on the following terms:

1. 911/E911 Service. Basic 911 and ~~Enhanced 911~~ E911 provide callers access to the applicable emergency services bureau by dialing a three-digit universal telephone number.

2. Equal Access. A CLEC's customers will be able to dial and reach emergency services bureaus providing 911/E911 service in the same manner as BellSouth customers.

3. Basic 911 Service Provisioning. For basic 911 service, BellSouth will provide to a CLEC a list consisting of each municipality that subscribes to Basic 911 service. The list will also provide, if known, the E911 conversion date for each municipality and, for network routing purposes, a ten-digit directory number representing the appropriate emergency answering position for each municipality

subscribing to 911. The CLEC will be required to arrange to accept 911 calls from its end users in municipalities that subscribe to Basic 911 service and translate the 911 call to the appropriate 10-digit directory number as stated on the list provided by BellSouth. The CLEC will be required to route that call to BellSouth at the appropriate tandem or end office. When a municipality converts to E911 service, the CLEC will be required to discontinue the Basic 911 procedures and begin using E911 procedures.

4. E911 Service Provisioning. For E911 service, a CLEC will be required to install a minimum of two dedicated trunks originating from the CLEC's serving wire center and terminating to the appropriate E911 tandem. The dedicated trunks shall be, at a minimum, DS-0 level trunks configured either as a 2- wire analog interface or as part of a digital (1.544 Mb/s) interface. Either configuration shall use CAMA-type signaling with multifrequency ("MF") pulsing that will deliver automatic number identification ("ANI") with the voice portion of the call. If the user interface is digital, MF pulses, as well as other AC signals, shall be encoded per the u-255 Law convention. The CLEC will be required to provide BellSouth daily updates to the E911 database. A CLEC will be required to forward 911 calls to the appropriate E911 tandem, along with ANI, based upon the current E911 end office to tandem homing arrangement as provided by BellSouth. If the E911 tandem trunks are not available, the CLEC will be required to route the call to a designated 7-digit local number residing in the appropriate Public Service Answering Point ("PSAP"). This call will be transported over BellSouth's interoffice network and will not carry the ANI of the calling party.

5. Rates. Charges for 911/E911 service are borne by the municipality purchasing the service. BellSouth will impose no charge on CLECs beyond applicable charges for BellSouth trunking arrangements.

6. 911/E911 Databases. BellSouth will load CLEC end-user information into 911/E911 databases in the same manner it loads BellSouth end-user information so that CLEC end-user information is available at the same time and in the same manner as BellSouth end-user information.

7. Detailed Practices and Procedures. The detailed practices and procedures contained in the E911 Local Exchange Carrier Guide For Facility-Based Providers determine the appropriate practices and procedures for BellSouth and CLECs to follow in providing 911/E911 services.

B. Directory Assistance Services. BellSouth provides CLECs nondiscriminatory access to directory assistance services, and databases on the following terms:

1. Directory Assistance ~~Listings~~ Database. BellSouth includes CLEC subscriber listings in BellSouth's directory assistance ~~databases~~ database at no charge. CLECs must provide timely updates in the appropriate format. The same

procedures and time intervals will apply to the entry of directory assistance ~~updates regardless of the subscriber's local service provider.~~ information and updates for BellSouth, CLEC and independent telephone company end-users.

2. BellSouth Directory Assistance Services. BellSouth provides CLECs and their subscribers access to its unbranded directory assistance service. CLEC subscribers will be able to reach BellSouth's directory assistance by dialing the same numbers, and will receive the same treatment, as BellSouth subscribers. If the CLEC provides ANI, then additional services such as directory assistance call completion will be available. BellSouth offers CLECs the following access options on the same terms as they are currently offered to other telecommunications providers:

a. Directory Assistance Access Service. This service is currently provided by BellSouth to interexchange carriers for directory assistance.

b. Direct Access Directory Assistance Service. This service provides direct on-line access to BellSouth's directory assistance database.

c. Directory Assistance Database Service. This service provides a copy of the BellSouth Directory Assistance database to requesting carriers.

3. Selective or Customized Routing for CLEC ~~Branded~~ Provision of Directory Assistance Services. BellSouth provides ~~to~~ CLECs purchasing unbundled local BellSouth switching and reselling BellSouth local exchange service under Section XIV. selective routing of calls to a requesting CLEC's directory service platform for provision of CLEC directory assistance services ~~or.~~ BellSouth will also provide selective routing to a BellSouth platform for BellSouth provision of CLEC-branded directory assistance. In either case, CLEC customers may use the same dialing arrangements as BellSouth customers, but obtain a CLEC-branded service. ~~Selective routing will be provided as described in Section X.A.3.e.~~

4. Rates. Rates for Directory Assistance Services are set out in Attachment A.

~~5. Ordering and Provisioning. BellSouth provides directory assistance ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself where technically feasible.~~

C. Operator Call Completion Services. BellSouth provides operator services to CLECs in the same manner and extent, utilizing the same databases, that BellSouth provides operator services to its customers:

1. Busy Line Verification and Emergency Interrupt. Busy line verification and busy line verification and emergency interrupt allows BellSouth and CLEC

subscribers to request an operator to verify that a line is busy or to interrupt a conversation.

2. Intercept Service. This service provides for call interception in the event of a number change or disconnect. BellSouth provides intercept service to CLECs.

3. Operator Call Processing Access Service. This service provides operator and automated call handling for processing and verification of alternative billing information for collect, calling card and billing to a third number. This service can also be used to provide customized call branding, dialing instructions and other operator assistance.

4. Centralized Message Distribution System. Centralized Message Distribution System ("CMDS") is a Bellcore administered national system used to transfer specially formatted messages among companies. BellSouth will offer CLECs CMDS Hosting and access to various mechanized reports provided through the system as set out in detail in Attachment E.

5. Selective or Customized Routing For CLEC-Branded Operator Call Completion Services. BellSouth provides ~~to~~ CLECs purchasing unbundled local BellSouth switching and reselling BellSouth local exchange service under Section XIV. selective routing of calls to a requesting CLEC's ~~or BellSouth's~~ operator services platform ~~to allow a CLEC or BellSouth to provide CLEC-branded~~ for provision of CLEC operator call completion services. BellSouth will also provide selective routing to a BellSouth platform for BellSouth provision of CLEC-branded operator call completion service. In either case, CLEC customers may use the same dialing arrangements as BellSouth customers, but obtain a CLEC-branded service. ~~Selective routing will be provided as described in Section X.A.3.e.~~

6. Rates. Rates for Operator Call Completion Services are set out in Attachment A.

~~**7. Ordering and Provisioning. BellSouth provides operator call completion ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides to itself where technically feasible.**~~

VIII. White Pages Directory Listings For CLEC Customers (47 U.S.C. § 271(c)(2)(B)(viii))

BellSouth provides CLECs and their customers access to white pages directory listings under the following terms:

A. Listings. BellSouth or its agent will include CLEC residential and business customer listings in the appropriate White Pages (residential and business) or alphabetical directories. Directory listings will make no distinction between CLEC and BellSouth subscribers.

B. Rates. Subscriber primary listing information in the White Pages shall be provided at no charge to CLECs or their subscribers provided that the CLEC provides subscriber listing information to BellSouth at no charge.

C. Procedures for Submitting CLEC Subscriber Information. ~~CLECs must~~ BellSouth will provide to CLECs a magnetic tape or computer disk containing the proper format for submitting subscriber listings. CLECs will be required to provide BellSouth with directory listings and daily updates to those listings, including new, changed, and deleted listings, in ~~a local services request~~ an industry-accepted format. These procedures are detailed in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

D. Unlisted Subscribers. CLECs will be required to provide to BellSouth the names, addresses and telephone numbers of all CLEC customers that wish to be omitted from directories.

E. Inclusion of CLEC Customers in Directory Assistance Database. BellSouth will include and maintain CLEC subscriber listings in BellSouth's directory assistance ~~databases at no charge, as set out in Subsection C.~~ database at no charge. BellSouth and CLECs will formulate appropriate procedures regarding lead time, timeliness, format and content of listing information. CLEC subscriber listings and information will be migrated as is upon a change of service provider.

F. Listing Information Confidentiality. BellSouth will accord a CLEC's directory listing information the same level of confidentiality that BellSouth accords its own directory listing information, and BellSouth shall limit access to a CLEC's customer proprietary confidential directory information to those BellSouth employees who are involved in the preparation of listings.

G. Optional Listings. Additional listings and optional listings will be offered by BellSouth at tariffed rates as set forth in the General Subscriber Services Tariff.

H. Delivery. BellSouth or its agent shall deliver White Pages directories to CLEC subscribers at no charge.

IX. Nondiscriminatory Access to Telephone Numbers For CLEC Customers (47 U.S.C. § 251(b)(3) and § 271((c)(2)(B)(ix))

A. Non-Discriminatory Access. BellSouth currently serves as a North American Numbering Plan administrator for its territory. During the term of this Statement, and while BellSouth continues to serve as the numbering plan administrator, BellSouth ensures that CLECs, whether facilities-based or reseller have nondiscriminatory access to telephone numbers for assignment to their customers under the same terms that BellSouth

has access to telephone numbers. BellSouth provides numbering resources pursuant to the Bellcore Guidelines regarding number assignment. A CLEC will be required to complete the NXX code application in accordance with Industry Carriers Compatibility Forum, Central Office Code Assignment Guidelines, ICCF 93-0729-010. ~~BellSouth's procedures for providing access to telephone numbers in Georgia has been filed with the Commission.~~

B. Future Numbering Plan. When BellSouth is no longer the North American Numbering Plan administrator, BellSouth will comply with the final and nonappealable guidelines, plan or rules adopted pursuant to 47 U.S.C. § 251(e).

X. Nondiscriminatory Access to Signaling and Signaling Databases (47 U.S.C. §§ 251(c)(3), 252(d)(2) and 271(c)(2)(B)(x))

BellSouth provides nondiscriminatory access to signaling and signaling databases under the following terms:

A. Signaling and Signaling Databases. Signaling elements offered by BellSouth include signaling systems and databases. Signaling elements facilitate call routing and completion. BellSouth ~~offers~~ provides CLECs access to BellSouth's signaling network and signaling databases on an unbundled basis. ~~Mediation of access to BellSouth's databases is required.~~ Available signaling elements include Signaling Links, Signal Transfer Points and Service Control Points. ~~Signaling functionality will be available with both A-link and B-link connectivity.~~

1. Signaling Links. Signaling links are dedicated transmission paths carrying signaling messages between carrier switches and signaling networks. Signal Link Transport is a dedicated set of two or four ~~dedicated~~ 56 kbps transmission paths, also known as A-links and B-links, between CLEC designated Signaling Points of Interconnection that provide a diverse transmission path and cross connect to a BellSouth Signal Transfer Point. BellSouth will provide ~~Signaling Link Transport as an "A-Link," which is a connection~~ connections between a switch or Service Switching Point and a home Signal Transfer Point ~~or as a "B-Link," which is a connection~~ and connections between two Signal Transfer Point pairs in different company networks.

2. Signal Transfer Points. Signal Transfer Points ("STPs") are signaling message switches that interconnect Signaling Links to route signaling messages between switches and databases. STPs enable the exchange of Signaling System 7 ("SS7") messages between switching elements, database elements and STPs. STPs provide access to various BellSouth network elements such as local switching, databases and third-party provided services.

3. Service Control Points. Service Control Points ("SCPs") are databases

that store and provide access and the ability to manipulate information required to offer particular services. BellSouth provides the following SCP databases on an unbundled basis:

a. Line Information Database. The line information database ("LIDB") is a SCP transaction-oriented database that contains records associated with subscriber line numbers and special billing numbers. CLECs may query BellSouth's LIDB to verify collect or third number billing calls. BellSouth will enter CLEC line information into its LIDB under the terms of the Line Information Database Storage Agreement attached as Attachment F. Entry of line information into LIDB will allow CLEC end users to participate in alternate billing arrangements such as collect or third number billed calls.

b. Toll Free Number Database. The Toll Free Number Database is an SCP that provides functionality necessary for toll free number service.

c. Automatic Location Identification/Data Management System. The Automatic Location Identification/Data Management System contains subscriber information used to route calls to the appropriate Public Safety Answering Point~~, as described in Section VII.A~~.

d. Advanced Intelligent Network. BellSouth offers CLECs access to its SCP-based Advanced Intelligent Network ("AIN") through BellSouth's Service Creation Environment and Service Management System ("SCE/SMS"). SCE/SMS access allows CLECs to provide AIN services from either BellSouth switches or their own. It also allows CLECs to create service applications using BellSouth's AIN service creation tools and to deploy those services using BellSouth's service management tools. CLECs will have the same access to SCE/SMS as BellSouth.

e. Selective or Customized Routing. Selective routing allows CLECs purchasing unbundled BellSouth local switching and reselling BellSouth local exchange service under Section XIV. to identify and selectively route subscriber calls from a BellSouth switch and BellSouth services to a CLEC's switch and services using the same digits dialed by BellSouth subscribers. In addition, calls may be selectively routed to BellSouth platforms allowing BellSouth to provide CLEC-branded services on behalf of the CLEC. This allows CLEC-branding of services such as operator, directory assistance or repair services. BellSouth will provide selective routing for repair service only where BellSouth uses a three-digit number for its own repair services. Selective routing is currently provided through the use of line class codes, which are subject to exhaustion, on a first come first served basis. CLECs ordering selective routing must make reasonable efforts to conserve line class codes.

B. Rates. Rates for BellSouth signaling services, including databases, are set out in Attachment A.

C. Ordering and Provisioning. BellSouth provides signaling and signaling database element ordering and provisioning services to CLECs that are equal to the ordering and provisioning services BellSouth provides ~~to~~ itself, where technically feasible. Detailed guidelines for ordering and provisioning signaling and signaling database services are set out in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

D. Quality of Network Elements. BellSouth provides CLECs with unbundled signaling and signaling database elements, and access to those elements, that is at least equal in quality to that which BellSouth provides itself, where technically feasible. Attachment C contains detailed service descriptions, technical requirements and quality measures applicable to CLEC access to BellSouth unbundled network elements including signaling and signaling databases.

E. Local Exchange Routing Guide. BellSouth will input the NXXs assigned to ~~an~~ a CLEC into the Local Exchange Routing Guide ("LERG").

F. 800 Query Rates. Rates for a CLEC to use BellSouth's 800 database for query purposes only, are set out in Attachment A.

