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July 11, 2000

VIA HAND DELIVERY

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

Re: *Petition for Arbitration of the Interconnection Agreement Between BellSouth Telecommunications, Inc. and Intermedia Communications Inc. Pursuant to Section 252(b) of the Telecommunications Act of 1996*
Docket No. 99-00948

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of BellSouth Telecommunications, Inc.'s Responses to Intermedia's First Interrogatories. Copies of the enclosed are being provided to counsel of record for all parties.

Very truly yours,

Guy M. Hicks

GMH:ch
Enclosure

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CERTIFICATE OF SERVICE

I hereby certify that on July 11, 2000, a copy of the foregoing document was served on the parties of record, via the method indicated:

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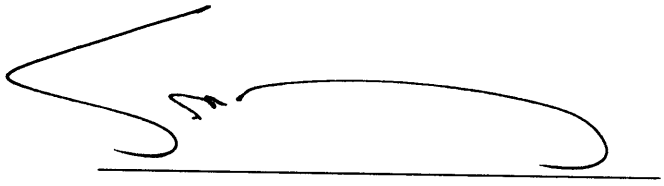

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REQUEST: Does BellSouth take the position that the Authority does not have the legal authority to find for the purposes of the Parties' agreement that ISP traffic should be included within the definition of local traffic? If so, please explain in detail why the Authority is not legally empowered to make this determination?

RESPONSE: Yes. Because the FCC has consistently found that ESP/ISP-bound traffic is interstate access traffic, BellSouth maintains that, as a result, this Authority lacks jurisdiction over ISP-bound traffic. In addition, the reciprocal compensation requirements of the Telecommunications Act apply only to local traffic. Thus, the question of inter-carrier compensation for the shared provision of access service to an ISP is not a proper matter to be arbitrated by the Authority.

Prior to the establishment of access charges, the FCC treated traffic carried by enhanced service providers (ESPs) (of which Internet service providers (ISPs) are a subset), as interstate. When access charges were established in the early eighties, the FCC reconfirmed that these carriers were being provided access service which was predominantly interstate and thus was under the FCC's jurisdiction. The FCC exempted ESPs from regular access charges and allowed ESPs to continue collecting traffic by paying basic business local exchange rates rather than by paying interstate switched access tariff rates. Therefore, the FCC was clear that the service being provided to ESPs was access service, not local service, and this fact was further affirmed in 1987. The business rate was simply the price charged for the access service.

The FCC's recent Declaratory Ruling, FCC 99-38 in CC Docket Nos. 96-98 and 99-68, released February 26, 1999, ("Declaratory Ruling") appeared to confer upon states the authority to create an interim inter-carrier compensation arrangement until the FCC establishes rules for ISP-bound traffic. Of course, the FCC's authority to confer this ability on the states was challenged in court. In vacating the FCC's Declaratory Ruling and remanding the case to the FCC on March 24, 2000, the D.C. Circuit Court stated that it did not reach the objections of the incumbent LECs that section 251(b)(5) preempts state commission authority to compel

RESPONSE (cont.):

payments to the competitor LECs. The D.C. Court's Order did not change the jurisdictional findings of previous orders wherein the FCC established jurisdiction over this traffic. Indeed, the now-vacated Declaratory Ruling was the only order which appeared to authorize states to develop a compensation mechanism for ISP-bound traffic. In fact, the D.C. Court expressly stated that incumbents remain "free to seek relief from state-authorized compensation that they believe to be wrongfully imposed."

BellSouth maintains its position that the FCC has established jurisdiction over the access service being provided by ESPs, and the FCC has inappropriately attempted to expand the scope of Section 252 by attempting to confer upon states the authority to arbitrate the issue of inter-carrier compensation for ISP-bound traffic.

REQUEST: Does BellSouth presently pay reciprocal compensation to any other competitive carriers for ISP traffic? If so, please identify the parties, the interconnection agreements in question, and their dates of execution.

RESPONSE: BellSouth does not voluntarily or knowingly pay reciprocal compensation to competitive carriers for ISP and/or ESP traffic because this type of traffic is interstate and non-local in nature. BellSouth is only paying reciprocal compensation for ISP/ESP traffic in those instances where certain state Commissions or courts have ordered BellSouth to do so or in the context of settlements. Please also see BellSouth's Response to Intermedia's First Interrogatories, Item No. 5.

REQUEST: Is it BellSouth's contention that Intermedia is not entitled to any compensation from BellSouth for the carriage of calls originated by BellSouth customers to ISPs on Intermedia's network?

RESPONSE: Yes. Intermedia is not entitled to compensation from BellSouth for calls originated by BellSouth customers to ISPs served by Intermedia.

REQUEST: If the answer to the preceding question is in the affirmative, please explain how Intermedia is to be compensated for transporting and terminating BellSouth's ISP-bound calls?

RESPONSE: Intermedia receives compensation for these calls in the monthly rate it charges its ISP customers. For ISP-bound traffic, Intermedia is not providing service to BellSouth. Intermedia is providing service to its ISP customer, and the ISP pays Intermedia for that service.

REQUEST: Has BellSouth agreed to pay reciprocal compensation for ISP traffic in any agreement with any party during the last 12 months? If so, please identify the parties, the agreements and their dates of execution.

RESPONSE: Information concerning agreements, whether negotiated or arbitrated under Section 252 of the Telecommunications Act of 1996, is publicly available, including any contracts to which BellSouth has agreed to pay reciprocal compensation for ISP traffic.

REQUEST: Has BellSouth been ordered to pay reciprocal compensation for ISP traffic in any agreement with any party during the last 12 months? If so, please identify the parties, the agreements, their dates of execution and the Authority orders.

RESPONSE: The Authority's Orders, including any order requiring BellSouth to pay reciprocal compensation for ISP traffic in any agreement, are publicly available and speak for themselves.

REQUEST: Has BellSouth committed to offering, in the course of an ongoing negotiation or arbitration in any jurisdiction, reciprocal compensation for ISP? If so, please identify the proposed agreement(s), the parties and the jurisdictions.

RESPONSE: Information concerning agreements, whether negotiated or arbitrated under Section 252 of the Telecommunications Act of 1996, is publicly available, including any contracts to which BellSouth has agreed to pay reciprocal compensation for ISP traffic.

REQUEST: Is it BellSouth's contention that the Authority does not have jurisdiction to require the payment of reciprocal compensation for ISP-bound calls?

RESPONSE: Yes.

REQUEST: If the answer to the preceding question is in the affirmative, please explain the basis of your assertion.

RESPONSE: See BellSouth's Response to Intermedia's First Interrogatories, Item No. 1.

REQUEST: How does BellSouth interpret the D.C. Circuit ISP Order?

RESPONSE: The D.C. Order does not contradict the FCC's conclusion that ISP-bound traffic is non-local traffic. It simply puts the burden back on the FCC to provide further documentation or reasoning for its decision. In its decision, the D.C. Circuit Court recognized that, under the FCC's regulations, reciprocal compensation is due on calls to the Internet if, and only if, such calls "terminate" at the ISP's local facilities. The Court held, however, that the FCC had not adequately explained its conclusion that calls to an ISP do not terminate at the ISP's local point of presence but instead at a distant website. It therefore remanded the matter to allow the FCC to provide a "satisfactory explanation." The Court also found that the FCC had not adequately addressed in its Declaratory Ruling whether ISP-bound traffic was exchange service or exchange access service.

The Court's action has no effect on the determination that ISP-bound traffic is interstate access traffic, because the Declaratory Ruling simply reiterated previous findings of the FCC. Those findings are in other effective orders of the FCC and were not affected by the Court's ruling. For example, in its Advanced Services Order on Remand, at ¶43, the FCC explained in detail that calls to ISPs of the sort at issue here constitute interstate "exchange access," not "telephone exchange service." BellSouth anticipates that the FCC will provide the requested clarification and support for the conclusion it reached in its Declaratory Ruling - that is, that Internet-bound calls do *not* terminate locally.

REQUEST: Is it BellSouth's contention that the Authority is now precluded from requiring reciprocal compensation for ISP traffic in light of the D.C. Circuit ISP Order?

RESPONSE: It is BellSouth's contention that the issue of compensation for ISP traffic has never been a proper matter to be arbitrated by the Authority. Further, BellSouth's contention is supported by the D.C. Circuit Court's Order, but is not based solely on that Order.

REQUEST: Does BellSouth consider that 47 C.F.R. Section 51.711 of the FCC's rules, which specifies that a CLEC is entitled to compensation at the composite tandem rate if its switch covers a geographic area comparable to that served by the ILEC's tandem switch, is not applicable to the parties' agreement?

RESPONSE: BellSouth considers all effective FCC rules to be applicable to the parties' agreement, including 47 C.F.R. Section 51.711. BellSouth notes that Section 57.11(a)(1) states that "symmetrical rates are rates that a carrier other than an incumbent LEC assesses upon an incumbent LEC for transport and termination of local telecommunications traffic equal to those that the incumbent LEC assesses upon the other carrier for the same services." (emphasis added) Therefore, in order to qualify for receiving the tandem rate from BellSouth, pursuant to Section 51.711, Intermedia must show not only that its switch covers the same geographic area as BellSouth's tandem switch but that Intermedia's switch is providing the same services as BellSouth's tandem switch for local traffic.

Intermedia has not yet provided any information to demonstrate that its switches are actually performing the tandem function for local traffic, nor has Intermedia offered any proof that its switches currently serve areas comparable to BellSouth's tandem switches. BellSouth may wish to supplement its response after reviewing Intermedia's testimony being filed on July 18, 2000.

REQUEST: Does BellSouth contend that Intermedia's switches do not cover geographical areas comparable to those covered by BellSouth's tandem switches?

RESPONSE: BellSouth is without specific knowledge to know whether or not Intermedia's switches cover geographical areas comparable to those covered by BellSouth's tandem switches. Intermedia has the burden of proving not only that its switches cover geographic areas comparable to BellSouth's tandem switches, but also that Intermedia's switches perform comparable tandem switching functions for local traffic, including, but not limited to, connecting end offices to end offices, trunk concentration, Centralized Message Accounting Services, LATA access, operator services, and signal conversion. BellSouth may wish to supplement its response after reviewing Intermedia's testimony being filed on July 18, 2000.

REQUEST: If the answer to the preceding question is in the affirmative, please explain the basis of your assertion.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 13.

REQUEST: Has BellSouth entered into an interconnection agreement with a CLEC that provides for reciprocal compensation to the CLEC at the composite tandem rate on the sole basis that the CLEC's switches cover geographic areas that are comparable to those covered by BellSouth's tandem switches?

RESPONSE: No.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the interconnection agreements.

RESPONSE: N/A.

REQUEST: Has BellSouth been required by the Authority in an arbitration proceeding to compensate a CLEC at the composite tandem rate?

RESPONSE: No.

REQUEST: If the response to the immediately preceding interrogatory is in the affirmative, please identify the relevant Authority proceeding and decisions.

RESPONSE: N/A

REQUEST: In BellSouth's opinion, what proof and demonstrations must a CLEC provide to the Authority to qualify for the higher composite tandem rate?

RESPONSE: The FCC has defined the Local Tandem Switching Capability network element as:

(i) Trunk-connect facilities, which include, but are not limited to, the connection between trunk termination at a cross connect panel and switch trunk card;
(ii) The basic switch trunk function of connecting trunks to trunks; and
(iii) The functions that are centralized in tandem switches (as distinguished from separate end office switches), including but not limited, to call recording, the routing of calls to operator services, and signaling conversion features.

Unless a CLEC can demonstrate that its end office switch is performing these functions for local traffic, the CLEC is not due the higher composite tandem rate. Additionally, in order to show the geographic area served by its switches, the CLEC would need to provide customer location information to show that it actually serves the entire geographic area.

BellSouth would note that if a CLEC has only one switch in a local calling area, that switch certainly cannot be performing tandem switching for local traffic because a tandem switch connects one trunk to another trunk and is an intermediate switch or connection between an originating telephone call location and the final destination of the call.[1] An end office switch is connected to a telephone subscriber and allows the call to be originated or terminated. Therefore, an end office switch handles calls that originate from or terminate to customers served by that switch, and thus, does not providing a tandem function. As stated in the FCC's definition, to provide tandem switching, the switch in question must connect trunks terminated in one end office switch to trunks terminated in another end office switch. A single end office switch in a local calling

[1]This statement is not intended to imply that if a CLEC has more than one switch in a local calling area, then the CLEC is necessarily performing tandem switching for local traffic.

RESPONSE (continued):

area simply cannot be performing the tandem switching function for local traffic. Rather, that switch is connecting trunks to end users' lines, and the end office switching rate fully compensates the terminating carrier for performing this function.

REQUEST: Does BellSouth contend that the Authority is required, for purposes of determining reciprocal compensation, to look at both geographic comparability and functional equivalency of Intermedia's switches? If so, what is the basis of your contention?

RESPONSE: Yes. The basis of BellSouth's contention is paragraphs 1039, 1040, 1057 and 1090 from the FCC's First Report and Order dated August 8, 1996 as well as Section 51.711.

REQUEST: Does BellSouth contend that Intermedia's switches do not perform the functions of BellSouth's tandem switches? If the answer is in the affirmative, what is the basis of your position?

RESPONSE: BellSouth is without specific knowledge to know whether or not Intermedia's switches perform comparable tandem functions for local traffic including, but not limited to, connecting end offices to end offices, trunk concentration, Centralized Message Accounting Services, LATA access, operator services, and signal conversion. BellSouth may wish to supplement its response after reviewing Intermedia's testimony being filed on July 18, 2000.

REQUEST: To BellSouth's knowledge, does Intermedia have any switch that covers geographical areas comparable to those covered by BellSouth's tandem switches? If the answer is in the affirmative, please identify those switches and the areas in which they are deployed.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 13.

REQUEST: What are the collocation intervals proposed by BellSouth?

RESPONSE: BellSouth will provide a comprehensive written response within 30 business days of receipt of the completed application and application fee. When multiple applications for the same state are submitted by one collocator within a fifteen business day window, BellSouth will respond to the applications as soon as possible, but no later than the following: within business days for applications 1-5; 36 business days for applications 6-10; and in 42 business days for applications 11-15. Response intervals for applications in the same state in excess of 15 are negotiated. Excluding the time interval required to secure the appropriate government licenses and permits, BellSouth will complete physical collocation space in Georgia under ordinary conditions within 90 business days of receiving a complete and accurate bona fide firm order. Ordinary conditions are defined as space being available with only minor changes required to the network or building infrastructure. Excluding the time interval required to secure the appropriate governmental licenses and permits, BellSouth will complete construction of physical collocation space under extraordinary conditions within 130 business days of the receipt of a complete and accurate bona fide firm order. Extraordinary conditions include major BellSouth equipment rearrangement; power plant addition or upgrade; major mechanical addition or upgrade; major upgrade necessary for compliance with the Americans with Disabilities Act; environmental hazard of hazardous materials.

These intervals are appropriate because of the complexity of providing an application response and completing the implementation of a collocation arrangement. These efforts require the coordination of work between several different departments, such as Property and Services Management, Common Systems Capacity Management, Circuit Capacity Management, and Power Capacity Management. Given the scope of the work activities required, BellSouth's proposed intervals are valid.