XI. Interim Service Provider Number Portability (47 U.S.C. §§ 251(b)(2) and 271(c)(2)(B)(xi))

Until an industry-wide permanent solution can be achieved, BellSouth provides interim Service Provider Number Portability that allows customers switching from BellSouth to ~~an~~ a CLEC to retain the same telephone number(s) under the following terms:

A. Service Provider Number Portability. Service Provider Number Portability ("Number Portability") is a service arrangement which allows an end-user customer who switches service providers to keep the same telephone number. Number portability is available only within the same serving wire center.

B. Quality of Service. BellSouth will provide number portability to CLECs and their customers with minimum impairment of functionality, quality, reliability and convenience.

C. Methods of Providing Number Portability. Number portability is available through either remote call forwarding or direct inward dialing trunks, at the election of the CLEC. Remote call forwarding is an existing switch-based BellSouth service that redirects calls within the telephone network. Direct inward dialing trunks allow calls to be routed over a dedicated facility to the CLEC switch that serves the subscriber. SS7

Signaling is required for the provision of either of these services. Detailed guidelines for the provision of number portability are set out in Attachment G.

D. Rates. Rates for service provider number portability are set out in Attachment A..

E. Ordering and Provisioning. Detailed guidelines for ~~number portability~~ ordering and provisioning are set out in the ~~Local Interconnection and Facility Based~~ CLEC Ordering Guide. See Section XV.

F. Permanent Solution. The FCC, the ~~Commission~~ Authority and industry forums are working towards a permanent approach to providing service provider number portability. BellSouth will implement a permanent approach as developed and approved by the ~~Commission~~ Authority, the FCC and industry forums.

XII. Dialing Parity (47 U.S.C. § 251(b)(3) and § 271(c)(2)(B)(xii))

BellSouth provides local dialing parity including the following:

A. Local Dialing Parity. Local dialing parity means that CLEC customers will not have to dial any greater number of digits than BellSouth customers to complete the same call. In addition, CLEC local service customers will experience at least the same quality as BellSouth local service customers regarding post-dial delay, call completion rate and transmission quality. ~~BellSouth also provides CLECs nondiscriminatory accesss to telephone numbers, operator services, directory assistance, and directory listings.~~

XIII. Reciprocal Compensation (47 U.S.C. §252(d)(2) and §271(c)(2)(B)(xiii))

BellSouth provides reciprocal compensation under the following terms:

A. Mutual and Reciprocal Cost Recovery. BellSouth provides for the mutual and reciprocal recovery of the costs of transporting and terminating local calls on its and CLEC networks. BellSouth's charges for transport and termination of calls on its network are set out in Attachment A.

XIV. BellSouth Retail Services Available for Resale (47 U.S.C. §§ 251(b)(1), 251(c)(4), 252(d)(3) and 271(c)(2)(B)(xiv))

BellSouth provides retail telecommunications services for resale by CLECs under the following terms:

A. Retail services. Retail telecommunications services ("retail services") are telecommunications services that BellSouth provides at retail to subscribers that are not

telecommunications carriers.

B. Discounts. Retail services are available at discounts as ordered by the ~~Commission. These discounts~~ Authority. Discounts are set out in Attachment H. Discounts apply to intrastate tariffed service prices except that ~~these~~, pursuant to Authority directive, discounts do not apply to the following services:

1. Short-term ~~Contract Service Arrangements. BellSouth's contract service arrangements are available for resale only at the same rates, terms and conditions offered to BellSouth end users.~~

~~2.~~ Promotions. Retail promotions offered for ninety (90) days or less will not be discounted. ~~Promotions~~ Long-term promotions of more than ninety (90) days will be made available for resale at the ~~promotional~~ tariff rate ~~minus~~ less the applicable wholesale discount or at the promotional rate during the term of the promotion. Services obtained at the long-term promotional rate may be resold only to customers who would have qualified for the promotional rate if the service were being offered by BellSouth.

Discounts are not applicable to non-tariffed services or products, taxes or other pass-through charges such as the federal subscriber line charge and similar charges not included in intrastate tariffs.

C. Compliance with ~~Tariff~~ Resale Conditions. Retail services must be resold in compliance with the applicable terms and conditions of the service offering that are contained in BellSouth's existing retail tariffs~~, and must be offered with the same functions, features and service levels that BellSouth provides to its end users~~. Thus, for example, cross-class selling is prohibited. Pursuant to the ~~Commission's~~ Authority's orders, the following specific services must be resold as described below:

1. Grandfathered Services. Grandfathered services are available for resale. These services may only be offered to subscribers who have already been grandfathered. These services may not be resold to a different group(s) or a new group(s) of subscribers.

2. ~~LinkUp/Lifeline Service. LinkUp/Lifeline service~~ Lifeline Services. LifeLine Service is available for resale ~~at the tariffed rate for the underlying service less the appropriate discount set out in Attachment H. This service may be resold only to subscribers who meet the criteria that BellSouth currently applies to subscribers of these services. CLECs must discount LinkUp/Lifeline service by at least the same percentage as that currently provided by BellSouth to its customers. CLECs are responsible for funding Link Up/Lifeline benefits.~~ on the following terms and conditions:

~~3. N11/911/E911. N11/911/E911~~(a) CLECs shall only offer

LifeLine Service to customers who meet the qualifications outlined in the "means test";

(b) LifeLine Services and rates shall be offered by a CLEC in a manner similar to the manner in which LifeLine Services are offered in the market today, that is through a discount to BellSouth's Message Rate Service, General Subscriber Tariff A3.2.4.;

(c) A CLEC shall purchase BellSouth's Message Rate Service at the stated tariff rate, less the wholesale discount. A CLEC must further discount the wholesale Message Rate Service to LifeLine customers with a discount which is no less than the minimum discount that BellSouth now provides;

(d) The maximum rate which a CLEC may charge for LifeLine Service shall be capped at the retail flat rate offered by BellSouth;

(e) BellSouth shall charge the federally-mandated Subscriber Line Charge (currently $3.50) to a CLEC;

(f) A CLEC is required to waive the Subscriber Line Charge for the end-user; and

(g) A CLEC is responsible for recovering the Subscriber Line Charge from the National Exchange Carriers Association's interstate toll settlement pool just as BellSouth does today.

3. Link Up. Link Up Services are available for resale on the following terms and conditions:

(a) CLECs may offer Link-Up Service only to those customers who meet the qualifications outlined in the "means test";

(b) A CLEC must further discount the Link-Up Service by at least the percentage that is now offered by BellSouth; and

(c) A CLEC is responsible for recouping the additional discount in the same manner as BellSouth does today.

4. Contract Service Arrangements. Discounted contract service arrangements may only be resold to the specific BellSouth end user to whom the arrangement is applicable.

5. 911/E911. 911/E911 services are available for resale. BellSouth provides 911/E911 service to CLECs for resale in the same manner that it is provided in

BellSouth's retail tariffs. BellSouth will enable a CLEC to have 911 call routing to the appropriate Public Safety Answering Point ("PSAP"), and shall provide and validate customer information to the PSAP. ~~CLECs~~ Resale must maintain the integrity of these services.

~~Resale discounts set out in Attachment H do not apply to 911/E911 surcharges collected on behalf of governmental entities.~~ 6. Pay Phone Provider Services. BellSouth services may not be resold to independent pay phone providers.

D. Quality of Resale Services. The services and service provisioning that BellSouth provides CLECs for resale will be at least equal in quality to that provided to BellSouth, or any BellSouth subsidiary, affiliate or end user ~~where technically feasible~~. This will provide CLECs the capability to provide their customers with the same experience that BellSouth provides its own customers with respect to all local services. BellSouth will provide resellers with pre-service ordering, service ordering, ~~maintenance and~~ service trouble reporting and repair, and daily usage data functionality that will enable ~~resellers~~ a reseller to provide equivalent levels of customer service to ~~their~~ its local exchange customers as BellSouth provides to its own end users. Performance measures are available as set out in Attachment I. See Section XVI. below.

E. Resale in Compliance with Telecommunications Act. Resale is subject to the interLATA joint marketing restriction contained in Section 271(e)(1) of the Act.

F. BellSouth Interaction with CLEC Customers. When interacting with CLEC resale customers on behalf of a CLEC, BellSouth employees will not market BellSouth services. BellSouth will provide parity in the treatment of CLEC customers with BellSouth customers. BellSouth will use generic leave behind cards with CLEC customers at no charge. BellSouth will use CLEC-branded leave behind cards provided that CLEC-branded leave behind cards are the same size as BellSouth cards, that the CLEC compensates BellSouth and does not hold BellSouth liable for leaving the incorrect card.

G. Transfer of BellSouth Customers. BellSouth will implement CLEC requests to disconnect the service of a BellSouth end user and transfer that customer's service to the CLEC. BellSouth will also implement requests directly from an end user for conversion of service from BellSouth to ~~anCLEC~~ a CLEC or from one CLEC to another. BellSouth will notify affected CLECs that it has implemented such requests. In the case of a customer terminating service from a CLEC, BellSouth will notify the CLEC within twenty-four (24) hours. BellSouth will not require end user confirmation prior to transferring an end user's service. A CLEC must, however, provide proof of authorization upon request.

H. Unauthorized Transfer of Customer. If an unauthorized change in local service provider occurs, BellSouth will reestablish service with the appropriate local service provider as requested by the end user and will assess the party responsible for initiating the change a Change Charge of $19.41 per line or trunk for Residence or Business. The appropriate

nonrecurring charges to reestablish the customer's service with the appropriate local service provider will also be assessed to the party responsible for the unauthorized change.

I. Primary Interexchange Carrier Selection. Primary interexchange carrier selection orders may be processed by BellSouth and the end user's local service provider. BellSouth will implement requests from CLECs and interexchange carriers to change ~~their~~ an end user's primary interexchange carrier.

J. Notice of Changes Affecting Resold Services. BellSouth provides CLECs reselling BellSouth retail services with ~~forty-five (45) days notice of price changes and changes to resold service(s).~~ thirty (30) days notice of changes to resold services or notice concurrent with BellSouth's internal notification process, whichever is earlier.

K. Customer of Record. The CLEC will be the customer of record for all retail services purchased from BellSouth. Except as specified in this Statement, BellSouth will take orders from, bill and expect payment from the CLEC for all services.

L. Single Point of Contact. The CLEC will be BellSouth's single point of contact for all retail services purchased, including all ordering activities and repair calls. For all repair requests, the CLEC must adhere to BellSouth's prescreening guidelines prior to referring troubles to BellSouth. BellSouth may bill the CLEC for troubles that are found not to be in the BellSouth network. ~~BellSouth may contact the CLEC's customers if it deems such contact necessary for maintenance purposes.~~ BellSouth will have no other contact with CLEC end users, except as provided herein.

M. Detailed Guidelines for Ordering, Provisioning and Billing. Detailed guidelines for ordering, provisioning and billing of resold services are contained in ~~BellSouth's Resale~~ the CLEC Ordering Guide. See Section XV.

N. Resale of Transmitted Telephone Number Information. Telephone numbers transmitted via any resold service feature are intended solely for the use of the end user of the feature. Resale of this information is prohibited.

O. Maintenance of BellSouth Facilities and Equipment. BellSouth facilities and equipment used to provide CLEC-resold services will be maintained by BellSouth. A CLEC or its end users may not rearrange, move, disconnect or attempt to repair any BellSouth facilities or equipment, other than by connection or disconnection to any interface means used, without the written consent of BellSouth.

~~P. Billing to CLECs for Resold Service. BellSouth provides CABS formatted billing for resold services.~~

~~Q. End User~~ Billing and Collection. This Statement does not provide for ~~end user~~ billing and collection services. CLEC requests for billing and collection services should be

referred to the appropriate entity or ~~operational~~ operations group within BellSouth.

~~R~~ Q. Discontinuing CLEC End User Service. BellSouth will discontinue service provided to CLEC resale end user customers as follows:

1. Where possible, BellSouth will deny service to a CLEC's end user on behalf of, and at the request of, the CLEC. Upon restoration of the end user's service, restoral charges will apply and will be the responsibility of the CLEC.

2. At the request of a CLEC, BellSouth will disconnect a CLEC end user customer.

3. CLEC requests for denial or disconnection of an end user for nonpayment must be in writing.

4. A CLEC is solely responsible for notifying the end user of the proposed service disconnection.

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

~~S~~ R. Discontinuing Service to ~~CLECs~~ a CLEC. The procedures for discontinuing service to a CLEC are as follows:

1. BellSouth reserves the right to suspend or terminate service for nonpayment or in the event of prohibited, unlawful or improper use of BellSouth facilities or service or any other violation or noncompliance by a CLEC of the rules and regulations contained in BellSouth's tariffs.

2. If payment of account is not received by the bill day in the month after the original bill day, BellSouth may provide written notice to the CLEC that additional applications for service will be refused and that any pending orders for service will not be completed if payment is not received by the fifteenth day following the date of the notice. If BellSouth does not refuse additional applications for service on the date specified in the notice and the CLEC's noncompliance continues, nothing contained herein shall preclude BellSouth's right to refuse additional applications for service

without further notice.

3. If payment of the account is not received or arrangements made by the bill day in the second consecutive month, the account will be considered in default and will be subject to denial or disconnection, or both.

4. If the CLEC fails to comply with the provisions of this Statement, including any payments to be made by it on the dates and times specified, BellSouth may, on thirty days written notice to the person designated by the CLEC to receive notices of noncompliance, discontinue the provision of existing services to the CLEC at any time thereafter. In the case of such discontinuance, all billed charges, as well as applicable termination charges, shall become due. If BellSouth does not discontinue the provision of the services involved on the date specified in the thirty days notice and the CLEC's noncompliance continues, nothing contained herein shall preclude BellSouth's right to discontinue the provision of the services to the CLEC without further notice.

5. If payment is not received or arrangements made for payment by the date given in the written notification, the CLEC's services will be discontinued. Upon discontinuance of service on a CLEC's account, service to the CLEC's end users will be denied. BellSouth will reestablish service at the request of the end user or the CLEC upon payment of the appropriate connection fee and subject to BellSouth's normal application procedures.

6. If within fifteen days after an end user's service has been denied no contact has been made in reference to restoring service, the end user's service will be disconnected.