REQUEST: Is it BellSouth's contention that it takes equal time to provision a physical "caged" collocation arrangement and a "cageless" collocation arrangement? If so, what is the basis for this provisioning interval.

RESPONSE: BellSouth proposes the same intervals for provisioning cageless physical collocation as is used for caged physical collocation. The provisioning interval is not controlled by the time required to construct an arrangement enclosure. When BellSouth has performed the construction of an arrangement enclosure, the activities required to design and construct the enclosure were a relatively minor portion, and certainly not the controlling factor, in the provisioning interval for collocation.

The controlling factors in the overall provisioning interval actually include the time required to complete the space conditioning, add to or upgrade the heating, ventilation, and air conditioning system for that area, add to or upgrade the power plant capacity and power distribution mechanism, and build out network infrastructure components such as the number of cross-connects requested. When the construction of an arrangement enclosure is not required or is not performed by BellSouth, all other collocation area network and infrastructure work must still take place.

REQUEST: Is it BellSouth's contention that collocation intervals should be measured in terms of "business" days? If so, please explain the basis of this position.

RESPONSE: Yes, the collocation intervals should be measured in terms of business days. Given the nature and complexity of the tasks to be completed, stating intervals in terms of business days is reasonable. Further, stating intervals in terms of business days is more appropriate given that much of the work involved in provisioning collocation space is performed by BellSouth employees and by contractors such as architects, builders, and skilled craftsmen who typically work during normal business hours, Monday through Friday. Additionally, governmental personnel involved in the permitting process for collocation space generally work similar hours. BellSouth believes that any calculation for provisioning intervals should reflect those conditions.

REQUEST: Is it BellSouth's contention that the FCC requires the ILECs to respond to collocation requests within 10 *business days*? If so, please explain the basis of this position.

RESPONSE: No. The FCC did not establish a rule requiring Incumbent Local Exchange Carriers ("ILECs") to respond to an application for collocation within 10 business days. The FCC simply made a reference to what it considers reasonable in accepting or denying an application based on whether there is space available for the request. The FCC states at paragraph 55 of the Advanced Services Order (Order 99-48, CC Docket NO. 99-147) the following: "We view ten days as a reasonable time period within which to inform a new entrant whether its collocation application is accepted or denied." BellSouth uses business days because the work is performed by BellSouth employees who typically work during normal business hours, Monday through Friday.

REQUEST: Please specify each space preparation charge proposed by BellSouth that has been the subject of review and approval by the Authority.

RESPONSE: The only space preparation charges proposed by BellSouth that have been the subject of review and approval by the Authority were on an individual case basis ("ICB"). In its January 24, 1997 Order in Docket No. 96-01152 (AT&T/BellSouth Arbitration) and Docket No. 96-01271 (MCI/BellSouth Arbitration), the Authority found that it was appropriate to determine space preparation charges on an individual case basis, noting that the Space Preparation Fee will be determined at the time of the application based on building and space modification requirements for shared space at the requested CO.

REQUEST: Please explain why BellSouth has employed "ICB" pricing for the following charges which are based on specific per square foot units: (a) Cable racking/fiber duct; and (b) Frame/aisle lighting.

RESPONSE: BellSouth has employed "ICB" pricing for these charges because the total cost vary from location to location. BellSouth installs cable racking/fiber ducts and frame/aisle lighting for larger areas than typically used by a single collocator. Therefore, when a collocator requests a certain number of square feet of collocation space, BellSouth prorates the total cost using the collocators requested quantity of square feet. Hence, the charge is per arrangement based on prorating the total cost using the number of square feet requested. This is not a per square foot charge.

REQUEST: What is included in "Mechanical/HVAC"?

RESPONSE: The Mechanical/HVAC space preparation rate includes all engineering and construction to provide adequate cooling to the collocator's equipment based on the equipment heat loads provided by the collocator on the application. This work may include new or rearrangements to existing ductwork, diffusers, and volume dampers. It may also include a new mechanical unit or changes to an existing unit.

REQUEST: What is the basis of BellSouth's utilization of a "one ton minimum" for Mechanical/HVAC?

RESPONSE: The one ton minimum allows BellSouth to recover the start up cost associated with the required mechanical engineering, cost to "permit" the job, and other start up costs associated with the mechanical construction.

REQUEST: Has BellSouth conducted any cost studies that indicate the appropriateness of the minimum referred to above?

RESPONSE: A cost study was not conducted for Tennessee for the appropriateness of such a minimum.

REQUEST: How is the Project Management fee of $1,675 "per arrangement" derived?

RESPONSE: This charge was derived by analyzing costs associated with actual jobs and developing an average cost/charge. This is an interim charge subject to true-up once the Authority approves a charge for this function.

REQUEST: What are the specific inclusions in "Project Management"?

RESPONSE: Activities included are tracking projects, administering contracts, providing status reports, paying contractors, space acceptance, permit tracking, reporting and customer meetings.

REQUEST: Did BellSouth conduct any cost studies to arrive at the fee identified above?

RESPONSE: A cost study was not conducted for Tennessee for this fee. The charge was derived by analyzing costs associated with actual jobs and developing an average cost/charge.

REQUEST: What are the specific inclusions in the $3,850 "Application Fee" for physical collocation?

RESPONSE: The one-time application cost provided in BellSouth Cost Study Filing in Docket No. 97-01262 for physical collocation in Tennessee is $5,886, not $3,850. The current Application Fee has not been reviewed and approved by the Authority in a cost docket. However, the Authority has approved several interconnection agreements entered into via negotiations between BellSouth and other parties that include this charge. Additionally, BellSouth has pending before the authority cost support for an Application Fee in Docket No. 9701262.

REQUEST: Did BellSouth conduct any cost studies to arrive at this fee?

RESPONSE: See BellSouth's response to Intermedia's First Set of Interrogatories, Item No. 35.

REQUEST: When converting virtual collocation to cageless collocation, under what circumstances would BellSouth consider it possible to leave a CLEC's virtual collocation equipment exactly where it is currently situated?

RESPONSE: BellSouth will authorize the conversion of virtual collocation arrangements to physical collocation arrangements without requiring the relocation of the virtual arrangement where there are no extenuating circumstances or technical reasons that would make the arrangement a safety hazard within the premises or otherwise not be in conformance with the terms and conditions of the collocation agreement.

BellSouth considers the following prior to authorizing a virtual to physical conversion: (1) whether there is a change in the amount of equipment or a change to the arrangement of the existing equipment, such as re-cabling of the equipment; (2) whether the conversion of the virtual arrangement would cause the arrangement to be located in the area of the premises reserved for BellSouth's forecast of future growth; and (3) whether, due to the location of the virtual collocation arrangement, the conversion of said arrangement to a physical arrangement would not impact BellSouth's ability to secure its own facilities as granted by the FCC as follows:

> The incumbent LEC may take reasonable steps to protect its own equipment, such as enclosing the equipment in its own cage... (FCC 99-48, Paragraph 42)

In addition, BellSouth and the requesting collocator would need to have an agreement that is in compliance with FCC Order 99-48. Other considerations with respect to the placement of a collocation arrangement include cabling distances, the distance between related equipment, the grouping of equipment into families of equipment, the equipment's electrical grounding requirements, and future growth needs. BellSouth considers all these technical issues with the overall goal of making the most efficient use of available space to ensure that as many CLECs as possible are able to collocate in the space available.

RESPONSE: (continued)

Notwithstanding the foregoing, if the BellSouth premises is at or nearing space exhaust, BellSouth may, at its option, authorize the conversion of the virtual arrangement to a physical arrangement even though BellSouth could no longer secure its own facilities.

REQUEST: Has BellSouth entered into an interconnection agreement with a CLEC pursuant to which BellSouth will bear the expense of relocating a CLEC's virtual collocation equipment, to the extent relocation is necessary?

RESPONSE: No.

REQUEST: If the answer to the proceeding interrogatory is in the affirmative, please identify the interconnection agreement(s).

RESPONSE: N/A.

REQUEST: Has BellSouth entered into an interconnection agreement with a CLEC in which BellSouth commits to use best efforts to ensure that the CLEC's customer' service is not interrupted if and when the CLEC's equipment is relocated.

RESPONSE: No.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the interconnection agreement(s).

RESPONSE: N/A.

REQUEST: Has BellSouth entered into an interconnection agreement in which it agrees to provide UNEs that are available in combined form through BellSouth tariffs (e.g., special access) at UNE rates?

RESPONSE: BellSouth is unclear as to the meaning of this request. BellSouth has entered into interconnection agreements that allow CLECs to pay UNE rates for UNEs, which in combined form are available through BellSouth's tariffs.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the interconnection agreement(s).

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 42. Every interconnection agreement executed by BellSouth in the State of Tennessee allows CLECs to pay UNE rates for UNEs, which in combined form are available through BellSouth's tariffs.

REQUEST: Has BellSouth entered into an interconnection agreement in which BellSouth commits to provide access to existing combinations of network elements at UNE rates?

RESPONSE: Yes.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the interconnection agreements.

RESPONSE: BellSouth objects to this interrogatory on the grounds that it is overly broad and unduly burdensome and not reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving the foregoing objection, BellSouth states that there are combinations of network elements that are included in most of the interconnection agreements, including BellSouth's Standard Interconnection Agreement. These combinations can be found in Attachment 2 of the BellSouth Standard Interconnection Agreement. BellSouth will provide combinations as required by the UNE Remand Order (CC Docket No. 96-98).

REQUEST: How does BellSouth interpret the phrase "currently combines"? Please provide the basis for BellSouth's interpretation.

RESPONSE: BellSouth contends that the phrase "currently combines" means that the elements are already combined in BellSouth's network and are providing service to the particular customer that the CLEC wishes to serve. In other words, if BellSouth does not have to perform any physical work to effect the combination, then the elements are "currently combined" and the combination is offered at cost-based rates.

The FCC made clear in its UNE Remand Order that Rule 315(b) applies to elements that are "in fact" combined. In that Order, the FCC found that "to the extend an unbundled loop is in fact combined to unbundled dedicated transport, the statute and our rule 315(b) require the incumbent to provide such elements to requesting carriers in combined form."(Para. 480 – emphasis added) Further, the FCC declined to adopt a definition of "currently combined" that would include all elements "ordinarily combined" in the incumbent's network. *Id.*

REQUEST: Based on BellSouth's interpretation of the phrase "currently combines", please specify the UNEs that BellSouth "currently combines" in Tennessee (including specific "flavors" of UNE-P and EEL).

RESPONSE: Where such elements are currently combined and providing service to a particular customer, as defined in BellSouth's response to Item No. 46, BellSouth offers CLECs the following combinations:

2-Wire Voice Grade Loop with 2-Wire Line Port
2-Wire ISDN Digital Grade Loop with 2-Wire ISDN Digital Port
4-Wire ISDN Digital Grade Loop with 4-Wire ISDN Digital Port
ISDN loop and port
DS1 Interoffice Channel with DS1 Channelization and a 2-wire VG loop
DS1 Interoffice Channel with DS1 Channelization and a 4-wire VG loop
DS1 Interoffice Channel with DS1 Channelization and a 2-wire ISDN loop
DS1 Interoffice Channel with DS1 Channelization and a 4-wire 56 kbps loop
DS1 Interoffice Channel with DS1 Channelization and a 4-wire 64 kbps loop
DS1 Interoffice Channel and loop
DS3 Interoffice Channel and loop
STS-1 Interoffice Channel and loop
DS3 Interoffice Channel with DS3 Channelization and a DS1 loop
STS-1 Interoffice Channel with DS3 Channelization and a DS1 loop
2-wire VG Interoffice Channel and loop
4-wire VG Interoffice Channel and loop
4-wire 56 kbps Interoffice Channel and loop
4-wire 64 kbps Interoffice Channel and loop

REQUEST: If the answer to the immediately proceeding interrogatory is in the affirmative, please identify the interconnection agreement(s).

RESPONSE: ACCESS Integrated Networks, Inc.
Alliance Network, Inc.
Broadband Office Communications, Inc.
Cbeyond Communications, LLC
Centennial Florida Switch Corporation
CKS, Inc. (A,F,K,L,M,N,S,T)
Communication Services Integrated, Inc.
Computer Business Sciences, Inc.
Diamond Telephone Services, Inc.
DMJ Communications, Inc.
DV2, Inc.
Electric Power Board of Chattanooga
Empire Telecom Services, Inc.
Ernest Communications, Inc.
Essex Communications Inc. d/b/a eLEC Communications, Inc.
Fuzion Wireless Communications, Inc.
Global Crossing Local Services, Inc. and Global Crossing Telemanagement Inc.
IDS Long Distance, Inc.
Intercontinental Communications Group d/b/a Fusion Telecom
International Web Technologies, Inc.
Light Networks
MicroSun Telecommunications, Inc.
Momentum Business Solutions, Inc.
Money To Go, Inc.
MVX.Com Communications, Inc.
Network Telephone Corporation
Oltronics, Inc.
Pathnet, Inc.
SBC Telecom-TN
Signature Communications, Inc.
Tele-Sys, Inc. d/b/a Access America Telephone Co.
The Other Phone Company, Inc. d/b/a AccessOne Communications, Inc.
TLX Communications, Inc. d/b/a TelAmerica

RESPONSE: (continued)

TriComm, Inc.
UNICOM Communications, LLC
USA Digital, Inc.
World Access Communications Corporation

REQUEST: What specific types of EELs (a) is BellSouth currently providing, and (b) BellSouth intends to provide in Tennessee?

RESPONSE: BellSouth does not generally offer to provide EELs. To qualify for the unbundled switching exemption, BellSouth offers the following combinations of elements in certain locations in Nashville.

DS1 Interoffice Channel with DS1 Channelization and a 2-wire VG local loop

DS1 Interoffice Channel with DS1 Channelization and a 4-wire VG local loop

DS1 Interoffice Channel with DS1 Channelization and a 2-wire ISDN local loop

DS1 Interoffice Channel with DS1 Channelization and a 4-wire 56 kbps local loop

DS1 Interoffice Channel with DS1 Channelization and a 4-wire 64 kbps local loop

DS1 Interoffice Channel and DS1 local loop

DS3 Interoffice Channel and DS3 local loop

STS-1 Interoffice Channel and STS-1 local loop

DS3 Interoffice Channel with DS3 Channelization and a DS1 local loop

STS-1 Interoffice Channel with DS3 Channelization and a DS1 loop

2-wire VG Interoffice Channel and 2-wire VG local loop

4-wire VG Interoffice Channel and 4-wire VG local loop

4-wire 56 kbps Interoffice Channel and 4-wire 56 kbps local loop
4-wire 64 kbps Interoffice Channel and 4-wire 64 kbps local loop

REQUEST: Will BellSouth permit Intermedia to utilize the access service request ("ASR") process to submit orders for EELs? If the answer is in the negative, please explain why BellSouth will not allow Intermedia to submit orders via the ASR process.