~~T~~ S. Deposits. BellSouth may require a CLEC to make a deposit when purchasing services for resale purposes to be held by BellSouth as a guarantee of the payment of rates and charges. Any such deposit may be held during the continuance of the service and may not exceed two month's estimated billing. The fact that a deposit has been made in no way relieves the CLEC from the prompt payment of bills on presentation, nor does it constitute a waiver or modification of the regular practices of BellSouth providing for the discontinuance of service for non-payment of any sums due BellSouth. In the event that a CLEC defaults on its account, service to the CLEC will be terminated and any deposits held will be applied to its account. In the case of a cash deposit, interest at ~~the rate of six percent per annum~~ a Commission approved rate for deposits shall be paid to the CLEC during the continuance of the deposit. Interest on a deposit shall accrue annually and, if requested, shall be annually credited to the CLEC by the accrual date.

XV. Ordering Guide and Collocation Handbook

A. Ordering Guide and Collocation Handbook. BellSouth provides detailed administrative information and procedures for ordering facilities and services under this Statement in two manuals. The day-to-day administrative information and procedures set out in these manuals are intended to ensure that CLECs understand how to order BellSouth unbundled network elements, resale services and other facilities and services set out in this Statement on a day-to-day basis. The manuals will be up-dated to conform to CLEC needs, systems developments and changes to and improvements in administrative procedures upon reasonable notice to the Authority and the parties utilizing this Statement. Changes to the manuals will not affect BellSouth's commitments, set out in this Statement, to treat CLECs in a non-discriminatory manner. CLECs that wish to cement in place a particular administrative approach set out in a manual may pursue that request under the bona fide request process.

1. CLEC Ordering Guide. This manual sets out current order forms, ordering procedures and processes, contact names and other information to assist in ordering interconnection, facilities and resale services from BellSouth.

2. Handbook for Collocation. This manual sets out current processes and procedures, contact names and other information to assist in ordering collocation arrangements from BellSouth.

XVI. Performance Measures

A. Performance Measures. BellSouth provides CLECs with various performance measures as set out in Attachment I. Each category includes measures that focus on timeliness, accuracy and quality. These measures provide CLECs information and performance targets that provide one method for CLECs to evaluate BellSouth's performance in delivering unbundled network elements and other facilities and services ordered under this Statement. Attachment I makes performance measures and underlying information reports available in five areas: (1) Provisioning; (2) Maintenance; (3) Billing (Data Usage and Data Carrier); (4) Databases, and (5) Account Maintenance.

B. Additional Measures. Additional performance measures and reports may be developed through the bona fide request process described in Attachment B.

XVII. Network Design and Management (47 U.S.C. § 251(c)(5))

A. Network Management and Changes. BellSouth will work cooperatively with a CLEC to install and maintain reliable interconnected telecommunications networks, including but not limited to, maintenance contact numbers and escalation procedures. BellSouth agrees to provide public notice of changes in the information necessary for the

transmission and routing of services using its local exchange facilities or networks, as well as of any other changes that would affect the interoperability of those facilities and networks.

B. Interconnection Standards. The interconnection of all networks will be based upon accepted industry/national guidelines for transmission standards and traffic blocking criteria.

C. Network Management Controls. BellSouth will work cooperatively with a CLEC to apply sound network management principles by invoking appropriate network management controls, *e.g.*, call gapping, to alleviate or prevent network congestion.

D. Common Channel Signaling. BellSouth will provide LEC-to-LEC Common Channel Signaling ("CCS") to a CLEC, where available, in conjunction with all traffic in order to enable full interoperability of CLASS features and functions except for call return. All CCS signaling parameters will be provided, including automatic number identification ("ANI"), originating line information ("OLI") calling company category, charge number, etc. All privacy indicators will be honored, and BellSouth will cooperate with a CLEC on the exchange of Transactional Capabilities Application Part ("TCAP") messages to facilitate full interoperability of CCS-based features between the respective networks.

E. Network Expansion. For network expansion, BellSouth will review engineering requirements with each CLEC on a quarterly basis and establish forecasts for trunk utilization. New trunk groups will be implemented as stated by engineering requirements for both parties.

F. Call Information. BellSouth will provide ~~CLECs~~ a CLEC with the proper call information, *i.e.*, originated call company number and destination call company number, CIC, and OZZ, including all proper translations for routing between networks and any information necessary for billing where BellSouth provides recording capabilities. The exchange of information is required to enable each company to bill properly.

~~XVI.~~ XVIII. Taxes

A. Definition. For purposes of this Section ~~15~~, the terms "taxes" and "fees" shall include but not 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.

B. Taxes and Fees Imposed Directly On Either Seller or Purchaser.

1. 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.

2. 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.

C. Taxes and Fees Imposed on Purchaser But Collected And Remitted By Seller.

1. Taxes and fees imposed on the purchasing party shall be borne by the purchasing party, even it the obligation to collect and/or remit such taxes or fees is placed on the providing party.

2. To the extent permitted by applicable law, any such taxes and/or fees shall be shown as separate items on applicable billing documents between the Parties. Notwithstanding the foregoing, the purchasing party ~~remain~~ remains 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. 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.

D. Taxes and Fees Imposed on Seller But Passed On To Purchaser.

1. 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.

2. To the extent permitted by applicable law, any such taxes and/or fees shall be shown as separate items 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.

3. 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, the Parties shall consult with respect to the imposition 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.

4. 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.

5. 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.

6. 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 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.

7. 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.

E. 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.

~~XVII.~~ XIX. Auditing Procedures

A. Audits. On thirty (30) days written notice, each company must provide the other the ability and opportunity to conduct an annual audit to ensure the proper billing of traffic. BellSouth and the CLEC shall retain records of call detail for a minimum of nine months from which a PLU can be ascertained. The audit shall be accomplished during normal business hours at an office designated by the company being audited. Audit requests shall not be submitted more frequently than one (1) time per calendar year. Audits shall be performed by a mutually acceptable independent auditory paid for by the company requesting the audit. The PLU shall be adjusted based upon the audit results and shall apply to the usage for the quarter the audit was completed, to the usage for the quarter prior to the completion of the audit, and to the usage for the two quarters following the completion of the audit. If, as a result of an audit, either company is found to have overstated the PLU by twenty percentage points (20%) or more, that company shall reimburse the auditing company for the cost of the audit.

B. Percentage Interstate Usage. For combined interstate and intrastate CLEC traffic terminated by BellSouth over the same facilities as provided under this Statement, a CLEC will be required to provide a projected Percentage Interstate Usage ("PIU")[3] to

[3]Percent of Interstate Usage (PIU) is defined as a factor to be applied to terminating access services

BellSouth. All jurisdictional report requirements, rules and regulations for Interexchange Carriers specified in BellSouth's Intrastate Access Services Tariff will apply to the CLEC. After interstate and intrastate traffic percentages have been determined by use of PIU procedures, the PLU factor will be used for application and billing of local interconnection and intrastate toll access charges.

C. CLEC Resale Audit. BellSouth reserves the right to periodically audit services purchased by a CLEC for the purposes of resale to confirm that such services are being utilized in conformity with this Statement and BellSouth's tariffs. The CLEC will be required to make any and all records available to BellSouth or its auditors on a timely basis. BellSouth shall bear the cost of said audit that shall not occur more than once in a calendar year. If the audit determines that the services are being utilized in violation of this Statement or BellSouth's tariffs, the CLEC shall be notified and billing for the service will be immediately changed to conform with this Statement and BellSouth's tariffs. Service charges, back billing and interest may be applied.

~~XVIII~~ XX. Liability and Indemnification

A. BellSouth Liability. BellSouth shall take financial responsibility for its own actions in causing, or its lack of action in preventing, unbillable or uncollectible CLEC revenues.

B. Liability for Acts or Omissions of Third Parties. Neither BellSouth nor a CLEC shall be liable for any act or omission of another telecommunications company providing a portion of the services provided under this Statement.

C. Mutual Limitation of Liability. BellSouth and a CLEC shall limit the liability of each other to the customers of the other to the greatest extent permissible by law. Each company is required to include in its local switched service tariff if it files one, or in an appropriate document that is binding on its customers if it does not file a local service tariff, a limitation of liability for damages by its customers that covers each company as a provider of a portion of an end user service to the same extent as each company limits its own liability to its customers.

D. No Liability for Certain Damage. Neither BellSouth nor a CLEC shall be liable for damages to the other's terminal location, POI or other company's customers' 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

minutes of use to obtain those minutes that should be rated as interstate access services minutes of use. The numerator includes all interstate "nonintermediary" minutes of use, including interstate minutes of use that are forwarded due to service provider number portability less any interstate minutes of use for Terminating Company Pays services, such as 800 Services. The denominator includes all "nonintermediary", local, interstate, intrastate, toll and access minutes of use adjusted for service provider number portability less all minutes attributable to terminating company pays services.

a company's negligence or willful misconduct or by a company's failure to properly ground a local loop after disconnection.

E. Indemnification for Certain Claims. BellSouth and a CLEC providing services, their affiliates and their parent company, shall be indemnified, defended and held harmless by each other against any claim, loss or damage arising from the receiving company's use of the services provided under this Statement pertaining to (1) claims for libel, slander, invasion of privacy or copyright infringement arising from the content of the receiving company's own communications, or (2) any claim, loss or damage claimed by the other company's customer arising from one company's use or reliance on the other company's services, actions, duties, or obligations arising out of this Statement.

F. No ~~Liability~~ liability for Certain Inaccurate Data. Neither BellSouth nor a CLEC assumes any liability for the accuracy of data provided by one company to the other and each company agrees to indemnify and hold harmless the other for any claim, action, cause of action, damage, or injury that might result from the supply of inaccurate data in conjunction with the provision of any service provided pursuant to this Statement.

~~XIX~~ XXI. Intellectual Property Rights <*>and Indemnification

A. No License. No patent, copyright, trademark or other proprietary right is licensed, granted or otherwise transferred by this Statement. A CLEC is strictly prohibited from any use, including but not limited to in sales, in marketing or advertising of telecommunications services, of any BellSouth name, service mark or trademark.

B. Ownership of Intellectual Property. Any intellectual property which originates from or is developed by a party shall remain in the exclusive ownership of that party. Except for a limited 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 or shall be implied or arise by estoppel. 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.

C. 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 and will indemnify the receiving party for any damages awarded based solely on such claims in accordance with Section 11 of this Agreement.

D. Claim of Infringement. In the event that use of any facilities or equipment (including software), becomes or, in 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 shall promptly and at its sole expense, but subject to the limitations of liability set forth below:

(i) modify or replace the applicable facilities or equipment (including software) while maintaining form and function, or (ii) obtain a license sufficient to allow such use to continue. In the event (i) or (ii) are commercially unreasonable, then said party may, (iii) 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.

E. 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.

F. 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.

~~XX~~ XXII. Treatment of Proprietary and Confidential Information

A. Confidential Information. It may be necessary for BellSouth and ~~an~~ a CLEC to provide each other with certain confidential information, including trade secret information, including but not limited to, technical and business plans, technical information, proposals, specifications, drawings, procedures, customer account data, call detail records and like information (hereinafter collectively referred to as "Information"). All Information shall be in writing or other tangible form and clearly marked with a confidential, private or proprietary legend and that the Information will be returned to the owner within a reasonable time. The Information shall not be copied or reproduced in any form. BellSouth and the CLEC shall receive such Information and not disclose such Information. BellSouth and the CLEC shall protect the Information received from distribution, disclosure or dissemination to anyone except employees of BellSouth and the CLEC with a need to know such Information and which employees agree to be bound by the terms of this Section. BellSouth and the CLEC will use the same standard of care

to protect Information received as they would use to protect their own confidential and proprietary Information.

B. Exception to Obligation. Notwithstanding the foregoing, there will be no obligation on BellSouth or the CLEC to protect any portion of the Information that is: (1) made publicly available by the owner of the Information or lawfully disclosed by a party other than BellSouth or the CLEC; (2) lawfully obtained from any source other than the owner of the Information; or (3) previously known to the receiving company without an obligation to keep it confidential.

~~XXI.~~ XXIII. Notices

A. Notices in Writing. Every notice, consent, approval, or other communications required or contemplated by this Statement shall be in writing and shall be delivered in person or given by postage prepaid mail to such address as the intended recipient previously shall have designated by written notice to the other party.

B. Certified Mail. Where specifically required, notices shall be by certified or registered mail. Unless otherwise provided in this Statement, 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 mail.

ATTACHMENT I

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Attachment I

PERFORMANCE MEASUREMENTS

This attachment sets out performance measurements that have been adopted and committed to by BellSouth. These measurements:

1. compare BellSouth's performance in providing and maintaining services to its resale customers, Competitive Local Exchange Carriers (CLECs), with similar services BellSouth provides to its retail customers;

2. measure BellSouth's performance in providing and maintaining unbundled network elements to its wholesale customers;

3. compare BellSouth's performance in providing and maintaining local interconnection services to CLECs' customers with services provided to retail customers.

CLECs may elect to make use of these measurements at their option. BellSouth will provide additional categories of performance measurements, additional measures and customization of the measures set out in this Attachment upon CLEC request, subject to BellSouth's ability to provide the measure on reasonable terms.

BellSouth's performance measurements are generally grouped into five (5) categories: pre-ordering, ordering and provisioning, maintenance and repair, OSS availability, and billing. This document will address each category individually.

The following definitions will be used throughout the remainder of this document:

I. DEFINITIONS.

A. Residence dispatch out: Non-designed services provided to residential end users where the activity performed requires dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the installation of a new residence line in a location that had not previously had service.

B. Residence non-dispatch out: Non-designed services provided to residential end users where the activity performed does not require dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the addition of a switch feature like three-way calling to an existing customer's service.

C. Business dispatch out: Non-designed services provided to business end users where the activity performed requires dispatch of a BellSouth technician to provision service or perform a repair activity. An example would be the installation of a new business line in a location that had not previously had service.

D. Business non-dispatch out: Non-designed services provided to business end users where the activity performed does not require dispatch of a BellSouth technician to provision service or perform a repair activity. An example would be the addition of a switch feature like 3-way calling to an existing customer's service.

E. UNE dispatch out: Unbundled network elements (UNEs) provided to a CLEC for its end users where the activity performed requires dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the provisioning of an unbundled loop.

F. UNE non-dispatch out: Unbundled network elements provided to a CLEC for its end users where the activity performed does not require dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the provisioning of Interim Number Portability.

G. Local Interconnection trunking: All trunk groups between the CLEC and BellSouth.

H. Designed Special Services: All designed special services. An example of this type of activity is the installation or maintenance of DS-1 services.

II. PRE-ORDERING MEASUREMENTS.

BellSouth's pre-ordering measurements are a function of legacy system access times for RNS (Regional Negotiation System) and LENS (Local Exchange Negotiation System). The legacy systems accessed are as follows:

(1) RSAG (Regional Street Address Guide)
- by TN (Telephone number)
- by ADDR (Address)

(2) ATLAS (Application for Telephone number Load Administration System)
(3) DSAP (DOE Support Application)
(4) PSIMS/COFFI (Product/Service Inventory Management System / Central Office Feature File Interface)
(5) CSR (Customer Service Record)
(6) TAFI (Trouble Analysis Facilitation Interface)

Access times consist of the following measurements for each legacy system:

(1) < 2.3 seconds (reported as a % of calls)
(2) > 6 seconds (reported as a % of calls)
(3) Average seconds
(4) # of calls

III. ORDERING AND PROVISIONING MEASUREMENTS.

BellSouth has divided ordering and provisioning measurements into four (4) basic categories; Resale, Local Interconnection Trunking, Unbundled Network Element - Loop, and Unbundled Network Element - Non-loop (number portability). BellSouth has provided standard installation intervals for Resale and UNE products and services.

Each of these categories are subdivided into functions as follows and are provided by state and by region:

Resale: % Provisioning Appointments Met - Both the BellSouth retail units and the CLECs are given access to BellSouth's due date calculation processor. This process calculates the next available due date based on a set of factors including the type of work required for the provisioning activity and the existing workload for the installation group in that area. The available due dates for each type of activity are offered on a first come - first served basis.

Calculation
Total Appoints Met divided by Total Appointments Set

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch
- specials

% Provisioning Troubles within 30 days of Installation -

Calculation
All troubles on svc. installed ≤ 30 days in a calendar month divided by Installations in a calendar month

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

- specials - (under development)

Issue to Original Due Date intervals for "C", "N" and "T" orders
- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

Held Orders ≤ 30 Days
- All orders held for BST reasons
- All orders held for CLEC reasons

Local Interconnection Trunking

% Provisioning Appointments Met
note: excludes customer misses
% Provisioning Troubles within 30 days of Installation

UNE-Loop

% Provisioning Appointments Met
note: excludes customer misses
% Provisioning Troubles within 30 days of Installation
Total number of existing unbundled loops
Total number of unbundled loop orders
New circuit failure rate
Held Orders ≤ 30 Days
- All orders held for BST reasons
- All orders held for CLEC reasons

UNE-LNP

% Provisioning Appointments Met
note: excludes customer misses
% Provisioning Troubles within 30 days of Installation

Service Order Accuracy

1. Order Reject (Under Development)
-Total Rejects
-Rejects Notified within one hour
-% Notified within one hour

BellSouth can measure rejects for electronically placed orders that occur up front before system processing begins, due to "fatal" errors caused by incomplete or missing data or other serious and obvious problems in the order. Reports are produced based on contracts.

Calculation
Number of Rejects or Error Status Sent in ≤ 1 hour divided by Total Number of Rejects or Error Status Sent

(2) Error Notice/Flow Through
- # of errors vs. flow thru as % of total LSRs
- # of CLEC caused input errors and adjusted volumes

(3) Firm Order Confirmation (Under Development)

BellSouth will provide this measurement for orders that flow through mechanically and entirely without human intervention, excluding rejects. This measurement is not split between residence and business.

Reports are produced based on contracts.

Calculation
Total Number of FOCs Sent < 4, 8, 12, 16, 20, & 24 hrs. divided by Total Number of FOCs sent per total interval

IV. MAINTENANCE AND REPAIR MEASUREMENTS

BellSouth has divided maintenance and repair measurements into four (4) basic categories; Resale, Local Interconnection Trunking, Unbundled Network Element - Loop, and Unbundled Network Element - Non-loop (number portability). BellSouth has provided target repair intervals for Resale and UNE products and services.

Each of these categories are subdivided into functions as follows and are provided by state and by region:

Resale:

(1) % Maintenance Appointments Met - This measure excludes appointments missed for CLEC reasons or CLEC end user reasons.

Calculation
Total Appointments Met divided by Total Appointments Set

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

(2) Maintenance Average Duration, Receipt to Clear - Will be measured for troubles classified as either total outage or service affecting using BellSouth's existing definitions and testing capabilities to make this determination.

Calculation (POTS)
Total Duration Time divided by Total Troubles

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch
- specials (under development)

Calculation (Specials)
Responsible Duration Time (using Industry Standard) divided by Total Appointments Set

(3) % Maintenance Repeat Troubles, 30 days - Includes all repeat reports except those that BellSouth is not involved with such as Customer Provided Equipment (CPE).

Calculation
Total Repeats ≤ 30 Days divided by Total Troubles

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch"

- specials (under development)

(4) % Trouble Report Rate - Measurement reflects troubles/100 access lines.

Calculation
Number of Trouble Reports per Month divided by Total Number of Access Lines

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch
- specials (under development)

(5) % Out of Service < 24 hours
- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

(6) Average Answer Time

Local Interconnection Trunking

Maintenance Average Duration, Receipt to Clear

Calculation
Responsible Duration Time (using Industry Standard) divided by Total Appointments Set

% Trouble Report Rate
Total Troubles
% Maintenance Repeat Troubles, 30 days
New Circuit Failure Rate
Trunk Blocking
- CLEC ordered trunk blocking
- CTTG blocking
- local Trunking Blocking Reports

UNE-Loop

Total Troubles
% Maintenance Appointments Met
Maintenance Average Duration, Receipt to Clear
% Maintenance Repeat Troubles, 30 days

% Trouble Report Rate
Average Answer Time (Residence Repair Center)

UNE-LNP

Total Troubles
% Maintenance Appointments Met
Maintenance Average Duration, Receipt to Clear
% Maintenance Repeat Troubles, 30 days
% Trouble Report Rate
Average Answer Time (Residence Repair Center)

V. OSS AVAILABILITY MEASUREMENTS.

BellSouth provides a % availability report on the following OSSs by month;

EDI (Electronic Data Interchange)
LEO Mainframe (Local Exchange Ordering)
LEO Unix
LESOG (Local Exchange Service Order Generator)
LENS (Local Exchange Negotiation System)
CLEC TAFI (Trouble Analysis Facilitation Interface)

plus a daily hours of availability report for the following;

LENS (Local Exchange Negotiation System)
LEO (Local Exchange Ordering)
LESOG (Local Exchange Service Order Generator)
EDI (Electronic Data Interchange)
CLEC TAFI (Trouble Analysis Facilitation Interface)
HAL
BOCRIS (Business Office Customer Record Information System)
ATLAS/COFFI (Application for Telephone number Load Administration System / Central Office Feature File Interface)
RSAG/DSAP (Regional Street Address Guide / DOE Support Application)
LMOS Host (Loop Maintenance Operations System)
SOCS (Service Order Communications System)

VI. BILLING MEASUREMENTS.

BellSouth's billing performance measures are provided via reports on ODUF timeliness and CMDS timeliness. The CMDS intracompany messages are the BellSouth messages sent from the recording RAO to the BellSouth billing RAO. This function is comparable to sending BellSouth recorded messages to the

CLECs. BellSouth originated messages are reflected as "non CMDS" on the Optional Daily Usage File (ODUF) report. The small number of messages on the ODUF report shown as "CMDS messages" are originated and recorded outside the BellSouth region and transmitted to BellSouth to pass along for billing. The target for percentage of usage transmitted are the same for CMDS transmissions as they are for the ODUF transmissions - 95% of usage sent within 6 calendar days, 98% usage sent within 30 calendar days, and 100% of usage sent within 1 year. This measure is being met for both BellSouth internal transmissions and those provided to CLECs through the Optional Daily Usage File.

These reports formats are as follows:

Non-CMDS Messages
- days delay
- total volume
- cumulative percentage

CMDS Messages
- days delay
- total volume
- cumulative percentage

All Messages
- days delay
- total volume
- cumulative percentage

Recorded Usage Data Accuracy
- format and content (total records per EMR standards / total records delivered X 100)
  note: provided by CLEC (via agreement) and aggregate of all CLECs (Target is 98%)

Data Packs
- data packs sent / data packs sent error free X 100
  note: provided by CLEC (via agreement) and aggregate of all CLECs (Target is 96%)

CMDS Daily Ticket Delay Analysis
- elapsed calendar days per RAO
- % of total by time period
- Revenue

ATTACHMENT I

FINAL

Measurement Detail

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Measurement Detail

PRE-ORDERING (PO)

Function:	**Average Response Interval for Pre-Ordering Information & OSS Interface Availability**
Measurement Overview:	As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, the current products and features the customer has, and the validity of the street address. Typically, this type of information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Pre-ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for CLECs to obtain the pre-ordering information necessary to establish and modify service. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience (compared to BST) when a retail customer calls the CLEC with a service inquiry.
Measurement Methodology:	**1. Average Response Interval = $\sum$ [(Query Response Date & Time) - (Query Submission Date & Time)] / (Number of Queries Submitted in Reporting Period)** The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. Elapsed time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period. **Objective:** Average response time per transaction for a query for appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (Tns), and Customer Service Records (CSRs). The query interval starts with the request message leaving the CLEC and ends with the response message arriving at the CLEC. **2. OSS Interface Availability = (Actual Availability) / (Scheduled Availability) X 100** **Objective:** Percent of times OSS interface is actually available compared to scheduled availability.

Measurement Detail

Reporting Dimensions:	**Excluded Situations:**
• Not carrier specific. • Not product/service specific.	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Query Type (per reporting dimension) • Response interval • Regional Scope	• Report Month • Query Type (per reporting dimension) • Response interval • Regional Scope

RNS Response Times

System	< 2.3 Sec.	> 6 Sec.	Avg. Sec.	# of Calls
RSAG				
- by TN	x	x	x	x
- by ADDR	x	x	x	x
ATLAS	x	x	x	x
DSAP	x	x	x	x
CSR	x	x	x	x
PSIMS/COFFI	x	x	x	x

LENS Response Times

System	< 2.3 Sec.	> 6 Sec.	Avg. Sec.	# of Calls
RSAG				
- by TN	x	x	x	x
- by ADDR	x	x	x	x
ATLAS	x	x	x	x
DSAP	x	x	x	x
CSR	x	x	x	x
PSIMS/COFFI	x	x	x	x

EC-LITE Response Times

System	< 2.3 Sec.	> 6 Sec.	Avg. Sec.	# of Calls
RSAG				
- by TN	x	x	x	x
- by ADDR	x	x	x	x
ATLAS	x	x	x	x
DSAP	x	x	x	x
CSR	x	x	x	x
PSIMS/COFFI	x	x	x	x

Measurement Detail

OSS Interface Availability

Application	% Availability CLEC	% Availability BST
LENS	X	X
LEO	X	X
LESOG	X	X
EDI	X	X
CLEC TAFI	X	X
PSIMS	X	X
HAL	X	X
BOCRIS	X	X
ATLAS/COFFI	X	X
RSAG/DSAP	X	X
LMOS HOST	X	X
SOCS (update)	X	X

Measurement Detail

ORDERING

Function:	Ordering
Measurement Overview:	When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to BST result, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary. Furthermore, the "% jeopardies returned" measure for the CLEC, when reported in comparison to BST result, will gauge whether initial commitments to the CLEC for order processing are as reliable as the commitments BST makes for its own operations.
Measurement Methodology:	**1. Firm Order Confirmation Timeliness = $\sum$ | (Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Acknowledgment) | / (Number of Service Requests Confirmed in Reporting Period)** **Objective:** Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of **valid** service order request to distribution of order confirmation. **Methodology:** • Non-Mechanized Results are based on a 100% sample • Mechanized Results are based on actual data for all orders from the OSS **2. Reject Interval = $\sum$ | (Date and Time of Service Request Rejection) - (Date and Time of Service Request Acknowledgment) | / (Number of Service Requests Rejected in Reporting Period)** **Objective:** Reject Interval is the average reject time from receipt of service order request to distribution of rejection. **Methodology:** • Non-Mechanized Results are based on a 100% sample • Mechanized Results are based on actual data for all orders from the OSS **3. Percent Rejected Service Requests = $\sum$ (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100.** **Objective:** Percent Rejected Service Requests is the percent of total orders received rejected due to error or omissions. **Methodology:** • Manual tracking for non flow-through service requests • Mechanized tracking for flow-through service requests

	4. Percent Flow-through Service Requests = ∑ (Total of Service Requests that flow-through to the ILEC OSS) / (Total Number of Service Requests delivered to BST OSS) X 100. **Objective:** Percent Flow-through Service Requests measures the percentage of orders that utilize the ILECs' OSS without manual (human) intervention. **Methodology:** • Mechanized tracking for flow-through service requests **5. Total Service Request Cycle Time = (∑ Date & Time CLEC Service Requests placed in queue for completion) - (∑ Date & Time CLEC Service Requests first reaches BOC Interface) / Total Number of Service Requests** **Objective:** The average time it takes to process a CLEC service request, measured from the first time the request reaches the BST interface to the order being placed in queue for completion. Comparisons can be made to equivalent BST cycle times to assure the CLEC of processing parity. Service Request Cycle Time captures both reject and commitment intervals. **Methodology:** Mechanized tracking for flow-through orders **6. Service Requests submissions per request = ∑ (Total Service Requests that flow-through to the BST OSS) + (Total Rejects) / (Total Service Requests Received)** **Objective:** Measures the average number of times the same service request is resubmitted due to changes and/or updates. **Methodology:** Mechanized tracking for flow-through service requests **7. Speed of Answer in Ordering Center = ∑ (Total time in seconds to reach LCSC) / (Total # of Calls) in Reporting Period.** **Objective:** Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers. **Methodology:** Mechanized tracking through LCSC Automatic Call Distributor.