RESPONSE: No. BellSouth will not permit EEL's to be ordered via an ASR. BellSouth utilizes the national standard Ordering and Billing Forum ("OBF") Local Service Ordering Guidelines ("LSOG") Version 4 ordering forms for resale and unbundled network element (UNE) services. EEL'S are UNE service and therefore, are ordered via the Local Service Request ("LSR"). However, BellSouth will only require an individual LSR for requests for "new" EELs or a conversion of one or two access services to EEL(s). For conversions of multiple access services to UNE EELs, BellSouth will allow the CLECs to utilize a BellSouth provided spreadsheet that will accommodate multiple requests.

REQUEST: Has BellSouth entered into an interconnection agreement in which it agrees to allow a carrier to submit EEL orders via the ASR process? If the answer is in the affirmative, please identify the interconnection agreements, the date on which the interconnection agreements were signed, and the parties to the interconnection agreements.

RESPONSE: No.

REQUEST: Is BellSouth developing procedures to process CLEC orders for loop-transport combinations? If the answer is in the affirmative, please describe the procedures that are being developed and state when these operational procedures will be implemented? Has BellSouth consulted with any CLECs in developing these procedures?

RESPONSE: BellSouth is in the process of developing industry standard methods and procedures for all applicable services ordered by the FCC in its Third Report and Order and Fourth Further Notice of Proposed Rulemaking in CC Docket No. 96-98 and released on November 5, 1999. As these procedures are developed, they will be provided to the CLEC community via the BellSouth Interconnection website at http://www.interconnection.bellsouth.com. Until a product has been posted for utilization on the web, individual CLECs requesting ordering information should request the information from their BellSouth Account Team representatives. BellSouth will allow the CLECs to order loop-transport combinations utilizing either an LSR for individual "new" requests or for conversions, a spreadsheet that will accommodate multiple requests. BellSouth had discussions with two CLECs when developing the procedures.

REQUEST: Has BellSouth converted existing special access circuits to EELs for a CLEC in Tennessee?

RESPONSE: BellSouth has not been requested to perform any special access conversions in Tennessee. However, in compliance with the FCC UNE Remand Order, BellSouth will convert Special Access services to UNE combinations provided that CLECs self-certify that they are providing a significant amount of local traffic over those facilities. Additionally, pursuant to the FCC's Supplemental Order Clarification, BellSouth will require CLECs to specify which of the three options, in paragraph 22, they will use for self-certification purposes.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the CLEC(s).

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 54.

REQUEST: If the answer to interrogatory no. 54 is in the affirmative, how was the conversion handled (e.g., was the ASR process used)?

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 54.

REQUEST: If the answer to interrogatory no. 54 is in the affirmative, what proof did BellSouth require the CLEC to submit to demonstrate that it uses the UNE combinations to provide a significant amount of local traffic?

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 54.

REQUEST: If the answer to interrogatory no. 54 is in the affirmative, what is the CLEC's purported local-to-access traffic ratio?

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 54.

REQUEST: If the answer to interrogatory no. 54 is in the affirmative, is BellSouth's commitment to provide EELs contingent on the CLEC collocating with BellSouth?

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 54.

REQUEST: What is BellSouth's billing policy with respect to converting special access circuits to EELs?

RESPONSE: BellSouth's policy with respect to converting special access circuits to EELs is as follows:

a) Recurring charges for the EEL will be the sum of the UNEs that make up the EEL
b) Non-recurring charges will consist of a "switch-as-is" change which will be a nominal fee to change the records from special access to UNEs.

REQUEST: Does BellSouth impose non-recurring charges for EEL conversion? If the answer is in the affirmative, please identify these non-recurring charges and state the basis of these charges.

RESPONSE: Please see BellSouth's response to Intermedia's First Interrogatories, Item No. 60.

REQUEST: Has BellSouth entered into an interconnection agreement in which it commits to provide a CLEC access to packet switching capabilities?

RESPONSE: No. BellSouth has not negotiated an agreement in any jurisdiction in which BellSouth commits to offering packet switching capabilities on an unbundled basis.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the interconnection agreements.

RESPONSE: N/A.

REQUEST: Is it BellSouth's contention that CLECs (and Intermedia in particular) in Tennessee will not be "impaired" without access to unbundled packet switching?

RESPONSE: Yes.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please explain why CLECs (and Intermedia in particular) will not be impaired if access to unbundled packet switching is not permitted in Tennessee.

RESPONSE: This particular issue has been comprehensively addressed in CC Docket No. 96-98. In its *UNE Remand Order,* the FCC determined that competing carriers would not be impaired without access to the incumbent LEC's packet switching functionality. (¶ 306). The FCC recognized that there are numerous carriers providing service with their own packet switches, and that "competitors are actively deploying facilities used to provide advanced services to serve certain segments of the market – namely, medium and large business – and hence they cannot be said to be impaired in their ability to offer service." *Id.*

Indeed, the FCC specifically rejected "e.spire/Intermedia's request for a packet switching or frame relay unbundled element," finding that "e.spire/Intermedia have not provided any specific information to support a finding that requesting carriers are impaired without access to unbundled frame relay." (¶ 312)

REQUEST: Has BellSouth refused a requesting carrier's request to deploy a DSLAM at the remote terminal, pedestal or environmentally controlled vault or other interconnection point in BellSouth network?

RESPONSE: BellSouth reads Intermedia's question to ask "whether BellSouth has refused a requesting carrier's request to collocate a DLSAM at a BellSouth remote terminal, pedestal, or environmentally controlled vault or other interconnection point in BellSouth's network?" since carriers are free to decide how and when to deploy their own network. To the extent Intermedia's question relates to collocation, the answer is "no".

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the CLEC(s).

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 66.

REQUEST: If the answer to interrogatory no. 66 is in the affirmative, please state whether BellSouth allowed the CLEC(s) access to unbundled packet switching.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 66.

REQUEST: Has BellSouth provided interoffice transport at OCn level to any CLEC in Tennessee?

RESPONSE: No.

REQUEST: If the answer to the preceding is in the affirmative, please identify the CLEC(s)?

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 69.

REQUEST: If the answer to interrogatory no. 69 is in the affirmative, please state the rates at which unbundled OCn level interoffice transport was provided.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 69.

REQUEST: Has BellSouth provided dark fiber interoffice transport to any CLEC in Tennessee?

RESPONSE: No.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the CLEC(s).

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 72.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please state the rates at which unbundled dark fiber interoffice transport was provided.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 72.

REQUEST: Has BellSouth entered into an interconnection agreement with a CLEC in which it commits to providing access to UNIs, NNIs, and DLCIs at CIR?

RESPONSE: BellSouth entered into a temporary extension of Intermedia's agreement to provide these elements. That extension preceded the 319 Order which found no requirement to unbundle these elements. Consequently, BellSouth does not plan to unbundle these elements.

REQUEST: If the answer to the immediately preceding is in the affirmative, please identify the interconnection agreements.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 75.

REQUEST: If the answer to interrogatory no. 75 is in the affirmative, please identify the rates for each of the frame relay elements identified above.

RESPONSE: Please see attached.

BellSouth Telecommunications, Inc.
TRA Docket No. 99-00948
Intermedia's First Interrogatories
June 19, 2000
Item No. 77

ATTACHMENT

Unbundled Packet Switching UNE Proxy Pricing

Until cost studies are completed, BST will use the following rates on an interim basis.

The following rates will apply for Frame Relay UNEs in Florida.

		Non-Recurring	Recurring
User Network Interface - 56 Kbps		$300	$ 62
User Network Interface - 64 Kbps		300	70
User Network Interface - 1.536 Mbps		410	294
User Network Interface - 44.210 Mbps		1,050	2,426
Network Network Interface - 56 Kbps		300	62
Network Network Interface - 64 Kbps		300	70
Network Network Interface - 1.536 Mbps		410	294
Network Network Interface - 44.210 Mbps		1,050	2,426
Data Link Connection Identifier		25	1.50
Committed Information Rate	0 Bps	0	0
	1-32 Kbps	0	7
	33-56 Kbps	0	12
	57-64 Kbps	0	13
	65-128 Kbps	0	18
	129-256 Kbps	0	24
	257-384 Kbps	0	28
	385-512 Kbps	0	32
	513-768 Kbps	0	38
	769Kbps-1.536 Mbps	0	55
	1.537-4 Mbps	0	120
	5-10 Mbps	0	160
	11-16 Mbps	0	226
	17-34 Mbps	0	250
	35-44.210 Mbps	0	370

REQUEST: Has BellSouth conducted any cost studies relating to frame relay UNEs.

RESPONSE: Although BellSouth has performed UNE cost studies for Frame Relay, the FCC's UNE Remand Order has since specified that Frame Relay should not be unbundled. Nevertheless, see BellSouth's Cost Study Filing in TRA Docket No. 99-0377 for UNE packet switching costs.

REQUEST: If the answer to interrogatory no. 78 is in the affirmative, please identify all such cost studies.

RESPONSE: See BellSouth's response to Intermedia's First Set of Interrogatories, Item No. 78.

REQUEST: Please explain the concept of "homing" as BellSouth understands it.

RESPONSE: "Homing" is the designation of the routing relationships between switches in the network. A sub-tending switch (for example, an end-office switch) homing on a tandem switch exchanges traffic with the remainder of the network through its home tandem in addition to or in lieu of direct end office connections.

REQUEST: What federal or state law, if any, precludes a CLEC from assigning an NPA/NXX to a CLEC subscriber that is different from the NPA/NXX normally associated with the physical location of the CLEC subscriber?

RESPONSE: BellSouth is unaware of any such federal or state law.

REQUEST: Has BellSouth entered into an interconnection agreement in which the interconnecting party's right to establish its own local calling areas and assign numbers for local use within those areas is restricted? If the answer is in the affirmative, please identify the interconnection agreements, the date on which the interconnection agreements were signed, and the parties to the interconnection agreements.

RESPONSE: BellSouth has never entered into an interconnection agreement where by the interconnecting party's right to establish its own local calling areas and assign numbers for local use within those areas has been restricted.

REQUEST: Has BellSouth entered into an interconnection agreement in which the interconnecting party is permitted to establish its own local calling areas and assign numbers for local use within those areas? If the answer is in the affirmative, please identify the interconnection agreements, the date on which the interconnection agreements were signed, and the parties to the interconnection agreements.

RESPONSE: Please see response to Item No. 82.

REQUEST: Are you aware of any state or federal law that prohibits competing carriers from assigning NPA/NXXs as they see fit?

RESPONSE: BellSouth is unaware of any such federal or state law.

REQUEST: Please explain "multiple tandem access" or "MTA" as BellSouth defines it.

RESPONSE: Multiple tandem access or MTA provides for a CLEC's choosing interconnection to a single access tandem, or, alternatively, less than all access tandems within the LATA, for the CLEC's terminating local and intraLATA toll traffic; the LEC's terminating local and intraLATA toll traffic; and transit traffic to and from other CLECs, Interexchange Carriers (IXCs), Independent Companies, and Wireless Carriers. MTA can be established with one-way trunks and/or two-way trunks. One restriction to this arrangement is that all of the CLEC's NXXs must be associated with the access tandems with which the CLEC interconnects; otherwise, the CLEC must interconnect to each tandem where an NXX is "homed" for transit traffic switched to and from an IXC.

REQUEST: In the event Intermedia chooses MTA, is it BellSouth's contention that Intermedia must establish points of interconnection at all BellSouth access tandems where Intermedia's NXXs are "homed"? If the answer is in the affirmative, please state the basis for your position.

RESPONSE: Yes. The concept of routing traffic through a single access tandem is clearly embodied in BellSouth's access tariffs. For example, Section 6.2.4(A)(4) of BellSouth's FCC Tariff No. 1 provides as follows: "When directly routed to an end office, only those valid NXX codes served by that office may be accessed. When routed through an access tandem, only those valid NXX codes served by end offices subtending the access tandem may be accessed." Similar language is contained within BellSouth intrastate access tariffs.

The multiple tandem access option obviates the need for the CLEC to establish interconnecting trunking at access tandems where the CLEC has no NPA/NXX codes homing. NPA/NXX code homing arrangements are published in the Local Exchange Routing Guide (LERG) so that all telecommunications companies in the industry will know where in the network to send calls to the designated NPA/NXX code and where in the network calls from the designated NPA/NXX code will originate. The CLEC must interconnect where its NPA/NXX codes home.

BellSouth does not attempt to limit Intermedia's flexibility regarding the design or operation of its network, but BellSouth and all other telecommunications service providers must know of Intermedia's plans in order that required translations and routing instruction be installed to ensure the correct handling of calls to and from Intermedia's end user customers.

REQUEST: Has BellSouth entered into an MTA interconnection agreement in which the interconnecting carrier is required to establish points of interconnection at all BellSouth access tandems where its NXXs are "homed"? If the answer is in the affirmative, please identify the interconnection agreements, the dates on which the interconnection agreements were signed, and the parties to the interconnection agreements.

RESPONSE: BellSouth has entered into numerous interconnection agreements in which the interconnecting carrier is required to establish points of interconnection at all BellSouth access tandems where its NXXs are "homed." This is a requirement in all situations where interconnecting carrier chooses to use Multiple Tandem Access. This is so the interconnecting carrier's end users can receive calls from other end users who are using a third party carrier, such as Interexchange Carriers, Independent Telephone Companies, and other CLECs. BellSouth objects to providing the information requested in the second part of the interrogatory above, as all such interconnection agreements are available for public inspection at the Tennessee Regulatory Authority.

REQUEST: Has BellSouth entered into an MTA interconnection agreement in which the interconnecting carrier is not required to establish points of interconnection at all BellSouth access tandems where its NXXs are "homed"? If the answer is in the affirmative, please identify the interconnection agreements, the date on which the interconnection agreements were signed, and the parties to the interconnection agreements.

RESPONSE: BellSouth objects to providing the information requested in the second part of the interrogatory above, as all such interconnection agreements are available for public inspection at the Tennessee Regulatory Authority. Although not all interconnection agreements specify this requirement it is still necessary and required by applicable tariffs in order for interconnecting carrier's end users to receive calls from end users who are using a third party carrier, such as Interexchange Carriers, Independent Telephone Companies, and other CLECs

REQUEST: Isn't BellSouth's requirement that Intermedia establish points of interconnection at all BellSouth access tandems where its NXXs are "homed," in the event Intermedia chooses MTA, inconsistent with the concept of MTA? If not, please explain what it is not inconsistent?

RESPONSE: No. See BellSouth's response to Intermedia's First Interrogatories, Item No. 86.

REQUEST: Please explain why Intermedia must interconnect where its NPA/NXXs are homed.

RESPONSE: See BellSouth's responses to Intermedia's First Interrogatories, Item Nos. 86 and Item 94.

REQUEST: May Intermedia home its NPA/NXXs to a different tandem than that normally associated with the NPA/NXXs? For example, if "123/456" is typically associated with "Rate Center A" in which BellSouth's "Tandem A" is located, can Intermedia "home" "123/456" to "Rate Center B" in which BellSouth's "Tandem B" is located?

RESPONSE: Yes, so long as "Tandem A" and "Tandem B" are in the same local calling area.

REQUEST: Is it BellSouth's contention that the "rating" and "routing" points of a call must be the same?