Measurement Detail

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 1 • See Appendix A, item 4	• Firm Order Confirmation Interval - Invalid Service Requests • Rejection Interval • Percent Rejected Service Requests - None • Percent Flow-through Service Requests - Rejected Service Requests • Service Requests canceled by the CLEC • Service Request Activities of BSTassociated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • Geographic Scope	• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • Geographic Scope

Firm Order Confirmation Timeliness

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Reject Timeliness

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Measurement Detail

Percent Rejected Service Requests

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Percent Flow-Through Service Requests

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Service Request Cycle Time

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Service Request Submissions per Request

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Speed of Answer in Ordering Center

	Ave. Answer time (Sec.) / month	Ave. Answer time (Sec.) / year
LCSC	X	X

Measurement Detail

PROVISIONING

Function:	Order Completion Intervals
Measurement Overview:	The "average completion interval" measure monitors the time required by the ILEC to deliver integrated and operable service components requested by the CLEC, regardless of whether services resale or unbundled network elements are employed. When the service delivery interval of BST is measured for comparable services, then conclusions can be drawn regarding whether or not CLECs have a reasonable opportunity to compete for customers. The "orders completed on time" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.
Measurement Methodology:	**1. Average Completion Interval = $\sum$ | (Completion Date & Time) - (Order Submission Date & Time) | / (Count of Orders Completed in Reporting Period)** **2. Order Completion Interval Distribution = $\sum$ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100** The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from the ILEC receipt of a syntactically correct order from the CLEC to the ILEC's return of a valid completion notification to the CLEC. 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 within the reporting period. The distribution of completed orders is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting interval and the number of orders completed by the committed due date (as specified on the initial FOC returned to the CLEC). For each reporting dimension, the resulting count of orders completed for each specified time period following the committed due date is divided by the total number of orders completed with the resulting fraction expressed as a percentage. **Objective:** Average time from receipt of (confirmed) service request to actual order completion date. Excludes orders where customer requested dates are beyond offered interval. **Methodology:** • Mechanized metric from ordering system • If mechanical not available, a (BST & CLEC) statistically validated sample should be used.

Measurement Detail

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 2 • See Appendix A, item 4	• Orders where customer requested dates are beyond offered interval
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Order Completion Date • Order Completion Time • Service Type • Activity Type • Geographic Scope	• Report Month • Average Order Completion Interval • Order Completion by Interval • Service Type • Activity Type • Geographic Scope

Order Completion Interval Distribution **Average Completion Interval**

UNE LOOPS	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

UNE LOOPS w/ ILNP	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
< 5 circuits	x	x	x	x	x	x	x	x	x
>= 5 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
< 5 circuits	x	x	x	x	x	x	x	x	x
>= 5 circuits	x	x	x	x	x	x	x	x	x

TRUNKS	5 Days	10	15	20	25	30	>30	Total	Ave. Completion Interval
Dispatch % < 10 days	x	x	x	x	x	x	x	x	x
No Dispatch % < 10 days	x	x	x	x	x	x	x	x	x

Measurement Detail

Orders Provisioned out of Interval

Average Completion Interval

RESALE RESIDENCE	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

RESALE BUSINESS	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

RESALE SPECIALS	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

PROVISIONING

Function:	Held Orders
Measurement Overview:	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST orders.
Measurement Methodology:	**1. Mean Held Order Interval = ∑ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.** 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" via a valid completion notice and have passed the currently "committed completion date" for the order. For each such order the number of calendar days between the committed completion date 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 in Appendix A, item 2, and the reason for the order being held, if identified. 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. **(# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100.** **(# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100.** This "percentage orders held" measure is complementary to the held order interval but is designed to detect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days, are counted for order type. The total number of pending and past due orders for order type are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days. **Objective:** Average time to detect orders continuing in a "non-complete" state for extended period of time.

Measurement Detail

Reporting Dimensions:	**Excluded Situations:**
• See Appendix A, item 2 • See Appendix A, item 4	• Any order canceled by the CLEC will be excluded from this measurement. • Orders held for CLEC end user reasons • Orders held for BST end user reasons • Order Activities of the ILEC associated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope	• Report Month • Average Held Order Interval • Standard Error for the Average Held Order Interval • Service Type • Hold Reason • Geographic Scope

Mean Held Order Interval

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks									
>= 90 days	X								
>= 15 days	X								
UNE									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
Resale - Residence									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
Resale - Business									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
Resale - Specials									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
UNE - Loops w/LNP									
>= 90 days		X	X	X	X				
>= 15 days		X	X	X	X				

Measurement Detail

PROVISIONING

Function:	**Installation Timeliness, Quality & Accuracy**
Measurement Overview:	The "orders completed on time" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. Percent Provisioning Troubles within 30 days of Installation measures the quality of installation activities and Percent Order Accuracy measures the accuracy with which services ordered by the CLECs were provided.
Measurement Methodology:	**1. Percent Missed Installation Appointments = ∑ (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100** Percent Missed Installation Appointments is the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. The measurement result is derived by dividing the count on misses the ILEC issues to the CLEC by the count of FOCs returned by the ILEC during the identical period. **Objective:** Percent of orders where completion's are not done by due date on order confirmation. Misses due to competing carrier or end user causes should be aggregated out and indicated. **Methodology:** • Mechanized metric from ordering system **2. % Provisioning Troubles within 30 days of Installation = ∑ (All Troubles on Services installed ≤ 30 days in a calendar month) / (All Installations in same calendar month) X 100** **Objective:** Measures the quality of completed orders **Methodology:** Mechanized metric from ordering system **3. Percent Order Accuracy = (∑ Orders Completed w/o error) / (∑ Orders Completed) X 100.** **Objective:** Measures the accuracy and completeness of the ILEC provisioning or disconnecting service by comparing what was ordered and what was completed. **Methodology:** • Non-Mechanized Results are based on an audit of a statistically valid sample • Mechanized Results are based on an audit of a statistically valid sample

Measurement Detail

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 2 • See Appendix A, item 4	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • Geographic Scope	• Report Month • ILEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • Geographic Scope

Percent Missed Appointments

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Percent Provisioning Troubles within 30 days of Installation

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Percent Provisioning Order Accuracy

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Measurement Detail

MAINTENANCE & REPAIR (MR)

Function:	Customer Trouble Report Rate
Measurement Overview:	This measure can be used to establish that CLECs are not competitively disadvantaged, compared to BST, as a result of experiencing more frequent incidents of trouble reports.
Measurement Methodology:	1. Customer Trouble Report Rate = (Count of Initial & Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100. ***Note: Local Interconnection Trunks are reported only as total troubles. No meaningful count of lines in service exists.*** The frequency of trouble metric is computed by accumulating the total number of maintenance tickets logged by a CLEC (with the ILEC) during the reporting period. The resulting number of tickets is divided by the total number of "service access lines" existing for the CLEC at the end of the report period. **Objective:** Initial customer direct or referred troubles reported within a calendar month where cause is in the network (not customer premises equipment, inside wire, or carrier equipment) per 100 lines/circuits in service. **Methodology:** Mechanized metric trouble reports and lines in service captured in maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 3 • See Appendix A, item 4	• Trouble tickets canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope	• Report Month • ILEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope

Measurement Detail

Customer Trouble Report Rate

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks	X	X	X	X	X	X	X
UNE							
Resale							
Resale - Specials	X						

Note: Local Interconnection Trunks are reported only as total troubles. No meaningful count of lines in service exists.

Measurement Detail

MAINTENANCE & REPAIR (MR)

Function:	Missed Repair Appointments
Measurement Overview:	When this measure is collected for BST and CLEC and then compared, it can be used to establish that CLECs are receiving equally reliable (as compared to BST operations) estimates of the time required to complete service repairs.
Measurement Methodology:	**2. Percentage of Missed Repair Appointments = (Count of Customer Troubles Not Resolved by the Quoted Resolution Time and Date) / (Count of Customer Trouble Tickets Closed) X 100.** Percent of trouble reports not cleared by date and time committed. Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. **Objective:** This measurement is designed to show parity between CLEC and ILEC in the handling of repair appointments. **Methodology:** Mechanized metric from maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 3 • See Appendix A, item 4	• Trouble tickets canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope	• Report Month • ILEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope

Missed Repair Appointments

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks		X	X				
UNE				X	X	X	X
Resale							
Resale - Specials							

Note: There is no measurement for Interconnection Trunks or Specials. These are handled on a 1st come, 1st serve basis. The appropriate measurement for these is average duration.

MAINTENANCE & REPAIR (MR)

Function:	Quality of Repair & Time to Restore
Measurement Overview:	This measure, when collected for both the CLEC and BST and compared, monitors that CLEC maintenance requests are cleared comparably to BST maintenance requests.
Measurement Methodology:	**3. Out of Service > 24 Hours = (Total Repeat Troubles > 24 Hours) / (Total Troubles) X 100** **4. Percent Repeat Troubles within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Troubles) X 100** **5. Maintenance Average Duration = (Total Duration Time) / (Total Troubles)** For Out of Service Troubles (no dial tone, cannot be called or cannot call out): the percentage of troubles cleared in excess of 24 hours. For Percent Repeat Trouble Reports within 30 Days: Trouble reports on the same line/circuit as a previous trouble report within the last 30 calendar days as a percent of total troubles reported. For Average Duration: Average time from receipt of a trouble until trouble is status cleared **Objective:** These measurements are used to demonstrate quality of maintenance and repair. **Methodology:** Mechanized metric from maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 3.	• Trouble tickets canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Total Tickets • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Total Duration Time • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope	• Report Month • Total Troubles • Percentage of Customer Troubles Out of Service > 24 Hours • Total and Percent Repeat Trouble Reports with 30 Days • Total Duration Time • Service Type • Disposition and Cause • Geographic Scope

Measurement Detail

Out of Service more than 24 Hours

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks							
UNE		X	X				
Resale				X	X	X	X
Resale - Specials							

Note: There is no measurement for Interconnection Trunks or Specials. These are handled on a 1st come, 1st serve basis. The appropriate measurement for these is average duration

Repeat Trouble Reports within 30 days of Installation (or New Service Failure Rate - see note below)

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks	X						
UNE		X	X				
Resale				X	X	X	X
Resale - Specials	X						

Note: The appropriate measurement for both interconnection trunking and Resale - Specials is the "New Service Failure Rate"

Maintenance Average Duration

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks	X						
UNE		X	X				
Resale				X	X	X	X
Resale - Specials	X						

MAINTENANCE & REPAIR (MR)

Function:	Average Answer Time - Repair Centers
Measurement Overview:	• This measure demonstrates an average response time for the CLEC agent attempting to contact their ILEC representative
Measurement Methodology:	**6. Average Answer Time for UNE Center, RRC & BRC = (Total time in seconds for UNE Center, RRC & BRC response) / (Total number of calls) by reporting period** **Objective:** This measure supports monitoring that ILEC handling of support center calls from CLECs is at least in parity with support center calls by the ILECs retail customer. **Methodology:** Mechanized report from Repair Center Automatic Call Distributors.

Average Answer Time for Repair Center

	Ave. Answer time (Sec.) / month	Ave. Answer time (Sec.) / year
UNE Center	X	X
RRC	X	X
BRC	X	X

MAINTENANCE & REPAIR (MR)

Function:	Legacy System Access Times
Measurement Overview:	• This measure demonstrates an average response time from the BST Maintenance System (TAFI) to access BST's Legacy Repair OSS.
Measurement Methodology:	**1. Legacy System Access Times = Access Times in increments of ≤ 4 secs., > 4 & ≤ 6 secs., ≤ 10 secs., > 10 secs., and > 30 secs. for CLEC TAFI and BST TAFI** **Objective:** This measure demonstrates parity between the CLECs and BST for OSS response times for Maintenance and Repair. **Methodology:** Mechanized report from OSSs

Legacy System Access Times

	≤ 4 secs			> 4 & ≤ 6 secs			≤ 10 secs			> 10 secs			> 30 secs		
Transaction Name	CLEC	BST BUS	BST RES	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS
CRIS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLETH	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLR	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
JMOS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MARCH	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Predictor	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SOCS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LNP	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

BILLING

Function:	Invoice Accuracy & Timeliness
Measurement Overview:	The accuracy of billing records (both usage and invoices) delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	**1. Invoice Accuracy = [(Number of Invoices Delivered in the Reporting Period that Have Complete Information, Reflect Accurate Calculations and are Properly Formatted) / (Total Number of Invoices Issued in the Reporting Period)] X 100** **2. Mean Time to Deliver Invoices = $\sum$ [(Invoice Transmission Date) - (Date of Scheduled Bill Cycle Close)] / (Count of Invoices Transmitted in Reporting Period)** Invoice Accuracy: The completeness of content, accuracy of information and conformance of formatting will be determined base upon the terms of the individual CLEC interconnection agreements with ILECs. Mean Time to Deliver Invoices: This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. For each invoice, the calendar date of the scheduled close of Bill Cycle is compared to the calendar date that successful invoice transmission to the CLEC completes. The number of calendar days elapsed between scheduled Bill Cycle close and completion of invoice transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each invoice with the resulting total number of days accumulated being divided by the number of complete invoices sent in the reporting period. **Objective:** Measure the percentage and mean time of billing records delivered to CLEC in agreed upon format and with the complete agreed upon content (includes time and material and other non-recurring charges). **Methodology: ?**

Measurement Detail

Reporting Dimensions:	**Excluded Situations:**
• Wholesale Bill Invoices (TSR) • Unbundled Element Invoices (UNE)	• Any invoices rejected due to formatting or content errors
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Accuracy	

Invoice Accuracy

	Total Invoices Delivered	Total Invoices Delivered per EMR	% Accuracy
CLEC	X	X	X

Mean Time to Deliver Invoices

To Be Determined

OPERATOR SERVICES AND DIRECTORY ASSISTANCE (OS, DA)

Function:	Average Speed to Answer
Measurement Overview:	The speed of answer delivered to CLEC retail customers, when BST provides Operator Services or Directory Services on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers of equivalent local services.
Measurement Methodology:	**1. Average Speed to Answer (DA) =** **(# of Calls Answered Within 12 Seconds) / (Total DA Calls) X 100** **2. Mean Time to Answer** **3. Average Speed to Answer (OS) =** **(# of Calls Answered Within 2 and 10 Seconds) / (Total OS Calls) X 100** **4. Mean Time to Answer** **Objective:** Measures the percent and mean time a call is answered by an OS or DA operator in a predefined timeframe **Methodology:** • Reported in the aggregate • Not Carrier Specific

Reporting Dimensions:	Excluded Situations:
• Operator Services in Aggregate • Directory Assistance in Aggregate • Processing Method (human versus machine processes)	• Call abandoned by customers prior to answer by the ILEC OS or DA operator
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Month • Call Type (OS or DA) • Mean Speed of Answer • Standard Error for Mean Speed of Answer	• Month • Call Type (OS or DA) • Mean Speed of Answer • Standard Error for Mean Speed of Answer

Average Speed to Answer

	Average Mean Time to Answer	% Calls Answered within 12 seconds	% Calls Answered within 10 seconds
Directory Assistance	X	X	
Operator Services	X		X

Measurement Detail

E911

Function:	Timeliness and Accuracy
Business Implications:	• In the interest of public safety, it is BellSouth's goal to maintain 100% accuracy in the E911 database for both CLEC's customers and BST's retail customers and to have zero errors in processing orders for E911 database updates. • CLECs that purchase UNEs or provide local service as a facility-based provider are responsible for the accuracy of their data that is input in the E911 database. • As part of BSTs effort to maintain 100% accuracy of the E911 database, data verification parameters and requirements for all companies that submit E911 inputs will be reviewed and modified accordingly to ensure the highest integrity. • These measurements were developed to ensure parity between the processing and accuracy of E911 database orders for both the CLEC's customers and BST's retail customers.
Measurement Methodology:	**1. E911 Timeliness = ∑ (Number of Orders missed in Reporting Period) / (Number of Orders Confirmed in Reporting Period) X 100** **Ojective:** Measures the percentage of missed due dates of 911 database updates **Methodology:** Mechanized metric from ordering system **2. E911 Accuracy = ∑ [Total number of SOIRs with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers)] / (Total number of SOIR orders for E911 updates) X 100** **Objective:** Measures the percentage of accurate 911 database updates **Methodology:** Mechanized metric from ordering system

Reporting Dimensions:	Excluded Situations:
• CLECs in Aggregate • BST in Aggregate	• Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of the ILEC associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • Geographic Scope	• Report Month • Error Type • Average number of error • Standard Order Activity • Geographic Scope

E911 Timeliness and Accuracy

	CLEC	BST
% E911 Orders Missed	X	X
% E911 Accurate Orders	X	X

Measurement Detail

Trunking (T)

Function:	Interconnection Trunking Performance
Measurement Overview:	In order to insure quality service to the CLECs as well as protecting the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	**1. CLEC Trunk Group Service Report** - Contains the service performance results of final trunk groups between the CLEC switch and a BST tandem or end office. **2. BellSouth CTTG Blocking Report** - Contains the trunk blocking results of final trunk groups between the BST end office and BST access tandem. **3. Local Network Trunk Group Service Report** - Contains the service performance results of final trunk groups in the BST local service tier of the network. **4. BellSouth Local Network Blocking Report** - Contains the trunk blocking results of final trunk groups in the BST local service tier of the network. **Methodology:** The data are processed weekly through a mechanized system which calculates the percentage blocking during the time-consistant busy hour (TCBH). The TCBH is defined as the identical hour each day during which, over a number of days, the highest average traffic is measured.

Reporting Dimensions:	**Excluded Situations:**
• BST trunk groups • CLEC trunk groups	• N/A
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• N/A	• N/A

CLEC Trunk Group Service Report

CLEC TRUNK GROUP SERVICE REPORT
MONTHLY SUMMARY

BST ORDERED	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

CLEC ORDERED	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

TOTAL	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

Measurement Detail

BellSouth CTTG Blocking Report

BELLSOUTH CTTG BLOCKING REPORT - SUMMARY GROUPS EXCEEDING MBT PROCESS DATE										
TGSN	TANDEM	END OFFICE	DESCRPT	STUDY PERIOD	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

Local Network Trunk Group Service Report

LOCAL NETWORK TRUNK GROUP SERVICE REPORT MONTHLY SUMMARY												
	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network Blocking Report

BELLSOUTH LOCAL NETWORK BLOCKING REPORT - SUMMARY GROUPS EXCEEDING MBT PROCESS DATE										
A-END	Z-END	DESCRPT	TGSN	STUDY PERIOD	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

Measurement Detail

APPENDIX A

ITEM #	DESCRIPTION
1. Carrier Specific - Reported on a per order basis	• Interconnection Trunks - average response time, percent less than 10 days. • UNE - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • UNE (Specials) - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • Resale Residential & Business - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • Resale (Specials) - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • UNE (Unbundled Loops w/ interim telephone number portability) - less than 5 and 5 or more, mechanized orders and non-mechanized orders.
2. Reported by Carrier on a per order basis	UNE: by groups of lines on single order. Separately tracked for dispatch and non-dispatch as follows: • Local Interconnection Trunks • Resale (Residence): by groups of lines on single order similar to UNE (POTS) • Resale (Business) - by groups of lines on single order similar to UNE (POTS) • Resale (Specials) - by groups of lines on single order similar to UNE (POTS) • UNE (Unbundled Loops w/ interim telephone number portability)
3. Carrier Specific - Reported on a per order basis	• UNE - Dispatched, Not Dispatched, and misses where the competing carrier or end user causes the missed appointment. • Resale Residence & Business Dispatched, Not Dispatched - All misses, denoting misses, where the competing carrier or end user caused the missed appointment. • Interconnection Trunks • Resale Specials
4. Geographic Scope	• State and Regional level unless otherwise specified

Wholesale Discount

The following percentage discounts apply to BellSouth retail services as set out in Section XIV of this Statement.

Business and Residential Services	16.00%
Business and Residential Services, Without Bundled Operator Services and Directory Assistance	21.56%

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Measurement Detail

PRE-ORDERING (PO)

Function:	Average Response Interval for Pre-Ordering Information & OSS Interface Availability
Measurement Overview:	As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, the current products and features the customer has, and the validity of the street address. Typically, this type of information is gathered from supporting OSS while the customer (or potential customer) is on the telephone with the customer service agent. Pre-ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for CLECs to obtain the pre-ordering information necessary to establish and modify service. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience (compared to BST) when a retail customer calls the CLEC with a service inquiry.
Measurement Methodology:	**1. Average Response Interval = $\sum$ [(Query Response Date & Time) - (Query Submission Date & Time)] / (Number of Queries Submitted in Reporting Period)** The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. Elapsed time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by the ILEC during the reporting period. **Objective:** Average response time per transaction for a query for appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (Tns), and Customer Service Records (CSRs). The query interval starts with the request message leaving the CLEC and ends with the response message arriving at the CLEC. **2. OSS Interface Availability = (Actual Availability) / (Scheduled Availability) X 100** **Objective:** Percent of times OSS interface is actually available compared to scheduled availability.

Measurement Detail

Reporting Dimensions:	**Excluded Situations:**
• Not carrier specific. • Not product/service specific.	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Query Type (per reporting dimension) • Response interval • Regional Scope	• Report Month • Query Type (per reporting dimension) • Response interval • Regional Scope

RNS Response Times

System	< 2.3 Sec.	> 6 Sec.	Avg. Sec.	# of Calls
RSAG				
- by TN	x	x	x	x
- by ADDR	x	x	x	x
ATLAS	x	x	x	x
DSAP	x	x	x	x
CSR	x	x	x	x
PSIMS/COFFI	x	x	x	x

LENS Response Times

System	< 2.3 Sec.	> 6 Sec.	Avg. Sec.	# of Calls
RSAG				
- by TN	x	x	x	x
- by ADDR	x	x	x	x
ATLAS	x	x	x	x
DSAP	x	x	x	x
CSR	x	x	x	x
PSIMS/COFFI	x	x	x	x

EC-LITE Response Times

System	< 2.3 Sec.	> 6 Sec.	Avg. Sec.	# of Calls
RSAG				
- by TN	x	x	x	x
- by ADDR	x	x	x	x
ATLAS	x	x	x	x
DSAP	x	x	x	x
CSR	x	x	x	x
PSIMS/COFFI	x	x	x	x

Measurement Detail

OSS Interface Availability

Application	% Availability CLEC	% Availability BST
LENS	X	X
LEO	X	X
LESOG	X	X
EDI	X	X
CLEC TAFI	X	X
PSIMS	X	X
HAL	X	X
BOCRIS	X	X
ATLAS/COFFI	X	X
RSAG/DSAP	X	X
LMOS HOST	X	X
SOCS (update)	X	X

Measurement Detail

ORDERING

Function:	Ordering
Measurement Overview:	When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to BST result, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary. Furthermore, the "% jeopardies returned" measure for the CLEC, when reported in comparison to BST result, will gauge whether initial commitments to the CLEC for order processing are as reliable as the commitments BST makes for its own operations.
Measurement Methodology:	**1. Firm Order Confirmation Timeliness = $\sum$ | (Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Acknowledgment) | / (Number of Service Requests Confirmed in Reporting Period)** **Objective:** Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of **valid** service order request to distribution of order confirmation. **Methodology:** • Non-Mechanized Results are based on a 100% sample • Mechanized Results are based on actual data for all orders from the OSS **2. Reject Interval = $\sum$ | (Date and Time of Service Request Rejection) - (Date and Time of Service Request Acknowledgment) | / (Number of Service Requests Rejected in Reporting Period)** **Objective:** Reject Interval is the average reject time from receipt of service order request to distribution of rejection. **Methodology:** • Non-Mechanized Results are based on a 100% sample • Mechanized Results are based on actual data for all orders from the OSS **3. Percent Rejected Service Requests = $\sum$ (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100.** **Objective:** Percent Rejected Service Requests is the percent of total orders received rejected due to error or omissions. **Methodology:** • Manual tracking for non flow-through service requests • Mechanized tracking for flow-through service requests

	4. Percent Flow-through Service Requests = ∑ (Total of Service Requests that flow-through to the ILEC OSS) / (Total Number of Service Requests delivered to BST OSS) X 100. **Objective:** Percent Flow-through Service Requests measures the percentage of orders that utilize the ILECs' OSS without manual (human) intervention. **Methodology:** • Mechanized tracking for flow-through service requests **5. Total Service Request Cycle Time = (∑ Date & Time CLEC Service Requests placed in queue for completion) - (∑ Date & Time CLEC Service Requests first reaches BOC Interface) / Total Number of Service Requests** **Objective:** The average time it takes to process a CLEC service request, measured from the first time the request reaches the BST interface to the order being placed in queue for completion. Comparisons can be made to equivalent BST cycle times to assure the CLEC of processing parity. Service Request Cycle Time captures both reject and commitment intervals. **Methodology:** Mechanized tracking for flow-through orders **6. Service Requests submissions per request = ∑ (Total Service Requests that flow-through to the BST OSS) + (Total Rejects) / (Total Service Requests Received)** **Objective:** Measures the average number of times the same service request is resubmitted due to changes and/or updates. **Methodology:** Mechanized tracking for flow-through service requests **7. Speed of Answer in Ordering Center = ∑ (Total time in seconds to reach LCSC) / (Total # of Calls) in Reporting Period.** **Objective:** Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers. **Methodology:** Mechanized tracking through LCSC Automatic Call Distributor.

Measurement Detail

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 1 • See Appendix A, item 4	• Firm Order Confirmation Interval - Invalid Service Requests • Rejection Interval • Percent Rejected Service Requests - None • Percent Flow-through Service Requests - Rejected Service Requests • Service Requests canceled by the CLEC • Service Request Activities of BSTassociated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • Geographic Scope	• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • Geographic Scope

Firm Order Confirmation Timeliness

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Reject Timeliness

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Measurement Detail

Percent Rejected Service Requests

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Percent Flow-Through Service Requests

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Service Request Cycle Time

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Service Request Submissions per Request

		Mechanized		Non-Mechanized		Mechanized		Non-Mechanized	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Speed of Answer in Ordering Center

	Ave. Answer time (Sec.) / month	Ave. Answer time (Sec.) / year
LCSC	X	X

PROVISIONING

Function:	Order Completion Intervals
Measurement Overview:	The "average completion interval" measure monitors the time required by the ILEC to deliver integrated and operable service components requested by the CLEC, regardless of whether services resale or unbundled network elements are employed. When the service delivery interval of BST is measured for comparable services, then conclusions can be drawn regarding whether or not CLECs have a reasonable opportunity to compete for customers. The "orders completed on time" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. In addition, when monitored over time, the "average completion interval" and "percent completed on time" may prove useful in detecting developing capacity issues.
Measurement Methodology:	**1. Average Completion Interval = $\sum$ | (Completion Date & Time) - (Order Submission Date & Time) | / (Count of Orders Completed in Reporting Period)** **2. Order Completion Interval Distribution = $\sum$ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100** The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from the ILEC receipt of a syntactically correct order from the CLEC to the ILEC's return of a valid completion notification to the CLEC. 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 within the reporting period. The distribution of completed orders is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting interval and the number of orders completed by the committed due date (as specified on the initial FOC returned to the CLEC). For each reporting dimension, the resulting count of orders completed for each specified time period following the committed due date is divided by the total number of orders completed with the resulting fraction expressed as a percentage. **Objective:** Average time from receipt of (confirmed) service request to actual order completion date. Excludes orders where customer requested dates are beyond offered interval. **Methodology:** • Mechanized metric from ordering system • If mechanical not available, a (BST & CLEC) statistically validated sample should be used.

Measurement Detail

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 2 • See Appendix A, item 4	• Orders where customer requested dates are beyond offered interval
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Order Completion Date • Order Completion Time • Service Type • Activity Type • Geographic Scope	• Report Month • Average Order Completion Interval • Order Completion by Interval • Service Type • Activity Type • Geographic Scope

Order Completion Interval Distribution **Average Completion Interval**

UNE LOOPS	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

UNE LOOPS w/ ILNP	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
< 5 circuits	x	x	x	x	x	x	x	x	x
>= 5 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
< 5 circuits	x	x	x	x	x	x	x	x	x
>= 5 circuits	x	x	x	x	x	x	x	x	x

TRUNKS	5 Days	10	15	20	25	30	>30	Total	Ave. Completion Interval
Dispatch % < 10 days	x	x	x	x	x	x	x	x	x
No Dispatch % < 10 days	x	x	x	x	x	x	x	x	x

Measurement Detail

Orders Provisioned out of Interval **Average Completion Interval**

RESALE RESIDENCE	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

RESALE BUSINESS	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

RESALE SPECIALS	Same Day	1	2	3	4	5	>5	Total	Ave. Completion Interval
Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
No Dispatch									
LCSC orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x
BST orders									
< 10 circuits	x	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x	x

PROVISIONING

Function:	Held Orders
Measurement Overview:	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST orders.
Measurement Methodology:	**1. Mean Held Order Interval = $\sum$ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.** 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" via a valid completion notice and have passed the currently "committed completion date" for the order. For each such order the number of calendar days between the committed completion date 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 in Appendix A, item 2, and the reason for the order being held, if identified. 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. **(# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100.** **(# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100.** This "percentage orders held" measure is complementary to the held order interval but is designed to detect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days, are counted for order type. The total number of pending and past due orders for order type are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days. **Objective:** Average time to detect orders continuing in a "non-complete" state for extended period of time.