RESPONSE: BellSouth believes the answer to this question is "no"; however, the brevity of the question dealing with two highly complex topics causes BellSouth to add that the question may not be properly understood.

REQUEST: If the answer to the preceding interrogatory is in the affirmative, please state the basis of this assertion.

RESPONSE: See BellSouth's response to Intermedia's First Interrogatories, Item No. 92.

REQUEST: Please identify any legal authority relied upon by BellSouth to support its position that a home local tandem must be designed for each assigned NPA/NXX.

RESPONSE: The concept of routing traffic through a single access tandem is clearly embodied in BellSouth's access tariffs. For example, Section 6.2.4(A)(4) of BellSouth's FCC Tariff No. 1 provides as follows: "When directly routed to an end office, only those valid NXX codes served by that office may be accessed. When routed through an access tandem, only those valid NXX codes served by end offices subtending the access tandem may be accessed." Similar language is contained within BellSouth intrastate access tariffs.

Intermedia may interconnect its network to BellSouth's network at one or more access tandems in the LATA for delivery and receipt of its access traffic. However, Intermedia must interconnect at each access tandem where its NPA/NXX codes are homed. Telecommunications service providers inform all other telecommunications service providers where traffic for a given NPA/NXX code should be delivered for completion of the calls. Telecommunications service providers then build translations and routing instructions based on that information to ensure the proper handling of calls. The same homing and routing concepts apply for interconnection at local tandems for local traffic.

REQUEST: Please identify any legal authority relied upon by BellSouth to support its position that Intermedia must establish points of interconnection to BellSouth access tandems within the LATA in which Intermedia has NPA/NXXs homed.

RESPONSE: BellSouth is unaware of any legal authority other than the tariff referenced in No. 94 on this issue. See BellSouth's response to Intermedia's First Set of Interrogatories, Item No. 94.

REQUEST: What does BellSouth seek to accomplish by defining IntraLATA Toll Traffic as "any telephone call that is not local or switched per the parties' agreement"?

RESPONSE: BellSouth's proposed definition would include both voice and data traffic.

REQUEST: Please identify any legal authority upon which BellSouth relies to support its proposed definition of IntraLATA Toll Traffic.

RESPONSE: The principal legal authorities are the FCC's First Report and Order and BellSouth's IntraLATA toll tariffs.

REQUEST: Has the FCC expressly classified IP telephony as access traffic?

RESPONSE: Yes. Phone-to-phone IP telephony is, in very simple and basic terms, a format for transmitting a telephone call. That telephone call may be local, or it may be long distance. To the extent that IP Telephony is used to transmit long distance calls, such telecommunications is access service, like any other long distance telephone call. The FCC's Access Charge Rules define Access Service as "services and facilities provided for the origination or termination of any interstate or foreign telecommunication." Long distance telecommunications transmitted over IP telephony clearly fits this definition, and no exception has been granted by the FCC.

As additional indication of the FCC's views, in its April 10, 1998 Report to Congress in CC Docket No. 96-45, the FCC states:

"The record ... suggests ... 'phone-to-phone IP telephony' services lack the characteristics that would render them 'information services' within the meaning of the statute, and instead bear the characteristics of 'telecommunications services.'"

The FCC further states in its Report to Congress regarding "phone-to-phone" IP telephony service:

> "Specifically, when an IP telephony service provider deploys a gateway within the network to enable phone-to-phone service, it creates a virtual transmission path between points on the public switched telephone network over a packet switched IP network. These providers typically purchase dial-up or dedicated circuits from carriers and use those circuits to originate and terminate Internet based calls. From a functional standpoint, users of these services obtain only voice transmission, rather than information services such as access to stored files.[188]

Footnote 188 states:

> Routing and protocol conversion within the network does not change this conclusion, because from the user's standpoint there is no net change in form or content".

RESPONSE: (continued)

IP telephony is a basic telecommunications service, not an information or enhanced service. Regulations that exempt Enhanced Service Providers (ESPs) from access charges only apply to information or enhanced services, not basic telecommunications services. It is the service rather than the provider that determines the exemption.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the FCC decision in which the FCC purportedly classified IP telephony as access traffic.

RESPONSE: As explained in BellSouth's response to Item No. 98, to the extent that IP Telephony is used to transmit long distance calls, such telecommunications is access service, like any other long distance telephone call. The FCC clearly defined access service in its order *In the Matter of MTS and WATS Market Structure*, CC Docket No. 78-72, Phase I (1983). Also see BellSouth's response to Item No. 98.

REQUEST: Has BellSouth entered into an interconnection agreement in which IP telephony is classified as access traffic? If the answer is in the affirmative, please identify the interconnection agreement.

RESPONSE: Yes. These interconnection agreements are listed below. Additionally, BellSouth's Standard Interconnection Agreement classifies IP telephony as switched access traffic.

2nd Century Communications, Inc.
ACCESS Integrated Networks, Inc.
Advanced Tel., Inc.
Aeneas Communications (TN)
Alliance Network, Inc.
ALLTEL Communications, Inc.-AL
ALLTEL Communications, Inc.-GA
ALLTEL Communications, Inc.-SC
Bayou Telephone Company
Birch Telecom of the South, Inc.
BlueStar Networks, Inc. (AL,LA,MS,SC)
BlueStar Networks, Inc. (FL,GA,KY,TN)
Board of Lights and Water, d/b/a Marietta FiberNet
Broadband Office Communications, Inc.
Business Telecom, Inc.
Cellular XL Associates, L.P.
Centennial Florida Switch Corporation
Chapel Services, Inc. (CSI)
CKS Inc. (A,F,K,L,M,N,S,T)
Community Telephone Corporation
Computer Business Sciences, Inc.

CP_TEL Network Services, Inc.
CPU Solutions Corp.
CRG International, Inc. d/b/a Network One
Diamond Telephone Services, Inc.

RESPONSE: (continued)

Discount Communications, Inc.
DMJ Communications, Inc.
DV2, Inc.
E-Z Access USA, Inc.
Empire Telecom Services, Inc.
Ernest Communications, Inc.
Essex Communications, Inc. d/b/a eLEC Communications, Inc.
Fairpoint Communications Solutions Corp. (formerly Fairpoint Communications)
Florida Consolidated Multimedia Services
Frankfort Plant Board
FreedomTel, Inc.
Fuzion Wireless Communications, Inc.
Gabriel Communications of Kentucky, Inc.
Global Crossing Local Services, Inc. and Global Crossing Telemanagement, Inc.
GNet Telecom, Inc.
Hopkinsville Electric Plant Board of the City of Hopkinsville, Kentucky
ICG Telecom Group, Inc.
Intercontinental Communications Group d/b/a Fusion Telecom
Interloop, Inc.
International Web Technologies
Light Networks
MGC Communications, Inc. (LA,NC,TN)
MicroSun Telecommunications, Inc.
Momentum Business Solutions, Inc.
Money To Go, Inc.
MVX.Com Communications, Inc.
National Comm link, LLC
NewSouth Communications, Corp.
NuStar Telephone Co.
Oltronics, Inc.
Orlando Digital Telephone Corporation, Inc.
Pathnet
PBT Communications, Inc.

RESPONSE: (continued)

Pine Belt Broadcasting, LLC, d/b/a Pine Belt Telephone Competitive Services
Progressive Telecommunications Corporation
SBC Telecom-GA
SBC Telecom-TN
Signature Communications, Inc.
Southeastern Services, Inc.
Tele-Sys, Inc. d/b/a Access America Telephone Co.
The Basico Group Inc (A,G,K,L,M,N,S,T)
The Other Phone Company, Inc. d/b/a AccessOne Communications, Inc.
TLX Communications, Inc. dba TelAmerica
Tricomm, Inc.
UNICOM Communications, LLC
USA Digital
USCarrier Telecom, LLC (GA)
VBI 2000, LLC
World Access Communications Corporation

REQUEST: Does BellSouth disagree that there should be a liability cap for lost switched access revenues arising from lost or damaged billing data? If so, please state the basis of BellSouth's position.

RESPONSE: BellSouth does disagree that there should be a liability cap for lost switched access revenue arising from lost or damaged billing data. The rationale for this position is that BellSouth's switched access revenues are substantial and BellSouth must rely on accurate information from CLECs such as Intermedia in order for BellSouth to accurately bill the appropriate Interexchange Carriers.

REQUEST: Has BellSouth entered into an interconnection agreement in which there is no cap for liability arising from lost or damaged billing data? If so, please identify the interconnection agreement.

RESPONSE: BellSouth has never entered into an interconnection agreement in which there was a cap for liability arising from lost or damaged billing data.

REQUEST: Has BellSouth entered into an interconnection agreement in which there is a cap for liability arising from lost or damaged billing data? If so, please identify the interconnection agreement and the relevant liability cap.

RESPONSE: See response in to Item No. 102.

REQUEST: Does BellSouth consider framed packet data transported within a VC that originate and terminate within a LATA to be local traffic? If not, why not?

RESPONSE: For purposes of establishing interconnection between the parties, BellSouth has proposed that all framed packet data transported within a virtual circuit ("VC") that originates and terminates within a LATA be treated as local traffic. In other words, for interconnection purposes only, such traffic will be treated the same as local circuit switched traffic. However, non-local framed packet data will not be treated as Local Traffic for any other purpose under this Agreement, including, but not limited to, reciprocal compensation.

REQUEST: Has BellSouth conducted any studies, or monitored, to determine on an empirical basis the jurisdictional character of traffic transported within VCs? If so, explain how this is accomplished. If not, what basis does BellSouth have for classifying such traffic according to jurisdiction?

RESPONSE: BellSouth has not conducted any such studies. Intermedia advises BellSouth whether the traffic transported within VCs is local or interstate.

REQUEST: Has BellSouth conducted any traffic studies or other analyses since February, 1996 that support BellSouth's position that the PLCU for a frame relay interconnection facility should be zero if there are no VCs on it when billed? If so, please identify these studies or analyses. If not, what is the factual basis underlying BellSouth's contention that the PLCU should be considered to be zero in such a situation?

RESPONSE: BellSouth has not conducted any such traffic studies. Upon request from a CLEC such as Intermedia, BellSouth establishes interconnection trunks between the two parties' frame relay networks. When the trunks have been installed, BellSouth bills Intermedia a nonrecurring charge as well as a monthly recurring charge. Once frame relay traffic is flowing over the trunks, Intermedia advises BellSouth of the PLCU; that is, Intermedia advises BellSouth what percent of the traffic is expected to be local versus interLATA long distance. BellSouth reimburses Intermedia for a portion of the interconnection trunk charges based on the PLCU. For example, if the PLCU is 10%, then BellSouth reimburses Intermedia for 5% of the charges (PLCU / 2). However, to the extent that the trunks are used entirely for interLATA frame relay, as is generally the case, Intermedia is solely responsible for the trunk charges.

The limited situation addressed by this issue occurs when a frame relay interconnection trunk is turned up for service, but no traffic has begun to flow over the trunk. If, during this interim period of time, the PLCU is deemed to be zero, as BellSouth proposes, then BellSouth does not reimburse Intermedia for any trunk charges. On the other hand, if the PLCU is deemed to be 100%, as Intermedia proposes, then BellSouth would have to reimburse Intermedia for half of the trunk charges. BellSouth believes Intermedia's position is inappropriate for at least two reasons. One, Intermedia requested the trunk, and Intermedia controls when traffic begins to flow over the trunk. Therefore, BellSouth should not incur any charges until Intermedia begins to flow traffic over the trunk.

Second, based on experience, frame relay interconnection trunks primarily carry traffic outside the LATA. Therefore, once traffic is flowing over the trunks, and an accurate PLCU can be established, the PLCU is likely to be much closer to zero than to 100%.

REQUEST: Does BellSouth routinely monitor or measure the traffic on its frame relay interconnection facility? If yes, how does BellSouth separate the traffic jurisdictionally for purposes of determining the PLCU?

RESPONSE: BellSouth's fast packet switches do record some statistical data, but they cannot determine jurisdiction of the traffic. Intermedia provides the PLCU to BellSouth.

REQUEST: Is BellSouth a party to any agreement in which the PLCU of a frame relay interconnection facility is deemed to be anything other than zero if there are no VCs on it when it is billed? If so, please identify the agreement(s), the parties, the jurisdictions and the dates of execution.

RESPONSE: No. BellSouth is not a party to any agreements in which the PLCU of a frame relay interconnection facility is deemed to be anything other than zero if there are no VCs on it when it is billed.

REQUEST: Has BellSouth conducted cost studies relating to frame relay interconnection? If the answer is in the affirmative, please identify all such cost studies.

RESPONSE: BellSouth does not have any documents applicable to frame relay interconnection that are responsive to this request. Also, see BellSouth's response to Intermedia's First Interrogatories, Item No. 78.

REQUEST: What are the charges proposed by BellSouth for the following: (a) interconnection trunks between the parties' frame relay switches; (b) frame relay NNI ports; (c) PVC segments; and (d) requests to change a PVC segment or PVC service order record. Are these charges consistent with the pricing standards of the 1996 Act?

RESPONSE: The rates BellSouth charges for interconnection trunks between the parties' frame relay switches are from FCC Tariff 1, Section 7 (Special Access). The rates BellSouth charges for frame relay NNI ports, for PVC segments and for requests to change a PVC segment or PVC service order record are from BellSouth's Access Services Tariff E21 (for intraLATA service) or from FCC Tariff 1, Section 21 (for interLATA service).

BellSouth is under no obligation to unbundle frame relay; therefore, the rates charged for frame relay are not required to be consistent with the pricing standards of the 1996 Act.

REQUEST: Has the Authority adopted, in an arbitration proceeding, some or all of the performance measures imposed by the Texas PUC upon SWBT?

RESPONSE: The Authority's Orders speak for themselves and therefore, BellSouth objects to this request.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the proceeding and explain the metrics adopted by the Authority.

RESPONSE: The Authority's Orders speak for themselves and therefore, BellSouth objects to this request.

REQUEST: Has the Authority adopted, in an arbitration proceeding, some or all of the self-executing enforcement mechanisms imposed by the Texas PUC upon SWBT?

RESPONSE: The Authority's Orders speak for themselves and therefore, BellSouth objects to this request.

REQUEST: If the answer to the immediately preceding interrogatory is in the affirmative, please identify the proceeding and explain the self-executing enforcement mechanisms adopted by the Authority.

RESPONSE: The Authority's Orders speak for themselves and therefore, BellSouth objects to this request.

REQUEST: What performance metrics and/or self-executing enforcement mechanisms does BellSouth propose? Please explain in detail.

RESPONSE: See attached.

BellSouth Telecommunications, Inc.
TRA Docket No. 99-00948
Intermedia's First Interrogatories
June 19, 2000
Item No. 115

ATTACHMENT

VSEEM III PLAN SUMMARY

BellSouth has conducted a series of discussions with the FCC staff since the second petition for 271 relief for Louisiana was denied. In its order denying that, the FCC stated that it believed that a system of self-effectuating enforcement measures should be established by BellSouth in the public interest, to insure that BellSouth does not backslide in providing services provided for the CLECs after 271 authority is granted. The plan described in this document is the third iteration that incorporates FCC desired characteristics, addresses CLEC comments and considers the collaborative work effort by the LPSC, NYPSC and TXPUC.