Measurement Detail

Reporting Dimensions:	**Excluded Situations:**
• See Appendix A, item 2 • See Appendix A, item 4	• Any order canceled by the CLEC will be excluded from this measurement. • Orders held for CLEC end user reasons • Orders held for BST end user reasons • Order Activities of the ILEC associated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope	• Report Month • Average Held Order Interval • Standard Error for the Average Held Order Interval • Service Type • Hold Reason • Geographic Scope

Mean Held Order Interval

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks									
>= 90 days	X								
>= 15 days	X								
UNE									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
Resale - Residence									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
Resale - Business									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
Resale - Specials									
>= 90 days						X	X	X	X
>= 15 days						X	X	X	X
UNE - Loops w/LNP									
>= 90 days		X	X	X	X				
>= 15 days		X	X	X	X				

Measurement Detail

PROVISIONING

Function:	**Installation Timeliness, Quality & Accuracy**
Measurement Overview:	The "orders completed on time" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer. Percent Provisioning Troubles within 30 days of Installation measures the quality of installation activities and Percent Order Accuracy measures the accuracy with which services ordered by the CLECs were provided.
Measurement Methodology:	**1. Percent Missed Installation Appointments = $\sum$ (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100** Percent Missed Installation Appointments is the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. The measurement result is derived by dividing the count on misses the ILEC issues to the CLEC by the count of FOCs returned by the ILEC during the identical period. **Objective:** Percent of orders where completion's are not done by due date on order confirmation. Misses due to competing carrier or end user causes should be aggregated out and indicated. **Methodology:** • Mechanized metric from ordering system **2. % Provisioning Troubles within 30 days of Installation = $\sum$ (All Troubles on Services installed $\leq$ 30 days in a calendar month) / (All Installations in same calendar month) X 100** **Objective:** Measures the quality of completed orders **Methodology:** Mechanized metric from ordering system **3. Percent Order Accuracy = ($\sum$ Orders Completed w/o error) / ($\sum$ Orders Completed) X 100.** **Objective:** Measures the accuracy and completeness of the ILEC provisioning or disconnecting service by comparing what was ordered and what was completed. **Methodology:** • Non-Mechanized Results are based on an audit of a statistically valid sample • Mechanized Results are based on an audit of a statistically valid sample

Measurement Detail

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 2 • See Appendix A, item 4	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • Geographic Scope	• Report Month • ILEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • Geographic Scope

Percent Missed Appointments

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Percent Provisioning Troubles within 30 days of Installation

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Percent Provisioning Order Accuracy

		Dispatch		No-Dispatch		Dispatch		No-Dispatch	
	%<10 days	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts
Trunks	X								
UNE						X	X	X	X
UNE (Specials)						X	X	X	X
Resale - Residence						X	X	X	X
Resale - Business						X	X	X	X
Resale - Specials						X	X	X	X
UNE - Loops w/LNP		X	X	X	X				

Measurement Detail

MAINTENANCE & REPAIR (MR)

Function:	**Customer Trouble Report Rate**
Measurement Overview:	This measure can be used to establish that CLECs are not competitively disadvantaged, compared to BST, as a result of experiencing more frequent incidents of trouble reports.
Measurement Methodology:	**1. Customer Trouble Report Rate = (Count of Initial & Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100.** ***Note: Local Interconnection Trunks are reported only as total troubles. No meaningful count of lines in service exists.*** The frequency of trouble metric is computed by accumulating the total number of maintenance tickets logged by a CLEC (with the ILEC) during the reporting period. The resulting number of tickets is divided by the total number of "service access lines" existing for the CLEC at the end of the report period. **Objective:** Initial customer direct or referred troubles reported within a calendar month where cause is in the network (not customer premises equipment, inside wire, or carrier equipment) per 100 lines/circuits in service. **Methodology:** Mechanized metric trouble reports and lines in service captured in maintenance database(s).

Reporting Dimensions:	**Excluded Situations:**
• See Appendix A, item 3 • See Appendix A, item 4	• Trouble tickets canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope	• Report Month • ILEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope

Measurement Detail

Customer Trouble Report Rate

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks	X	X	X	X	X	X	X
UNE							
Resale							
Resale - Specials	X						

Note: Local Interconnection Trunks are reported only as total troubles. No meaningful count of lines in service exists.

MAINTENANCE & REPAIR (MR)

Function:	Missed Repair Appointments
Measurement Overview:	When this measure is collected for BST and CLEC and then compared, it can be used to establish that CLECs are receiving equally reliable (as compared to BST operations) estimates of the time required to complete service repairs.
Measurement Methodology:	**2. Percentage of Missed Repair Appointments = (Count of Customer Troubles Not Resolved by the Quoted Resolution Time and Date) / (Count of Customer Trouble Tickets Closed) X 100.** Percent of trouble reports not cleared by date and time committed. Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. **Objective:** This measurement is designed to show parity between CLEC and ILEC in the handling of repair appointments. **Methodology:** Mechanized metric from maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 3 • See Appendix A, item 4	• Trouble tickets canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope	• Report Month • ILEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope

Missed Repair Appointments

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks		X	X				
UNE				X	X	X	X
Resale							
Resale - Specials							

Note: There is no measurement for Interconnection Trunks or Specials. These are handled on a 1st come, 1st serve basis. The appropriate measurement for these is average duration.

MAINTENANCE & REPAIR (MR)

Function:	Quality of Repair & Time to Restore
Measurement Overview:	This measure, when collected for both the CLEC and BST and compared, monitors that CLEC maintenance requests are cleared comparably to BST maintenance requests.
Measurement Methodology:	**3. Out of Service > 24 Hours = (Total Repeat Troubles > 24 Hours) / (Total Troubles) X 100** **4. Percent Repeat Troubles within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Troubles) X 100** **5. Maintenance Average Duration = (Total Duration Time) / (Total Troubles)** For Out of Service Troubles (no dial tone, cannot be called or cannot call out): the percentage of troubles cleared in excess of 24 hours. For Percent Repeat Trouble Reports within 30 Days: Trouble reports on the same line/circuit as a previous trouble report within the last 30 calendar days as a percent of total troubles reported. For Average Duration: Average time from receipt of a trouble until trouble is status cleared **Objective:** These measurements are used to demonstrate quality of maintenance and repair. **Methodology:** Mechanized metric from maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• See Appendix A, item 3.	• Trouble tickets canceled at the CLEC request • ILEC trouble reports associated with administrative service • Instances where the CLEC or an ILEC customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Total Tickets • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Total Duration Time • Service Type • WTN or CKTID (a unique identifier for elements combined in a service configuration) • Disposition and Cause • Geographic Scope	• Report Month • Total Troubles • Percentage of Customer Troubles Out of Service > 24 Hours • Total and Percent Repeat Trouble Reports with 30 Days • Total Duration Time • Service Type • Disposition and Cause • Geographic Scope

Measurement Detail

Out of Service more than 24 Hours

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks							
UNE		X	X				
Resale				X	X	X	X
Resale - Specials							

Note: There is no measurement for Interconnection Trunks or Specials. These are handled on a 1st come, 1st serve basis. The appropriate measurement for these is average duration

Repeat Trouble Reports within 30 days of Installation (or New Service Failure Rate - see note below)

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks	X						
UNE		X	X				
Resale				X	X	X	X
Resale - Specials	X						

Note: The appropriate measurement for both interconnection trunking and Resale - Specials is the "New Service Failure Rate"

Maintenance Average Duration

	ALL	Dispatch	No-Dispatch	Dispatch		No-Dispatch	
				Residence	Business	Residence	Business
Interconnection Trunks	X						
UNE		X	X				
Resale				X	X	X	X
Resale - Specials	X						

MAINTENANCE & REPAIR (MR)

Function:	**Average Answer Time - Repair Centers**
Measurement Overview:	• This measure demonstrates an average response time for the CLEC agent attempting to contact their ILEC representative
Measurement Methodology:	**6. Average Answer Time for UNE Center, RRC & BRC = (Total time in seconds for UNE Center, RRC & BRC response) / (Total number of calls) by reporting period** **Objective:** This measure supports monitoring that ILEC handling of support center calls from CLECs is at least in parity with support center calls by the ILECs retail customer. **Methodology:** Mechanized report from Repair Center Automatic Call Distributors.

Average Answer Time for Repair Center

	Ave. Answer time (Sec.) / month	Ave. Answer time (Sec.) / year
UNE Center	X	X
RRC	X	X
BRC	X	X

MAINTENANCE & REPAIR (MR)

Function:	**Legacy System Access Times**
Measurement Overview:	• This measure demonstrates an average response time from the BST Maintenance System (TAFI) to access BST's Legacy Repair OSS.
Measurement Methodology:	**1. Legacy System Access Times = Access Times in increments of ≤ 4 secs., > 4 & ≤ 6 secs., ≤ 10 secs., > 10 secs., and > 30 secs. for CLEC TAFI and BST TAFI** **Objective:** This measure demonstrates parity between the CLECs and BST for OSS response times for Maintenance and Repair. **Methodology:** Mechanized report from OSSs

Legacy System Access Times

	≤ 4 secs			> 4 & ≤ 6 secs			≤ 10 secs			> 10 secs			> 30 secs		
Transaction Name	CLEC	BST BUS	BST RES	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS	CLEC	BST RES	BST BUS
CRIS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLETH	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
DLR	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
JMOS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MARCH	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Predictor	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SOCS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
LNP	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Measurement Detail

BILLING

Function:	Invoice Accuracy & Timeliness
Measurement Overview:	The accuracy of billing records (both usage and invoices) delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	**1. Invoice Accuracy = [(Number of Invoices Delivered in the Reporting Period that Have Complete Information, Reflect Accurate Calculations and are Properly Formatted) / (Total Number of Invoices Issued in the Reporting Period)] X 100** **2. Mean Time to Deliver Invoices = $\sum$ [(Invoice Transmission Date) - (Date of Scheduled Bill Cycle Close)] / (Count of Invoices Transmitted in Reporting Period)** Invoice Accuracy: The completeness of content, accuracy of information and conformance of formatting will be determined base upon the terms of the individual CLEC interconnection agreements with ILECs. Mean Time to Deliver Invoices: This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. For each invoice, the calendar date of the scheduled close of Bill Cycle is compared to the calendar date that successful invoice transmission to the CLEC completes. The number of calendar days elapsed between scheduled Bill Cycle close and completion of invoice transmission will constitute the elapsed delivery time. The elapsed delivery time is accumulated for each invoice with the resulting total number of days accumulated being divided by the number of complete invoices sent in the reporting period. **Objective:** Measure the percentage and mean time of billing records delivered to CLEC in agreed upon format and with the complete agreed upon content (includes time and material and other non-recurring charges). **Methodology: ?**

Measurement Detail

Reporting Dimensions:	**Excluded Situations:**
• Wholesale Bill Invoices (TSR) • Unbundled Element Invoices (UNE)	• Any invoices rejected due to formatting or content errors
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • Invoice Type • Mean Delivery Interval • Standard Error of Delivery Interval • Accuracy	

Invoice Accuracy

	Total Invoices Delivered	Total Invoices Delivered per EMR	% Accuracy
CLEC	X	X	X

Mean Time to Deliver Invoices

To Be Determined

Measurement Detail

OPERATOR SERVICES AND DIRECTORY ASSISTANCE (OS, DA)

Function:	Average Speed to Answer
Measurement Overview:	The speed of answer delivered to CLEC retail customers, when BST provides Operator Services or Directory Services on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers of equivalent local services.
Measurement Methodology:	**1. Average Speed to Answer (DA) =** **(# of Calls Answered Within 12 Seconds) / (Total DA Calls) X 100** **2. Mean Time to Answer** **3. Average Speed to Answer (OS) =** **(# of Calls Answered Within 2 and 10 Seconds) / (Total OS Calls) X 100** **4. Mean Time to Answer** **Objective:** Measures the percent and mean time a call is answered by an OS or DA operator in a predefined timeframe **Methodology:** • Reported in the aggregate • Not Carrier Specific

Reporting Dimensions:	Excluded Situations:
• Operator Services in Aggregate • Directory Assistance in Aggregate • Processing Method (human versus machine processes)	• Call abandoned by customers prior to answer by the ILEC OS or DA operator
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Month • Call Type (OS or DA) • Mean Speed of Answer • Standard Error for Mean Speed of Answer	• Month • Call Type (OS or DA) • Mean Speed of Answer • Standard Error for Mean Speed of Answer

Average Speed to Answer

	Average Mean Time to Answer	% Calls Answered within 12 seconds	% Calls Answered within 10 seconds
Directory Assistance	X	X	
Operator Services	X		X

Measurement Detail

E911

Function:	Timeliness and Accuracy
Business Implications:	• In the interest of public safety, it is BellSouth's goal to maintain 100% accuracy in the E911 database for both CLEC's customers and BST's retail customers and to have zero errors in processing orders for E911 database updates. • CLECs that purchase UNEs or provide local service as a facility-based provider are responsible for the accuracy of their data that is input in the E911 database. • As part of BSTs effort to maintain 100% accuracy of the E911 database, data verification parameters and requirements for all companies that submit E911 inputs will be reviewed and modified accordingly to ensure the highest integrity. • These measurements were developed to ensure parity between the processing and accuracy of E911 database orders for both the CLEC's customers and BST's retail customers.
Measurement Methodology:	**1. E911 Timeliness = ∑ (Number of Orders missed in Reporting Period) / (Number of Orders Confirmed in Reporting Period) X 100** **Ojective:** Measures the percentage of missed due dates of 911 database updates **Methodology:** Mechanized metric from ordering system **2. E911 Accuracy = ∑ |Total number of SOIRs with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers) | / (Total number of SOIR orders for E911 updates) X 100** **Objective:** Measures the percentage of accurate 911 database updates **Methodology:** Mechanized metric from ordering system

Reporting Dimensions:	Excluded Situations:
• CLECs in Aggregate • BST in Aggregate	• Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of the ILEC associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • Geographic Scope	• Report Month • Error Type • Average number of error • Standard Order Activity • Geographic Scope

E911 Timeliness and Accuracy

	CLEC	BST
% E911 Orders Missed	X	X
% E911 Accurate Orders	X	X

Measurement Detail

Trunking (T)

Function:	Interconnection Trunking Performance
Measurement Overview:	In order to insure quality service to the CLECs as well as protecting the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	**1. CLEC Trunk Group Service Report** - Contains the service performance results of final trunk groups between the CLEC switch and a BST tandem or end office. **2. BellSouth CTTG Blocking Report** - Contains the trunk blocking results of final trunk groups between the BST end office and BST access tandem. **3. Local Network Trunk Group Service Report** - Contains the service performance results of final trunk groups in the BST local service tier of the network. **4. BellSouth Local Network Blocking Report** - Contains the trunk blocking results of final trunk groups in the BST local service tier of the network. **Methodology:** The data are processed weekly through a mechanized system which calculates the percentage blocking during the time-consistant busy hour (TCBH). The TCBH is defined as the identical hour each day during which, over a number of days, the highest average traffic is measured.

Reporting Dimensions:	**Excluded Situations:**
• BST trunk groups • CLEC trunk groups	• N/A
Data Retained Relating to CLEC Experience:	**Data Retained Relating to ILEC Performance:**
• N/A	• N/A

CLEC Trunk Group Service Report

CLEC TRUNK GROUP SERVICE REPORT
MONTHLY SUMMARY

BST ORDERED	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

CLEC ORDERED	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

TOTAL	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

Measurement Detail

BellSouth CTTG Blocking Report

BELLSOUTH CTTG BLOCKING REPORT - SUMMARY GROUPS EXCEEDING MBT PROCESS DATE										
TGSN	TANDEM	END OFFICE	DESCRPT	STUDY PERIOD	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

Local Network Trunk Group Service Report

LOCAL NETWORK TRUNK GROUP SERVICE REPORT MONTHLY SUMMARY												
	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	TOTAL	TOTAL w/o GA
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% NC this report	x	x	x	x	x	x	x	x	x	x	x	x
PCT1	x	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network Blocking Report

BELLSOUTH LOCAL NETWORK BLOCKING REPORT - SUMMARY GROUPS EXCEEDING MBT PROCESS DATE										
A-END	Z-END	DESCRPT	TGSN	STUDY PERIOD	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
x	x	x	x	x	x	x	x	x	x	x

APPENDIX A

ITEM #	DESCRIPTION
1. Carrier Specific - Reported on a per order basis	• Interconnection Trunks - average response time, percent less than 10 days. • UNE - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • UNE (Specials) - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • Resale Residential & Business - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • Resale (Specials) - less than 10 lines / circuits and 10 lines / circuits of more, mechanized orders and non-mechanized orders. • UNE (Unbundled Loops w/ interim telephone number portability) - less than 5 and 5 or more, mechanized orders and non-mechanized orders.
2. Reported by Carrier on a per order basis	UNE: by groups of lines on single order. Separately tracked for dispatch and non-dispatch as follows: • Local Interconnection Trunks • Resale (Residence): by groups of lines on single order similar to UNE (POTS) • Resale (Business) - by groups of lines on single order similar to UNE (POTS) • Resale (Specials) - by groups of lines on single order similar to UNE (POTS) • UNE (Unbundled Loops w/ interim telephone number portability)
3. Carrier Specific - Reported on a per order basis	• UNE - Dispatched, Not Dispatched, and misses where the competing carrier or end user causes the missed appointment. • Resale Residence & Business Dispatched, Not Dispatched - All misses, denoting misses, where the competing carrier or end user caused the missed appointment. • Interconnection Trunks • Resale Specials
4. Geographic Scope	• State and Regional level unless otherwise specified

Attachment I

PERFORMANCE MEASUREMENTS

This attachment sets out performance measurements that have been adopted and committed to by BellSouth. These measurements:

1. compare BellSouth's performance in providing and maintaining services to its resale customers, Competitive Local Exchange Carriers (CLECs), with similar services BellSouth provides to its retail customers;

2. measure BellSouth's performance in providing and maintaining unbundled network elements to its wholesale customers;

3. compare BellSouth's performance in providing and maintaining local interconnection services to CLECs' customers with services provided to retail customers.

CLECs may elect to make use of these measurements at their option. BellSouth will provide additional categories of performance measurements, additional measures and customization of the measures set out in this Attachment upon CLEC request, subject to BellSouth's ability to provide the measure on reasonable terms.

BellSouth's performance measurements are generally grouped into five (5) categories: pre-ordering, ordering and provisioning, maintenance and repair, OSS availability, and billing. This document will address each category individually.

The following definitions will be used throughout the remainder of this document:

I. DEFINITIONS.

A. Residence dispatch out: Non-designed services provided to residential end users where the activity performed requires dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the installation of a new residence line in a location that had not previously had service.

B. Residence non-dispatch out: Non-designed services provided to residential end users where the activity performed does not require dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the addition of a switch feature like three-way calling to an existing customer's service.

C. Business dispatch out: Non-designed services provided to business end users where the activity performed requires dispatch of a BellSouth technician to provision service or perform a repair activity. An example would be the installation of a new business line in a location that had not previously had service.

D. Business non-dispatch out: Non-designed services provided to business end users where the activity performed does not require dispatch of a BellSouth technician to provision service or perform a repair activity. An example would be the addition of a switch feature like 3-way calling to an existing customer's service.

E. UNE dispatch out: Unbundled network elements (UNEs) provided to a CLEC for its end users where the activity performed requires dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the provisioning of an unbundled loop.

F. **UNE non-dispatch out**: Unbundled network elements provided to a CLEC for its end users where the activity performed does not require dispatch of a BellSouth technician to provision service or perform a repair activity. An example of this type of activity would be the provisioning of Interim Number Portability.

G. **Local Interconnection trunking**: All trunk groups between the CLEC and BellSouth.

H. **Designed Special Services**: All designed special services. An example of this type of activity is the installation or maintenance of DS-1 services.

II. PRE-ORDERING MEASUREMENTS.

BellSouth's pre-ordering measurements are a function of legacy system access times for RNS (Regional Negotiation System) and LENS (Local Exchange Negotiation System). The legacy systems accessed are as follows:

(1) RSAG (Regional Street Address Guide)
- by TN (Telephone number)
- by ADDR (Address)

(2) ATLAS (Application for Telephone number Load Administration System)
(3) DSAP (DOE Support Application)
(4) PSIMS/COFFI (Product/Service Inventory Management System / Central Office Feature File Interface)
(5) CSR (Customer Service Record)
(6) TAFI (Trouble Analysis Facilitation Interface)

Access times consist of the following measurements for each legacy system:

(1) < 2.3 seconds (reported as a % of calls)
(2) > 6 seconds (reported as a % of calls)
(3) Average seconds
(4) # of calls

III. ORDERING AND PROVISIONING MEASUREMENTS.

BellSouth has divided ordering and provisioning measurements into four (4) basic categories; Resale, Local Interconnection Trunking, Unbundled Network Element - Loop, and Unbundled Network Element - Non-loop (number portability). BellSouth has provided standard installation intervals for Resale and UNE products and services.

Each of these categories are subdivided into functions as follows and are provided by state and by region:

Resale: % Provisioning Appointments Met - Both the BellSouth retail units and the CLECs are given access to BellSouth's due date calculation processor. This process calculates the next available due date based on a set of factors including the type of work required for the provisioning activity and the existing workload for the installation group in that area. The available due dates for each type of activity are offered on a first come - first served basis.

Calculation
Total Appoints Met divided by Total Appointments Set

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch
- specials

% Provisioning Troubles within 30 days of Installation -

Calculation
All troubles on svc. installed ≤ 30 days in a calendar month divided by Installations in a calendar month

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

- specials - (under development)

Issue to Original Due Date intervals for "C", "N" and "T" orders
- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

Held Orders ≤ 30 Days
- All orders held for BST reasons
- All orders held for CLEC reasons

Local Interconnection Trunking

% Provisioning Appointments Met
note: excludes customer misses
% Provisioning Troubles within 30 days of Installation

UNE-Loop

% Provisioning Appointments Met
note: excludes customer misses
% Provisioning Troubles within 30 days of Installation
Total number of existing unbundled loops
Total number of unbundled loop orders
New circuit failure rate
Held Orders ≤ 30 Days
- All orders held for BST reasons
- All orders held for CLEC reasons

UNE-LNP

% Provisioning Appointments Met
note: excludes customer misses
% Provisioning Troubles within 30 days of Installation

Service Order Accuracy

1. Order Reject (Under Development)
-Total Rejects
-Rejects Notified within one hour
-% Notified within one hour

BellSouth can measure rejects for electronically placed orders that occur up front before system processing begins, due to "fatal" errors caused by incomplete or missing data or other serious and obvious problems in the order. Reports are produced based on contracts.

Calculation
Number of Rejects or Error Status Sent in ≤ 1 hour divided by Total Number of Rejects or Error Status Sent

(2) Error Notice/Flow Through
-# of errors vs. flow thru as % of total LSRs
-# of CLEC caused input errors and adjusted volumes

(3) Firm Order Confirmation (Under Development)

BellSouth will provide this measurement for orders that flow through mechanically and entirely without human intervention, excluding rejects. This measurement is not split between residence and business.

Reports are produced based on contracts.

Calculation
Total Number of FOCs Sent < 4, 8, 12, 16, 20, & 24 hrs. divided by Total Number of FOCs sent per total interval

IV. MAINTENANCE AND REPAIR MEASUREMENTS

BellSouth has divided maintenance and repair measurements into four (4) basic categories; Resale, Local Interconnection Trunking, Unbundled Network Element - Loop, and Unbundled Network Element - Non-loop (number portability). BellSouth has provided target repair intervals for Resale and UNE products and services.

Each of these categories are subdivided into functions as follows and are provided by state and by region:

Resale:

(1) % Maintenance Appointments Met - This measure excludes appointments missed for CLEC reasons or CLEC end user reasons.

Calculation
Total Appointments Met divided by Total Appointments Set

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

(2) Maintenance Average Duration, Receipt to Clear - Will be measured for troubles classified as either total outage or service affecting using BellSouth's existing definitions and testing capabilities to make this determination.

Calculation (POTS)
Total Duration Time divided by Total Troubles

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch
- specials (under development)

Calculation (Specials)
Responsible Duration Time (using Industry Standard) divided by Total Appointments Set

(3) % Maintenance Repeat Troubles, 30 days - Includes all repeat reports except those that BellSouth is not involved with such as Customer Provided Equipment (CPE).

Calculation
Total Repeats ≤ 30 Days divided by Total Troubles

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch"

- specials (under development)

(4) % Trouble Report Rate - Measurement reflects troubles/100 access lines.

Calculation
Number of Trouble Reports per Month divided by Total Number of Access Lines

- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch
- specials (under development)

(5) % Out of Service < 24 hours
- residence dispatch out
- residence non-dispatch
- business dispatch out
- business non-dispatch

(6) Average Answer Time

Local Interconnection Trunking

Maintenance Average Duration, Receipt to Clear

Calculation
Responsible Duration Time (using Industry Standard) divided by Total Appointments Set

% Trouble Report Rate
Total Troubles
% Maintenance Repeat Troubles, 30 days
New Circuit Failure Rate
Trunk Blocking
- CLEC ordered trunk blocking
- CTTG blocking
- local Trunking Blocking Reports

UNE-Loop

Total Troubles
% Maintenance Appointments Met
Maintenance Average Duration, Receipt to Clear
% Maintenance Repeat Troubles, 30 days

% Trouble Report Rate
Average Answer Time (Residence Repair Center)

UNE-LNP

Total Troubles
% Maintenance Appointments Met
Maintenance Average Duration, Receipt to Clear
% Maintenance Repeat Troubles, 30 days
% Trouble Report Rate
Average Answer Time (Residence Repair Center)

V. OSS AVAILABILITY MEASUREMENTS.

BellSouth provides a % availability report on the following OSSs by month;

EDI (Electronic Data Interchange)
LEO Mainframe (Local Exchange Ordering)
LEO Unix
LESOG (Local Exchange Service Order Generator)
LENS (Local Exchange Negotiation System)
CLEC TAFI (Trouble Analysis Facilitation Interface)

plus a daily hours of availability report for the following;

LENS (Local Exchange Negotiation System)
LEO (Local Exchange Ordering)
LESOG (Local Exchange Service Order Generator)
EDI (Electronic Data Interchange)
CLEC TAFI (Trouble Analysis Facilitation Interface)
HAL
BOCRIS (Business Office Customer Record Information System)
ATLAS/COFFI (Application for Telephone number Load Administration System / Central Office Feature File Interface)
RSAG/DSAP (Regional Street Address Guide / DOE Support Application)
LMOS Host (Loop Maintenance Operations System)
SOCS (Service Order Communications System)

VI. BILLING MEASUREMENTS.

BellSouth's billing performance measures are provided via reports on ODUF timeliness and CMDS timeliness. The CMDS intracompany messages are the BellSouth messages sent from the recording RAO to the BellSouth billing RAO. This function is comparable to sending BellSouth recorded messages to the

CLECs. BellSouth originated messages are reflected as "non CMDS" on the Optional Daily Usage File (ODUF) report. The small number of messages on the ODUF report shown as "CMDS messages" are originated and recorded outside the BellSouth region and transmitted to BellSouth to pass along for billing. The target for percentage of usage transmitted are the same for CMDS transmissions as they are for the ODUF transmissions - 95% of usage sent within 6 calendar days, 98% usage sent within 30 calendar days, and 100% of usage sent within 1 year. This measure is being met for both BellSouth internal transmissions and those provided to CLECs through the Optional Daily Usage File.

These reports formats are as follows:

Non-CMDS Messages
- days delay
- total volume
- cumulative percentage

CMDS Messages
- days delay
- total volume
- cumulative percentage

All Messages
- days delay
- total volume
- cumulative percentage

Recorded Usage Data Accuracy
- format and content (total records per EMR standards / total records delivered X 100)
  note: provided by CLEC (via agreement) and aggregate of all CLECs (Target is 98%)

Data Packs
- data packs sent / data packs sent error free X 100
  note: provided by CLEC (via agreement) and aggregate of all CLECs (Target is 96%)

CMDS Daily Ticket Delay Analysis
- elapsed calendar days per RAO
- % of total by time period
- Revenue