BellSouth is committed to opening the local market to entry by others and firmly believes that it has taken the steps necessary to do this. As a result, BellSouth proposes a comprehensive plan that utilizes progressive statistical methods to assess parity of service for a key set of outcome-based measures. The plan contains both monetary and non-monetary incentives, remedies the individual CLEC and the CLEC industry, escalates with failure magnitude and duration, and renders payment within 30 days after the reporting period.

The proposal we now present is a voluntary proposal of BellSouth, which will take effect under BellSouth's contracts with the CLECs. The VSEEMIII plan is a part of the 'pick and choose' clause in Section 16 of the Interconnection Agreements.

BellSouth Voluntary Self-Effectuating Enforcement Mechanism (VSEEM) plan is comprehensively crafted based on the following principles:

- Inclusion of key, outcome oriented measures
- Designed to prevent BellSouth "backsliding" on CLEC service
  - Comprehensive plan that is "Meaningful" and "Significant"
  - Monetary remedies escalate with the magnitude of failure
  - Monetary remedies escalate with the duration of the failure
  - Non-monetary consequences are incorporated in the plan
- Addresses all CLECs in operation; large and small
- Addresses the CLEC Industry
- Uses sound statistical procedures
  - Compares "like-to-like" with deep disaggregation
  - Solves the problem of 'random variation'
  - Procedures do not 'mask discrimination'
  - Methodology for balancing Type I and Type II Errors
- Minimize opportunities for 'Gaming'
  - Structured such that CLECs will not prefer Remedies over Quality Service
- Swift and Self-Executing
  - Interest paid on remedy rendered for each date past due
- Not applied until after 271 approval in a specific state
- Fairly simple to implement and monitor

Enforcement Structure

Multi-Tiered

The multi-tiered structure of VSEEMIII serves as a powerful incentive for BellSouth to maintain high levels of performance that is at least equal to services provided to BellSouth's retail customers, for all CLECs after 271 approval. Tiers 1 and 2 are monetary in nature, and Tier-3 is an escalating point representing the ultimate non-monetary incentive for BST. Each Tier operates independently, so the onset of a Tier-2 remedy will not cease payout on Tier-1 remedies, nor Tier-3 on Tiers 1 or 2.

Tier-1 Enforcement Mechanisms means self-executing liquidated damages paid directly to an individual CLEC when BellSouth delivers non-compliant performance on an any one of the VSEEM measures for any month as calculated by BellSouth. Tier-1 contains 37 submetrics which are all evaluated and payable on a monthly basis.

The decision point (regarding the pass or fail status of a measure) is determined by the individual CLEC results of the overall test statistic and balancing critical value when parity is the standard. This decision is made at a point where "like-to-likes" have been tested, random variation has been considered, problems around masking discrimination have been solved, and the probability of Type I and Type II errors are accounted for.

If it is decided that a failure occurred, BellSouth will pay in those "like-to-like" areas where potential discrimination was detected, based on the magnitude and duration of the failure.

Failures that occur month-over-month will result in an escalation of the dollar value per transaction, up to month six. Failures that persist after the sixth month will be subject to the dollar amount available at month six.

Tier-2 Enforcement Mechanisms means Assessments paid directly to a state Public Service Commission ("Commission") or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in a quarter in which BellSouth performance is out of compliance or does not meet the benchmark for the aggregate of all CLEC data as calculated by BellSouth for a particular VSEEM measure. Tier-2 contains 42 submetrics which are all evaluated monthly and payable on a quarterly basis.

The decision point (regarding the pass or fail status of a measure) is determined by the CLEC Aggregate results of the overall test statistic and balancing critical value when parity is the standard. This decision is made at a point where "like-to-likes" have been tested, random variation has been considered, problems around masking discrimination have been solved, and the probability of Type I and Type II errors are accounted for.

If it is decided that an industry failure occurred, BellSouth will pay in those "like-to-like" areas where potential discrimination was detected, based on the magnitude of the failure.

Tier-3 Enforcement Mechanisms means the voluntary suspension of additional marketing and sales of long distance services triggered by excessive repeat failures of specific sub-measures. Tier-3 is triggered by three consecutive monthly failures in a quarter in which BellSouth performance is out of compliance or does not meet the benchmark for the aggregate of all CLEC data as calculated by BellSouth. Tier-3 contains 12 submetrics which are all evaluated monthly; however, when any 5 of the 12 experience three consecutive failures in a calendar quarter, Tier-3 is triggered. BellSouth will receive Tier-3 relief when 2 of the 5 failed submetrics show favorable performance for two consecutive months.

The decision point (regarding the pass or fail status of a measure) is determined by the CLEC Aggregate results of the overall test statistic and balancing critical value when parity is the standard. This decision is made at a point where "like-to-likes" have been tested, random variation has been considered, problems around masking discrimination have been solved, and the probability of Type I and Type II errors are accounted for.

If it is decided that an industry failure occurred, BellSouth will discontinue long distance marketing in the harmed state. BellSouth may begin marketing long distance when two of the five failed submetrics show favorable results for two consecutive months in the following quarter.

Tier-2 and Tier-3 are appropriately triggered when there is a pattern of disparity. Hence, the call for quarterly assessments. BellSouth recognizes that the source of a disparate pattern is not

always due to providing sub-standard service, but may be due to improvement initiatives where the root cause is the 'learning curve', not targeted discrimination.

In summary, Tier-1 addresses the individual CLEC, Tier-2 and Tier-3 address the CLEC industry. Tier-1 serves the interest of individual CLECs (if a failure in service occurs and parity is not being provided, the CLEC is compensated based on the individual performance received.). Tier-2 and Tier-3 verify that parity is being provided on an overall basis. All Tiers operate independent of each other, ensuring that any harm will not go without remedy.

Escalating Remedies

BellSouth multi-tiered approach to remedies is in itself self-escalating. However, the fee schedules for Tier-1 show how failure duration is remedied, Tier-2 is also shown in the tables below.

Table-1

LIQUIDATED DAMAGES TABLE FOR TIER-1 MEASURES

PER AFFECTED ITEM						
	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Ordering	$40	$50	$60	$70	$80	$90
Provisioning Resale	$100	$125	$175	$250	$325	$500
Provisioning UNE incl. Coordinated Customer Conversions	$400	$450	$500	$550	$650	$800
Maintenance and Repair Resale	$100	$125	$175	$250	$325	$500
Maintenance and Repair UNE	$400	$450	$500	$550	$650	$800
LNP	$150	$250	$500	$600	$700	$800
IC Trunks	$100	$125	$175	$250	$325	$500
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000

Table-2

VOLUNTARY PAYMENTS FOR TIER-2 MEASURES

	PER AFFECTED ITEM
OSS Pre-Ordering	$20
Ordering	$60
Provisioning	$300
UNE Provisioning incl. Coordinated Customer Conversions	$875
Maintenance and Repair	$300
UNE Maintenance and Repair	$875
Billing	$1.00
LNP	$500
IC Trunks	$500
Collocation	$15,000

Mode of Entry

VSEEMIII addresses both Resellers and Facilities-based providers. For Resellers, products are grouped by POTS and Design services. For the Facilities-based providers, products are grouped by UNE Loop and Port Combinations, UNE Loop, IC Trunks and Collocation.

Much focus has been given the UNE categories reflecting the voice-based CLECs and data-based CLECs. BellSouth believes it equally important to provide service parity to both types. The plan is designed such that discrimination is not masked, so for the data-based CLECLs ordering xDSL services, any harm will surface in the UNE Loop category.

BellSouth is exploring the potential to provide DSL disaggregation for reporting purposes; however, any remedy for such services are already contained in the UNE Loop category.

Annual Caps

BellSouth is placing $625M at risk in the nine state region. In the BA order, the FCC found it reasonable "... to compare the maximum liability level to ... net revenues derived from local exchange service ...". BellSouth has placed $625M at risk, which represents 20% of net revenue from local exchange service. Like BA, the Net Revenue figure was derived from ARMIS data, and represents total operating revenue less operating expenses and operating taxes. While BellAtlantics maximum liability equated to 36% of net revenue, BellSouth believes its Tier-3 non-monetary offering (of suspending marketing of long distance services) is invaluable; far exceeding 16% of net revenue. The table below shows the dollars at risk for the BellSouth region:

AL - $54M	**MS - $44M**
FL - $122M	**NC - $77M**
GA - $131M	**SC - $47M**
KY - $34M	**TN - $57M**
LA - $59M	
Regional Total - $625M	

It is BellSouths desire not to reach the maximum liability; however, in the event the monthly payout exceeds the cumulative maximum liability, BellSouth will make a proportional payout to all parties harmed. It is likely that Tier-3 would have been triggered before reaching such a point, thus providing an appropriate incentive for BellSouth to take immediate corrective action.

Swift and Self-Executing Remedies

BellSouth is committed to making swift payment when it has failed to provide parity of service, or failed a benchmark. Payment will be rendered to individual CLECs and the state designated agency 30 days after the reporting cycle. Reports are currently available on the 15th of each month for the prior month's performance. In the event, payment is not rendered on time, interest will be payable at the maximum rate allowable by state law. Interest payments are included in the maximum liability. BellSouth believes interest paid (on past due remedy payments) override any need to make payments on past due reports.

Auditing

At the end of each calendar year, BellSouth will have its independent auditing and accounting firm certify that the results of all Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP).

Key Measurement Set

The measurement set included in the VSEEM plan are key, outcome oriented measures. BellSouth decided on these measures by looking at the collaborative work between ILECs, CLECs and State Commissions in NY and TX. Additionally, BellSouth notes that many of the measures are interrelated, and it would be particularly difficult to repeatedly provide disparate service for a measure without it surfacing through to those measures identified in the VSEEMIII plan.

Collaborative efforts in both NY and TX resulted in either a "critical" measurement set, or a prioritized set of "high, medium, low". These commissions charged the CLECs with communicating the measurement set that is most 'customer impacting'. BellSouth's experience in providing access to IXCs, combined with the outcome of prioritized measures from NY and TX, and preliminary correlation studies has resulted in BellSouth offering of a key set of customer impacting metrics. Below are the measures included in the plan by Tier.

VSEEMIII TIER-1 SUBMETRICS

- FOC Timeliness (Mechanized only)
- Reject Interval (Mechanized only)
- Order Completion Interval (Dispatch only) – Resale POTS
- Order Completion Interval (Dispatch only) – Resale Design
- Order Completion Interval (Dispatch only) – UNE Loop and Port Combos
- Order Completion Interval ('w' code orders, Dispatch only) – UNE Loops
- Order Completion Interval (Dispatch only) – IC Trunks
- Percent Missed Installation Appointments – Resale POTS
- Percent Missed Installation Appointments – Resale Design
- Percent Missed Installation Appointments – UNE Loop and Port Combos
- Percent Missed Installation Appointments – UNE Loops
- Percent Provisioning Troubles within 4 Days - Resale POTS
- Percent Provisioning Troubles within 4 Days - Resale Design
- Percent Provisioning Troubles within 4 Days - UNE Loop and Port Combos
- Percent Provisioning Troubles within 4 Days - UNE Loops
- Customer Trouble Report Rate – Resale POTS
- Customer Trouble Report Rate – Resale Design
- Customer Trouble Report Rate – UNE Loop and Port Combos
- Customer Trouble Report Rate - UNE Loops
- Percent Missed Repair Appointments – Resale POTS
- Percent Missed Repair Appointments - Resale Design
- Percent Missed Repair Appointments - UNE Loop and Port Combos
- Percent Missed Repair Appointments - UNE Loops
- Maintenance Average Duration – Resale POTS
- Maintenance Average Duration – Resale Design
- Maintenance Average Duration - UNE Loop and Port Combos
- Maintenance Average Duration - UNE Loops
- Maintenance Average Duration – IC Trunks
- Percent Repeat Troubles within 30 Days – Resale POTS
- Percent Repeat Troubles within 30 Days – Resale Design
- Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos
- Percent Repeat Troubles within 30 Days - UNE Loops
- Percent Trunk Blockage
- LNP Disconnect Timeliness
- LNP Percent Missed Installation Appointment
- Coordinated Customer Conversions for UNE Loops w/o INP
- Percent Missed Collocation Due Dates

VSEEMIII TIER-2 SUBMETRICS

- Percent Response Received within "X" seconds – Pre-Order OSS
- OSS Interface Availability
- Order Process Percent Flow-Through (Mechanized only)
- Order Completion Interval (Dispatch only) – Resale POTS
- Order Completion Interval (Dispatch only) – Resale Design
- Order Completion Interval (Dispatch only) – UNE Loop and Port Combos
- Order Completion Interval ('w' code orders, Dispatch only) – UNE Loops
- Order Completion Interval (Dispatch only) – IC Trunks
- Percent Missed Installation Appointments – Resale POTS
- Percent Missed Installation Appointments – Resale Design
- Percent Missed Installation Appointments – UNE Loop and Port Combos
- Percent Missed Installation Appointments – UNE Loops
- Percent Provisioning Troubles within 4 Days - Resale POTS
- Percent Provisioning Troubles within 4 Days - Resale Design
- Percent Provisioning Troubles within 4 Days - UNE Loop and Port Combos
- Percent Provisioning Troubles within 4 Days - UNE Loops
- Customer Trouble Report Rate – Resale POTS
- Customer Trouble Report Rate – Resale Design
- Customer Trouble Report Rate - UNE Loop and Port Combos
- Customer Trouble Report Rate - UNE Loops
- Percent Missed Repair Appointments – Resale POTS
- Percent Missed Repair Appointments - Resale Design
- Percent Missed Repair Appointments - UNE Loop and Port Combos
- Percent Missed Repair Appointments - UNE Loops
- Maintenance Average Duration – Resale POTS
- Maintenance Average Duration – Resale Design
- Maintenance Average Duration - UNE Loop and Port Combos
- Maintenance Average Duration - UNE Loops
- Maintenance Average Duration – IC Trunks
- Percent Repeat Troubles within 30 Days – Resale POTS
- Percent Repeat Troubles within 30 Days – Resale Design
- Percent Repeat Troubles within 30 Days - UNE Loop and Port Combos
- Percent Repeat Troubles within 30 Days - UNE Loops
- Billing Timeliness
- Billing Accuracy
- Usage Data Delivery Timeliness
- Usage Data Delivery Accuracy
- Percent Trunk Blockage
- LNP Disconnect Timeliness
- LNP Percent Missed Installation Appointment
- Coordinated Customer Conversions for UNE Loops without INP
- Percent Missed Collocation Due Dates

VSEEMIII TIER-3 SUBMETRICS

- Percent Missed Installation Appointments – Resale POTS
- Percent Missed Installation Appointments – Resale Design
- Percent Missed Installation Appointments – UNE Loop and Port Combos
- Percent Missed Installation Appointments – UNE Loops
- Percent Missed Repair Appointments – Resale POTS
- Percent Missed Repair Appointments - Resale Design
- Percent Missed Repair Appointments - UNE Loop and Port Combos
- Percent Missed Repair Appointments - UNE Loops
- Billing Timeliness
- Billing Accuracy
- Percent Trunk Blockage
- Percent Missed Collocation Due Dates

Statistical Testing and Benchmarks

BellSouth supports the use of a statistical test when analogous processes or services exist between BellSouth and CLEC. BellSouth advocates the Truncated-z test and a Balancing Critical Value, which is an outcome of 12+ months of collaboration under the direction of the Louisiana PSC Staff. BellSouth's independent statisticians collaborated with AT&T; MCI and other CLECs deferred their participation to Dr. Colin Mallows of AT&T Research Laboratories resulting in Dr. Mallows representing the interest of, not only AT&T, but also the Joint CLEC participants. The statistical testing proposed by BellSouth is not limited to a specific number of data points, hence applicable to any range of CLEC activity (large and small). For situations where there is no BellSouth analogous process or service offering, benchmarks are established to determine compliance by comparing the CLEC result against a predefined benchmark.

A statistical test will be performed on all but five (5) of the above submetrics. These five submetrics will be benchmarked. They are: FOC Timeliness, Reject Timeliness, LNP Disconnect Timeliness, Coordinated Customer Conversions for UNE Loops w/o INP, and Percent Missed Collocation Due Dates.

For those measures that are statistically tested, testing is performed at deep levels of disaggregation. For example, provisioning disaggregation include:

- Product – PBX, Centrex, ISDN, etc.
- Market Segment – Residential and Business
- Order Type – New, Change, Transfer
- Field Work – Dispatch, No-Dispatch
- Circuit Count – less than 10 lines, greater than 10 lines
- Time of Month – first half, second half
- Geography – state, wire center

Tier-1, Tier-2 and Tier-3 for Benchmark Measurements

Benchmarks have been established for those processes or services for which no retail analogue exists. A minimum activity level is required for benchmark measurement payout; i.e., activity levels less than 5 will not be considered for benchmark remedies. There a two types of benchmarks in the VSEEM III SQM; those in the form of a target, and proportions.

The decision point (regarding pass or fail) is determined by the individual CLEC results compared to the established benchmark (Tier-1), and the CLEC Aggregate results compared to the established benchmark (Tiers –2 and –3).

If a failure is detected, BellSouth will pay on those transactions that exceed the threshold. The magnitude of the failure is captured in the gap between the actual performance result and the benchmark.

BellSouth supports AT&Ts solution to handling small sample sizes using benchmark adjustments. However, BellSouth supports a 95% confidence bound. Table I shows adjustments for CLEC Activity ranging from 5 to 30.

Table I **Small Sample Size Table (95% Confidence)**

Sample Size	Equivalent 90% Benchmark	Equivalent 95% Benchmark
5	60.00%	80.00%
6	66.67%	83.33%
7	71.43%	85.71%
8	75.00%	75.00%
9	66.67%	77.78%
10	70.00%	80.00%
11	72.73%	81.82%
12	75.00%	83.33%
13	76.92%	84.62%
14	78.57%	85.71%
15	73.33%	86.67%

Sample Size	Equivalent 90% Benchmark	Equivalent 95% Benchmark
16	75.00%	87.50%
17	76.47%	82.35%
18	77.78%	83.33%
19	78.95%	84.21%
20	80.00%	85.00%
21	76.19%	85.71%
22	77.27%	86.36%
23	78.26%	86.96%
24	79.17%	87.50%
25	80.00%	88.00%
26	80.77%	88.46%
27	81.48%	88.89%
28	78.57%	89.29%
29	79.31%	86.21%
30	80.00%	86.67%

BellSouth
Service Quality Measurements Plan

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

BellSouth
Service Quality Measurements Plan

Appendix B: Glossary of Acronyms and Terms

A	**ACD**	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ALEC	Alternative Local Exchange Company = FL CLEC
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	**BILLING**	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	**CKTID**	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CLP	Competitive Local Provider = NC CLEC
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

Appendix B: Glossary of Acronyms and Terms – Continued

C	**COFIUSOC**	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	**DESIGN**	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
	DSL	Digital Subscriber Line
E	**E911**	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	**FATAL REJECT**	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	**HAL**	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	**ISDN**	Integrated Services Digital Network
	IPC	Interconnection Purchasing Center
K		
L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

Appendix B: Glossary of Acronyms and Terms – Continued

N	NC	"No Circuits" - All circuits busy announcement
O	**OASIS**	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	**POTS**	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Appendix B: Glossary of Acronyms and Terms – Continued

Q		
R	**RNS**	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	**SOCS**	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	**TAFI**	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	**UNE**	Unbundled Network Element
V	**VSEEM**	Voluntary Self Effectuating Enforcement Mechanism
W	**WTN**	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) for each of the next five (5) years (2000 – 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.

2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).

3. BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

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Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Pre-Ordering	**Percent Response Received within "X" seconds**	Parity w/ retail where applicable		
	OSS Interface Availability			99.5%
Ordering	**Percent Flow-Through Service Request** • Residence • Business • UNE			90% 80% 80%
	Percent Rejected Service Request	Diagnostic		Diagnostic
	Reject Interval (Mechanized)			95% within 1 hrs.
	• Reject Interval (Non-Mechanized and Partially Mechanized)			85% < 48 hrs.
	Firm Order Confirmation Timeliness (Mechanized) (Non-Mechanized & Partially Mechanized)			95% within 4 hrs. 85% < 48 hrs.
	Speed of Answer in Ordering Center	X	X	
Provisioning	**Mean Held Order Interval**			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Design		Retail Design	
	• UNE Non Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP - Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP - Design		Retail Residence and Business	
	◆ UNE Loop Other with NP – Design		Retail Design	
	◆ UNE Loop Other without NP – Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
	Average Jeopardy Notice Interval (Mechanized)			
	◆ Resale Residence			95% > = 24 hrs.
	◆ Resale Business			95% > = 24 hrs.
	◆ Resale Design			95% > = 24 hrs.
	◆ Resale PBX			95% > = 24 hrs.
	◆ Resale Centrex			95% > = 24 hrs.
	◆ Resale ISDN			95% > = 24 hrs.
	◆ UNE Design			95% > = 24 hrs.
	◆ UNE Non-Design			95% > = 24 hrs.
	◆ UNE Loop and Port Combos			95% > = 24 hrs.
	◆ UNE 2w Loop with NP – Non-Design			95% > = 24 hrs.
	◆ UNE 2w Loop without NP – Non-Design			95% > = 24 hrs.
	◆ UNE Loop Other with NP Non-Design			95% > = 24 hrs.
	◆ UNE Loop Other without NP Non-Design			95% > = 24 hrs.
	◆ UNE Other Non-Design			95% > = 24 hrs.
	◆ UNE 2w Loop with NP – Design			95% > = 24 hrs.
	◆ UNE 2w Loop without NP – Design			95% > = 24 hrs.
	◆ UNE Loop Other with NP – Design			95% > = 24 hrs.
	◆ UNE Loop Other without NP – Design			95% > = 24 hrs.
	◆ UNE Other Design			95% > = 24 hrs.
	◆ Local Interconnection Trunks			

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	**% of Orders given jeopardy notice (Mechanized)**			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other with NP Non-Design		Retail Residence and Business	
	◆ UNE Loop Other without NP Non-Design		Retail Residence and Business	
	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP - Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP - Design		Retail Residence and Business	
	◆ UNE Loop Other with NP - Design		Retail Design	
	◆ UNE Loop Other without NP - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Interconnection Trunks	X		
	Percent Missed Installation Appointments			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Loop and Port Combos		Retail Residence and Business	

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Service Quality Measurements Plan

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Design	
	• UNE Loop Other without NP Non-Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Order Completion Interval			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	

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Service Quality Measurements Plan

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	• UNE 2w Loop with NP - Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP - Design		Retail Design	
	• UNE Loop Other without NP - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Average Completion Notice Interval – Resale POTS (Mech)			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP - Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP - Design		Retail Design	
	• UNE Loop Other without NP - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Provisioning	**Percent Provisioning Troubles within 30 Days**			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other with NP Non-Design		Retail Residence and Business	
	◆ UNE Loop Other without NP Non-Design		Retail Residence and Business	
	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop with NP - Design		Retail Residence and Business	
	◆ UNE 2w Loop without NP - Design		Retail Residence and Business	
	◆ UNE Loop Other with NP - Design		Retail Design	
	◆ UNE Loop Other without NP - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
	Total Service Order Cycle Time	Diagnostic	Diagnostic	Diagnostic
Maintenance	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Maintenance	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop with NP – Non-Design		Retail Residence and Business	
	• UNE 2w Loop without NP – Non-Design		Retail Residence and Business	
	• UNE Loop Other with NP Non-Design		Retail Residence and Business	
	• UNE Loop Other without NP Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop with NP - Design		Retail Residence and Business	
	• UNE 2w Loop without NP - Design		Retail Residence and Business	
	• UNE Loop Other with NP - Design		Retail Design	
	• UNE Loop Other without NP - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Total Service Order Cycle Time	Diagnostic	Diagnostic	Diagnostic
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
	◆ UNE Loop Other - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
Maintenance	**Percent Missed Repair Appointments**			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Design		Retail Design	
	◆ UNE Non-Design		Retail Residence and Business	
	◆ UNE Loop and Port Combos		Retail Residence and Business	
	◆ UNE 2w Loop – Non-Design		Retail Residence and Business	
	◆ UNE Loop Other - Non-Design		Retail Residence and Business	
	◆ UNE Other Non-Design		Retail Residence and Business	
	◆ UNE 2w Loop - Design		Retail Residence and Business	
	◆ UNE Loop Other - Design		Retail Design	
	◆ UNE Other Design		Retail Design	
	◆ Local Interconnection Trunks	X		
	Maintenance Average Duration			
	◆ Resale Residence	X		
	◆ Resale Business	X		
	◆ Resale Design	X		
	◆ Resale PBX	X		
	◆ Resale Centrex	X		
	◆ Resale ISDN	X		
	◆ UNE Design		Retail Design	

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Service Quality Measurements Plan

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	
	• UNE Loop Other - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Percent Repeat Troubles within 30 Days			
	• Resale Residence	X		
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	
	• UNE Loop Other - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	Out of Service > 24 hours			
	• Resale Residence	X		

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Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
	• Resale Business	X		
	• Resale Design	X		
	• Resale PBX	X		
	• Resale Centrex	X		
	• Resale ISDN	X		
	• UNE Design		Retail Design	
	• UNE Non-Design		Retail Residence and Business	
	• UNE Loop and Port Combos		Retail Residence and Business	
	• UNE 2w Loop – Non-Design		Retail Residence and Business	
	• UNE Loop Other - Non-Design		Retail Residence and Business	
	• UNE Other Non-Design		Retail Residence and Business	
	• UNE 2w Loop - Design		Retail Residence and Business	
	• UNE Loop Other - Design		Retail Design	
	• UNE Other Design		Retail Design	
	• Local Interconnection Trunks	X		
	OSS Interface Availability			
	• All systems except ECTA	X		
	• ECTA			99.5%
	OSS Response Interval and %			
	• TAFI (Front End) • CRIS, DLETH, DLR, OSPCM, LMOS, LMOSUP, MARCH, Predictor, SOCS, LNP (Parity by Design)	X PBD		
	Average Answer Time – Repair Center	X		
Billing	**Invoice Accuracy**			
	Mean Time To Deliver Invoices	X		
	Usage Data Delivery Accuracy	X		
	Usage Data Delivery Timeliness	X		
	Usage Data Delivery Completeness	X		

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Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Billing	**Invoice Accuracy - continued**			
	Mean Time to Deliver Usage	X		
Operator Services (Toll)	**Average Speed to Answer**	PBD		
	% Answered in "X" Seconds	PBD		
Directory Assistance	**Average Speed to Answer**	PBD		
E911	**Timeliness**	PBD		
	Accuracy	PBD		
	Mean Interval	PBD		
Trunk Group Performance (Blockage)	**Trunk Group Service Report (Percent Trunk Blockage)** Any 2 hour period in 24 hours where CLEC blockage exceeds BST blockage by more than 0.5% = a miss using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BST.	X		
	Trunk Group Service Report (Percent Trunk Blockage)	X		
LNP	**Average Disconnect Timeliness Interval**			95% ≤ 24 Hrs.
	Percent Missed Installation Appointments		Retail Residence and Business	
	FOC Mechanized			95% ≤ 4 Hrs.
	% Reject Service Request		Diagnostic	
	Average Reject Interval Mechanized			95% ≤ 1 Hrs.
	TSOCT		Diagnostic	
	% Flow Through			80%

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Service Quality Measurements Plan

APPENDIX D
Analogs and Benchmarks

BST SQM Category	Measures and Sub-Metrics	Resale Retail Analogue	UNEs Retail Analogue	Benchmark*
Customer Coordinated Conversions	**Coordinated Customer Conversions – UNE Loop** Coordinated Customer Conversions – LNP			95% ≤ 15 mins. 95% ≤ 15 mins.
Collocation+	% of Due Dates Missed			< 10% Missed Due Dates
	Average Response Time		FL PSC is addressing this in generic docket	30 Days
+A contract with each CLEC required	**Average Arrangement Time** Ordinary Extraordinary		FL PSC is addressing this in generic docket	90 Days 130 Days

Note 1: PBD = Parity by Design. UD = Under Development – Benchmarks will be replaced when Analogs are complete.

Note 2: The retail analog for UNE Non-Design and UNE 2w Loops – Design is the average of Retail Residence Dispatch and Retail Business Dispatch transactions for the particular month. The retail analog for other UNE Design is Retail Design Dispatch.

Note 3: Analogs and Benchmarks will be re-evaluated periodically, at least once a year, to validate applicability.

COLLOCATION

Report/Measurement:
C-1. Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = Σ[(Request Response Date) – (Request Submission Date)] / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA) • Virtual • Physical • Caged/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/10/00 (tg)

COLLOCATION

Report/Measurement:
C-2. Average Arrangement Time
Definition:
Measures the average time from the receipt of a complete and accurate Bone Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement and notifies the CLEC.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement and notifies the customer.
Calculation:
Average Arrangement Time = Σ[(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted)] / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA) • Virtual • Physical • Cage/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/10/00 (tg)

COLLOCATION

Report/Measurement:
C-3. Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
Percent Due Dates Missed is the percent of total collocation arrangements which BST is unable to complete by end of the ILEC committed due date. The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The arrangement is considered a missed due date if it is not completed on or before the committed due date.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/I ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA) • Virtual • Physical • Cage/Cageless (under development)
Data Retained
• Report period • Aggregate data
Retail Analog/Benchmark:
See Appendix D < 10% Missed Due Dates

Revision Date: 05/10/00 (tg)

BELLSOUTH®

Service Quality Measurement Plan (SQM)

Measurement Descriptions

Version

May, 2000

I. INTRODUCTION

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

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. **The SQM must reflect the Orders by the GPSC and LPSC.**

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

This document is intended for use by someone with a basic knowledge of telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurement reports.

E911

Report/Measurement:
E-1. Timeliness
Definition:
Measures the percent of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Timelines = Σ (Number of batch orders processed within 24 hours ÷Total number of batch orders submitted) x 100
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/10/00 (tg)

E911

Report/Measurement:
E-1. Accuracy
Definition:
Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successully for E911.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ (Number of record individual updates processed with no errors ÷Total number of individual record updates) x 100
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/10/00 (tg)

E911

Report/Measurement:
E-3. Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = Σ (Date and time of batch order completion – Date and time of batch order submission) ÷ (Number of batch orders completed)
Report Structure:
• Reported for the aggregate of CLEC resale updates and BST retail updates ➢ State ➢ Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/15/00 (tg)

Maintenance and Repair Level of Disaggregation

Product Reporting Levels

- Resale / Retail
  - Pots – Residence
  - Pots – Business
  - Design
  - PBX (Louisiana SQM)
  - CENTREX (Louisiana SQM)
  - ISDN (Louisiana SQM) (**Note:** ISDN Trouble included in POTS for Georgia Only)

- Unbundled Network Elements
  - UNE Design
  - UNE Non-Design
  - UNE 2 Wire Loop (Louisiana SQM)
  - UNE Loop Other (Louisiana SQM)
  - Unbundled Ports (Louisiana SQM)
  - UNE Other Non-Design
  - Combos, Switching, Local Transport, DSL (under development)

- Trunks
  - Local Interconnection Trunks

- Dispatch/No Dispatch categories applicable to all levels

- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g., Metropolitan Service Area – MSA)

MAINTENANCE & REPAIR

Report/Measurement:

M&R-1. Missed Repair Appointments

Definition:

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

Exclusions:

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

Business Rules:

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

Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.

Calculation:

Percentage of missed Repair Appointments = Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Design-Resale/BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs-(See Appendix D)

Revision Date: 05/15/00 (see)

MAINTENANCE & REPAIR

Report/Measurement:

M&R-2. Customer Trouble Report Rate

Definition:

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

Exclusions:

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

Business Rules:

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

Calculation:

Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Design-Resale/BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs-(See Appendix D)

Revision Date: 02/22/00 (see)

MAINTENANCE & REPAIR

Report/Measurement:

M&R-3. Maintenance Average Duration

Definition:

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

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
- Trouble reports greater than 10 days

Business Rules:

For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the BST or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

Calculation:

Maintenance Average Duration = Σ(Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / Σ(Total Closed Troubles in the reporting period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Design-Resale/BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs-(See Appendix D)

Revision Date: 05/25/00 (see)

MAINTENANCE & REPAIR

Report/Measurement:

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

Definition:

Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total trouble reported

Exclusions:

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

Business Rules:

Includes Customer trouble reports received within 30 days of an original Customer trouble report

Calculation:

Percent Repeat Troubles within 30 Days = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Design-Resale/BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs-(See Appendix D)

Revision Date: 02/22/00 (see)

MANTENANCE & REPAIR

Report/Measurement:

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

Definition:

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

Exclusions:

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

Business Rules:

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

Calculation:

Out of Service (OOS) > 24 hours = (Total Cleared Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100

Report Structure:

- CLEC Specific
- BST Aggregate
- CLEC Aggregate

Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of • Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence-Resale / BST Residence- Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale /BST Trunking- Retail
UNEs – (See Appendix D)

Revision Date: 05/12/00 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
M&R-6. Average Answer Time – Repair Centers	
Definition:	
This measures the average time a customer is in Queue when calling a BellSouth Repair Center.	
Exclusions:	
None	
Business Rules:	
The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call. (abandoned calls are not included) (NOTE: The Total Column is a combined BST Residence and Business number)	
Level of Disaggregation:	
Region. CLEC/BST Service Centers and BST Repair Centers are regional.	
Calculation:	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
Report Structure:	
• CLEC Aggregate • BST Aggregate	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Average Answer Time	• BST Average Answer Time
Retail Analog/Benchmark:	
For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BST Repair Centers.	

Revision Date: 05/25/00 (see)

ORDERING

Report/Measurement:

O-1. Percent Flow-Through Service Requests (Summary)

Definition:

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

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout

Business Rules:

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

Definitions:

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

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

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

1. Complex*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

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

ORDERING (O-1. Percent Flow-Through Service Requests (Summary) – Continued)

<table>
<tr><td colspan="2">Calculation:</td></tr>
<tr><td colspan="2">Percent Flow Through – (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) - Σ[(the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.</td></tr>
<tr><td colspan="2">Report Structure:</td></tr>
<tr><td colspan="2">• CLEC Aggregate
➢ Region</td></tr>
<tr><td colspan="2">Level of Disaggregation:</td></tr>
<tr><td colspan="2">• Geography
➢ Region
• Product
➢ Residence
➢ Business
➢ UNE
➢ LNP</td></tr>
<tr><td>Data Retained Relating to CLEC Experience:</td><td>Data Retained Relating to BST Performance:</td></tr>
<tr><td>• Report month
• Total number of LSRs received, by interface, by CLEC
➢ TAG
➢ EDI
➢ LENS
• Total number of errors by type, by CLEC
➢ Fatal rejects
➢ Auto clarification
➢ CLEC caused system fallout
• Total number of errors by error code
• Total fallout for manual processing</td><td>• Report month
• Total number of errors by type
➢ BST system error</td></tr>
<tr><td colspan="2">Retail Analog/Benchmark:</td></tr>
<tr><td colspan="2">Residence 90%
Business 80%
UNE 80%</td></tr>
</table>

Revision Date: 05/15/00 (tm)

ORDERING

Report/Measurement:

O-2. Percent Flow-Through Service Requests (Detail)

Definition:

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

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout

Business Rules:

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

Definitions:

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

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

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

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

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

ORDERING (O-2. Percent Flow-Through Service Requests (Detail) – Continued)

Calculation:

Percent Flow Through – (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO) - Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  - CLEC (by alias designation)
  - Number of fatal rejects
  - Mechanized interface used
  - Total mechanized LSRs
  - Total manual fallout
  - Number of auto clarifications returned to CLEC
  - Number of validated LSRs
  - Number of BST caused fallout
  - Number of CLEC caused fallout
  - Number of Service Orders Issued
  - Base calculation
  - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
- Geographic
  - Region
- Product
  - Residence
  - Business
  - UNE
  - LNP

Data Retained Relating to CLEC Experience:

- Report month
- Total number of LSRs received, by interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total number of errors by type, by CLEC
  - Fatal rejects
  - Auto clarification
  - CLEC errors
- Total number of errors by error code
- Total fallout for manual processing

Data Retained Relating to BST Performance:

- Report month
- Total number of errors by type
  - BST system error

Retail Analog/Benchmark:

Residence 90%
Business 80%
UNE 80%

Revision Date: 05/15/00 (tm)

ORDERING

Report/Measurement:

O-3. Flow-Through Error Analysis

Definition:

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

Exclusions:

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

Business Rules:

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

Calculation:

Σ Of errors by type

Report Structure:

- Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:
  - Error Type (by error code)
  - Count of each error type
  - Percent of each error type
  - Cumulative percent
  - Error Description
  - CLEC Caused Count of each error code
  - Percent of aggregate by CLEC caused count
  - Percent of CLEC caused count
  - BST Caused Count of each error code
  - Percent of aggregate by BST caused count
  - Percent of BST by BST caused count.

Level of Disaggregation:

Region

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error

Retail Analog/Benchmark:

Not Applicable

Revision Date: 02/22/00 (tm)

ORDERING

Report/Measurement:	
O-4. CLEC LSR Information	
Definition:	
A list, with the flow through activity, of LSRs, by cc, pon and ver, issued by each CLEC during the report period.	
Exclusions:	
Fatal Rejects	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
NA	
Report Structure:	
• Provides a list, with the flow through activity, of LSRs by cc, pon, and ver, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR. ➢ CC ➢ PON ➢ Ver ➢ Timestamp ➢ Type ➢ Err # ➢ Note or error description	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Record of LSRs received by cc, pon, and ver • Record of timestamp, type, err # and note or error description for each LSR by cc, pon, and ver.	NA
Retail Analog/Benchmark:	
Not Applicable	

Revision Date: 5/2/00(tm)

BellSouth
Service Quality Measurements Plan

LSR Flow-Through Matrix

PRODUCT	F/T	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING [1]	EDI	TAG [2]	LENS 99 [4]	LENS [3]	COMMENTS
2 wire analog DID trunk port	No [5]	UNE	Yes	NA	N	N	N	N	
2 wire analog port	Yes	UNE	No	No	Y	Y	N	N	
2 wire ISDN digital line side port	No	UNE	Yes	NA	N	N	N	N	
2 wire ISDN digital loop	No	UNE	Yes	Yes	Y	Y	N	N	
3 Way Calling	Yes	No	No	No	Y	Y	Y	Y	
4 wire analog voice grade loop	Yes	UNE	Yes	No	Y	Y	N	N	
4 wire DS0 & PRI digital loop	No	UNE	Yes	NA	N	N	N	N	
4 wire DS1 & PRI digital loop	No	UNE	Yes	NA	N	N	N	N	
4 wire ISDN DSI digital trunk ports	No	UNE	Yes	Yes	N	N	N	N	
Accupulse	No	Yes	Yes	NA	N	N	N	N	
ADSL	No	UNE	Yes	NA	N	N	N	N	
Area Plus	Yes	No	No	No	Y	Y	Y	Y	
Basic Rate ISDN	No	Yes	Yes	Yes	Y	Y	N	N	
Call Block	Yes	No	No	No	Y	Y	Y	Y	
Call Forwarding-Variable	Yes	No	No	No	Y	Y	Y	Y	
Call Return	Yes	No	No	No	Y	Y	Y	Y	
Call Selector	Yes	No	No	No	Y	Y	Y	Y	
Call Tracing	Yes	No	No	No	Y	Y	Y	Y	
Call Waiting	Yes	No	No	No	Y	Y	Y	Y	
Call Waiting Deluxe	Yes	No	No	No	Y	Y	Y	Y	
Caller ID	Yes	No	No	No	Y	Y	Y	Y	
CENTREX	No	Yes	Yes	NA	N	N	N	N	
DID WITH PBX ACT W	No	Yes	Yes	Yes	Y	N	Y	N	
DID ACT W	No	Yes	Yes	Yes	Y	N	Y	N	
Digital Data Transport	No	UNE	Yes	NA	N	N	N	N	
Directory Listing Indentions	No	No	No	Yes	Y	Y	Y	Y	
Directory Listings Captions	No	No	Yes	Yes	Y	Y	Y	N	
Directory Listings (simple)	Yes	No	No	No	Y	Y	Y	Y	
DS3	No	UNE	Yes	NA	N	N	N	N	
DS1 Loop	Yes	UNE	Yes	No	Y	Y	N	N	

BellSouth

Service Quality Measurements Plan

DSO Loop	Yes	UNE	Yes	No	Y	Y	N	N	
Enhanced Caller ID	Yes	No	No	No	Y	Y	Y	Y	
ESSX	No	Yes	Yes	NA	N	N	N	N	
Flat Rate/Business	Yes	No	No	No	Y	Y	Y	Y	
Flat Rate/Residence	Yes	No	No	No	Y	Y	Y	Y	
FLEXSERV	No	Yes	Yes	NA	N	N	N	N	
Frame Relay	No	Yes	Yes	NA	N	N	N	N	
FX	No	Yes	Yes	NA	N	N	N	N	
Ga. Community Calling	Yes	No	No	No	Y	Y	Y	Y	
HDSL	No	UNE	Yes	NA	N	N	N	N	
Hunting MLH	No	C/S [6]	C/S	Yes	Y	Y	N	N	
Hunting Series Completion	No	C/S	C/S	No	Y	Y	Y	Y	
INP RECTYPE B	Yes	UNE	No	No	Y	Y	N	N	
INP RECTYPE C	Yes	UNE	No	No	Y	Y	N	N	
LightGate	No	Yes	Yes	NA	N	N	N	N	
Local Number Portability	Yes	UNE	Yes	No	Y	Y	N	N	
LNP with Complex Listing	No	UNE	Yes	Yes	Y	Y	N	N	
LNP with Partial Migration	No	UNE	Yes	Yes	Y	Y	N	N	
LNP with Complex Services	No	UNE	Yes	Yes	Y	Y	N	N	
INP to LNP Conversions	No	UNE	Yes	Yes	Y	Y	N	N	
Measured Rate/Bus.	Yes	No	No	No	Y	Y	Y	Y	
Measured Rate/Res.	Yes	No	No	No	Y	Y	Y	Y	
Megalink	No	Yes	Yes	NA	N	N	N	N	
Megalink-T1	No	Yes	Yes	NA	N	N	N	N	
Memory Call	Yes	No	No	No	Y	Y	Y	Y	
Memory Call Ans. Svc.	Yes	No	No	No	Y	Y	Y	Y	
Multiserv	No	Yes	Yes	NA	N	N	N	N	
Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	NA	N	N	N	N	
Off-Prem Stations	No	Yes	Yes	NA	N	N	N	N	
Optional Calling Plan	Yes	No	No	No	Y	Y	Y	Y	
Package/Complete Choice and area plus	Yes	No	No	No	Y	Y	Y	Y	
Pathlink Primary Rate ISDN	No	Yes	Yes	NA	N	N	N	N	
Pay Phone Provider	No	No	No	NA	N	N	N	N	
PBX Standalone ACT A,C, D	No	Yes	Yes	Yes	Y	Y	Y	N	
PBX Trunks	No	Yes	Yes	Yes	Y	Y	Y	N	
Port/Loop Combo	Yes	UNE	No	No	Y	Y	Y	N	
Port/Loop PBX	No	No	No	Yes	Y	Y	N	N	
Preferred Call Forward	Yes	No	No	No	Y	Y	Y	Y	

RCF Basic	Yes	No	No	No	Y	Y	Y	Y	
Remote Access to CF	Yes	No	No	No	Y	Y	Y	Y	
Repeat Dialing	Yes	No	No	No	Y	Y	Y	Y	
Ringmaster	Yes	No	No	No	Y	Y	Y	N	
Smartpath	No	Yes	Yes	NA	N	N	N	N	
SmartRING	No	Yes	Yes	NA	N	N	N	N	
Speed Calling	Yes	No	No	No	Y	Y	Y	Y	
Synchronet	No	Yes	Yes	Yes	Y	Y	N	N	
Tie Lines	No	Yes	Yes	NA	N	N	N	N	
Touchtone	Yes	No	No	No	Y	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	No	Y	Y	Y	N	
WATS	No	Yes	Yes	NA	N	N	N	N	
XDSL Extended LOOP	No	UNE	Yes	NA	N	N	N	N	

Note [1]: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note [2]: The TAG column includes those LSR submitted via RoboTAG.

Note [3]: The LENS column denotes the ordering status of services prior to OSS 99.

Note [4]: The LENS 99 column denotes the ordering status of services post OSS 99.

Note [5]: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user– new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

Note [6]: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple

ORDERING

Report/Measurement:

O-5. Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by the CLEC prior to being rejected/clarified.

Business Rules:

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

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR. In LEO, Fatal Rejects are included in the "Other" category for Regional reports only.

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

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

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

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

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

Calculation:

Percent Rejected Service Requests = (Total Number of Rejected Service Requests in the reporting period) / (Total Number of Service Requests Received in the reporting period) X 100.

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - Resale Residence
  - Resale Business
  - Resale – Design (Special)
  - Other
  - UNE
  - UNE Loop with NP
  - Interconnection Trunks
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order
- Product Specific % Rejected
- Total % Rejected

ORDERING (O-5. Percent Rejected Service Requests – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region • Total Number of ASRs (Trunks)	
Retail Analog/Benchmark:	
See Appendix D	

Revision Date: 05/15/00 (lg)

ORDERING

Report/Measurement:

O-6. Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions:

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays.
- The following hours for Non-mechanized LSRs*:
  - Residence Resale Group - from 10:00 PM EST Saturday until 7:00 AM EST Monday.
  - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday.
  - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday.

* The hours excluded will be altered to reflect changes in the Center operating hours.

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp or reject in LEO). Auto Clarifications are considered in the Fully Mechanized category.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Reject Interval = Σ[(Date and Time of Service Request Rejection) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

ORDERING – (O-6. Reject Interval – Continued)

Level of Disaggregation:

- Product Reporting Levels
  - Resale – Residence
  - Resale – Business
  - Resale – Design (Special)
  - Other
  - UNE
  - UNE Loop with NP
  - Interconnection Trunks
    - < 10 Circuits/Lines
    - > 10 Circuits/Lines
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order
- Mechanized:
  - 0-4 minutes
  - > 4-8 minutes
  - > 8-12 minutes
  - >12-60 minutes
  - 0-1 hour
  - > 1-8 hours
  - > 8-24 hours
  - > 24 hours
- Non-mechanized:
  - 0-1 hour
  - > 1-4 hours
  - > 4-8 hours
  - > 8-12 hours
  - > 12-16 hours
  - > 16-20 hours
  - > 20-24 hours
  - > 24 hours.
- Trunks:
  - < 5 days
  - > 5-8 days
  - > 8-12 days
  - >12-14 days
  - >14-17 days
  - >17-20 days
  - > 20 days
- Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days.

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Reject Interval • Total Number of LSRs • Total number of Rejects • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING

Report/Measurement:

O-7. Firm Order Confirmation Timeliness

Definition:

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions:

- Rejected LSRs
- Designated Holidays.
- The following hours for Non-mechanized LSRs*:
  - Residence Resale Group - from 10:00 PM EST Saturday until 7:00 AM EST Monday.
  - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday.
  - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday.

* The hours excluded will be altered to reflect changes in the Center operating hours.

Business Rules:

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.

Calculation:

Firm Order Confirmation Timeliness = Σ[(Date and Time of Firm Order Confirmation) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Confirmed in Reporting Period)

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - ➢ Resale – Residence
  - ➢ Resale – Business
  - ➢ Resale – Design (Special)
  - ➢ Other
  - ➢ UNE
  - ➢ UNE Loop with NP
  - ➢ Interconnection Trunks
    - < 10 Circuits/Lines
    - > 10 Circuits/Lines

ORDERING – (O-7. Firm Order Confirmation Timeliness – Continued)

Level of Disaggregation: (Continued)

- Geographic Scope
  - State, Region and further geographic disaggregation (MSA) as required by State Commission Order
- Mechanized:
  - 0-15 minutes
  - 15-30 minutes
  - 30-45 minutes
  - 45-60 minutes
  - 60-90 minutes
  - 90-120 minutes
  - 120-240 minutes
  - 4-8 hours
  - 8-12 hours
  - 12-16 hours
  - 16-20 hours
  - 20-24 hours
  - 24-48 hours
  - 48 hours
- Non-mechanized:
  - 0-4 hours
  - 4-8 hours
  - 8-12 hours
  - 12-16 hours
  - 16-20 hours
  - 20-24 hours
  - 24-48 hours
  - 48 hours
- Trunks:
  - 0- 5 days
  - 6- 8 days
  - 9-11 days
  - 12-14 days
  - 15-17 days
  - 18-20 days
  - 20 days
- Average Interval in Days

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • Interval for FOC • Total number of LSRs • State and Region • Total Number of ASRs (Trunks)	

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING

Report/Measurement:	
O-8. Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BST's Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.	
Report Structure:	
Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development	
Level of Disaggregation:	
Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
For CLEC, Speed of Answer in Ordering Center (LCSC) is comparable to Speed of Answer in BST Business Offices. See Appendix D	

Revision Date: 05/26/00 (lg)

ORDERING – (LNP)

Report/Measurement:

O-9. LNP-Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are excluded.

Exclusions:

- Service Requests canceled by the CLEC
- Fatal Rejects
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
- Non Mechanized LSR's

Business Rules:

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR (via EDI or TAG) but required fields are not populated correctly and the request is returned to the CLEC.

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

- An Auto Clarification is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

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

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Calculation:

[(Number of Service Requests Rejected in the Reporting Period) / (Number of Service Requests Received in the Reporting Period)] x 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - LNP
  - UNE Loop with LNP
- Geographic Scope
  - State, Region

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING – (LNP)

Report/Measurement:

O-10. LNP-Reject Interval Distribution & Average Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are excluded.

Exclusions:

- Service Requests canceled by the CLEC
- Fatal Rejects
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
- Non Mechanized LSR's

Business Rules:

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BST receives LSR until that LSR is rejected back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC.

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

- An Auto Clarification is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

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

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Calculation:

Average Reject Interval:
Σ[(Date & Time of Service Request Rejection) – (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Rejected in Reporting Period)

Reject Interval Distribution:
[Σ(Service Requests Rejected in "X" minutes/hours) / (Total Number of Service Requests Rejected in Reporting Period)] X 100

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized
- CLEC Specific
- CLEC Aggregate

ORDERING – (O-10. LNP-Reject Interval Distribution & Average Reject Interval – Continued)

Level of Disaggregation:
• Reported in intervals: 0-4 minutes > 4-8 minutes > 8-12 minutes >12-60 minutes 0-1hours > 1-8 hours > 8-24 hours > 24 hours • Product Reporting Levels ➢ LNP ➢ UNE Loop with LNP • Geographic Scope ➢ State, Region • Average Interval in Days
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (lg)

ORDERING – (LNP)

Report/Measurement:
O-11. LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval
Definition:
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR to distribution of a firm order confirmation.
Exclusions:
• Rejected LSRs (Clarifications or Fatal Rejects) • Order Activities of BST or the CLEC associated with interval or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
The Firm Order Confirmation interval is determined for each FOC'd LSR processed during the reporting period. The Firm Order Confirmation interval is the elapsed time from when BST receives an LSR until that LSR is confirmed back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimensions. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed to produce the Firm Order Confirmation timeliness interval distribution. • **Mechanized:** The elapsed time from receipt of a valid LSR until the LSR is processed and appropriate service orders are generated in SOCS without manual intervention. • **Partially Mechanized:** The elapsed time from receipt of an electronically submitted LSR which falls for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation system (SONGS). • **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized FOCs.
Calculation:
Average Reject Interval: Σ[(Date & Time of Firm Order Confirmation) – (Date & Time of Service Request Receipt)] / (Total Number of Service Requests Confirmed in Reporting Period) **FOC Interval Distribution:** Σ[(Service Requests Confirmed in "X" minutes/hours in the Reporting Period) / (Total Service Requests Confirmed in the Reporting Period)] X 100
Report Structure:
• Fully Mechanized, Partially Mechanized, Total Mechanized • CLEC Specific • CLEC Aggregate

ORDERING – (O-11. LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval – Continued)

Level of Disaggregation:

- Reported in intervals
  - 0-15 minutes
  - > 15-30 minutes
  - > 30-45 minutes
  - > 45-60 minutes
  - > 60-90 minutes
  - > 90-120 minutes
  - >120-240 minutes
  - > 4-8 hours
  - > 8-12 hours
  - > 12-16 hours
  - > 16-20 hours
  - > 20-24 hours
  - > 24-48 hours
  - > 48 hours
- Product Reporting Levels
  - ➢ LNP
  - ➢ UNE Loop with LNP
- Geographic Scope
- State, Region

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/15/00 (lg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
OS-1. Speed to Answer Performance/Average Speed to Answer - Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
Total queue time ÷ total calls answered
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
• None
Data Retained (on Aggregate Basis):
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/12/00 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
OS-2. Speed to Answer Performance/Percent Answered with "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set for the Average Speed to Answer by a State Commission.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis):
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark:
Parity by Design See Appendix D

Revision Date: 05/15/00 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
DA-1. Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answered by a DA operator.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
Total queue time ÷ total calls answered
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design See Appendix D

Revision Date: 05/12/00 (tg)

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
DA-2. Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set for the Average Speed to Answer by a State Commission.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
• Reported for the aggregate of BST and CLECs ➢ State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design See Appendix D

Revision Date: 05/15/00 (tg)

OSS (Operations Support Systems)

Report/Measurement:

OSS-1. Average Response Time and Response Interval (Pre-Ordering)

Definition:

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions:

None

Business Rules:

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.

Level of Disaggregation:

- **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BST query this legacy system.
- **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a give address. CLECs and BST query this legacy system.
- **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. CLECs and BST query this legacy system.
- **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system.
- **DSAP** (DOE Support Application) – provides due date information. CLECs and BST query this legacy system.
- **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system.
- **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.
- **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BST queries this legacy system.

Calculation:

Σ [Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period)

Report Structure:

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/05/00 (lg)

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

OSS (Operations Support Systems)

Report/Measurement:	
OSS-2. Interface Availability (Pre-Ordering)	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allows conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
Regional Level	
Calculation:	
(Functional Availability) / (Scheduled Availability) X 100	
Report Structure:	
• Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime	• Report month • Legacy Contract Type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
See Appendix D	

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
HAL	CLEC	x
LENS	CLEC	x
LEO Mainframe	CLEC	x
LEO UNIX	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
ATLAS/COFFI	CLEC/BST	x
BOCRIS	CLEC/BST	x
DSAP	CLEC/BST	x
RSAG	CLEC/BST	x
SOCS	CLEC/BST	x
SONGS	CLEC/BST	x

Revision Date: 05/25/00 (lg)

OSS (Operations Support Systems)

Report/Measurement:	
OSS-3. Interface Availability (Maintenance & Repair)	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM • ECTA	• Availability of BST TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
Retail Analog/Benchmark:	
Parity by design; Retail Analog ECTA Benchmark – 99.5% See Appendix D	

OSS Interface Availability (M&R)

OSS Interface	% Availability
BST TAFI	x
CLEC TAFI	x
CLEC ECTA	x
BST and CLEC	x
CRIS	x
LMOS HOST	x
LNP	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

Revision Date: 05/25/00 (see)

OSS (Operations Support Systems)

Report/Measurement:	
OSS-4. Response Interval (Maintenance & Repair)	
Definition:	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	
Exclusions:	
None	
Business Rules:	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BST side of the interface and the clock stops when the response has been transmitted through that same point to the requester. **NOTE:** The OSS Response Interval BST Total Report is a combination of BST Residence and Business Total.	
Calculation:	
OSS Response Interval = (Query Response Date and Time for Category "X") – (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, ≥ 4 to 10, ≥ 10, ≥ 30 seconds.	
Report Structure:	
• CLEC • BST Residence • BST Business by interface for each legacy system and function as appropriate. • BST total (Business + Residence)	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
OSS Response Interval for CLEC's is comparable to OSS Response Interval for BST.	

System	BST & CLEC	Count < = 4	Count > 4, < = 10	Count < = 10	Count > 10	Count > 30
CRIS	X	X	X	X	X	X
DLETH	X	X	X	X	X	X
DLR	X	X	X	X	X	X
LMOS	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X
LNP	X	X	X	X	X	X
MARCH	X	X	X	X	X	X
OSPCM	X	X	X	X	X	X
Predictor	X	X	X	X	X	X
SOCS	X	X	X	X	X	X
NIW	X	X	X	X	X	X

Revision Date: 05/16/00 (see)

BellSouth
Service Quality Measurements Plan

Provisioning Disaggregation

Product Reporting Levels

- Resale and Retail
  - Pots – Residence
  - Pots – Business
  - Design
  - PBX (Louisiana SQM)
  - CENTREX (Louisiana SQM)
  - ISDN (Louisiana SQM) (**Note:** ISDN included in POTS for Georgia Only)

- Unbundled Network Elements
  - UNE Design
  - UNE Non-Design
  - UNE 2 Wire Loop (Louisiana SQM)
  - UNE Loop Other (Louisiana SQM)
  - Unbundled Ports (Louisiana SQM)
  - Combos, Switching, Local Transport, DSL (under development)

- Trunks
  - Local Interconnection Trunks

- Georgraphic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g., Metropolitan Service Area – MSA)

The following measure is the exception for all states:
Coordinated Customer Conversion
Hot Cut Timeliness (under development)

Which is disaggregated as follows:
UNE LOOPS with INP
UNE LOOPS without INP

PROVISIONING

Report/Measurement:
P-1. Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders. Calculation of the interval is the number of orders held and pending but not completed that have passed the currently committed due date. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval)
Exclusions:
Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due 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, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays. CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days. **Held Order Distribution Interval:** This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in > 15 days).
Calculation:
Mean Held Order Interval: Σ(Reporting Period Close Date – Committed Order Due Date) / (Number of Past Due Orders Held and Pending and Past The Committed Due Date). **Held Order Distribution Interval:** (# of Orders Held for ≥90 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100 (# of Orders Held for ≥15 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
Circuit breakout < 10, > = 10

PROVISIONING – (P-1. Mean Held Order Interval & Distribution Intervals – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope NOTE: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale/BST Residence Retail CLEC Business Resale/BST Business Retail CLEC Non-UNE Design/BST Design Interconnection Trunks-CLEC/Interconnection Trunks – BST UNEs-(See Appendix D)	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:

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

Definition:

When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.
The interval is from the date/time the notice is released to the CLEC/BST systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

Exclusions:

- Orders held for CLEC end user reasons
- Orders submitted to BST through non-mechanized methods

Business Rules:

When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.

Calculation:

Average Jeopardy Interval:
Σ[(Date and Time of Scheduled Due Date on Service Order) – (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period).

Percent of Orders Given Jeopardy Notice:
Σ[(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type

Retail Analog/Benchmark:

See Appendix D

Revision Date: 05/25/00 (taf)

PROVISIONING

Report/Measurement:

P-3. Percent Missed Installation Appointments

Definition:

"Percent missed installation appointments" 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 as compared to BST. This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.)
- Disconnect (D) & From (F) orders
- End User Misses on Interconnection Trunks

Business Rules:

Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the confirmed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

Calculation:

Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by committed Due Date in Reporting Period) / (Number of Orders Confirmed in Reporting) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Report Explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user. The End User MA represents the percentage of orders missed by the CLEC or their end user.

Level of Disaggregation:

- Reported in categories of <10 lines/circuits; > = 10 lines/circuits
- Dispatch/No Dispatch

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Non-UNE Design/BST Design
Interconnection Trunks-CLEC/Interconnection Trunks – BST
UNEs-(See Appendix D)

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:
P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution
Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on services orders.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D&F) listing orders • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. This includes all delays for BST's CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99 20-25 = 20-24.99, 25-30 = 25-29.99, > = 30 = 30 and greater.
Calculation:
Average Completion Interval: Σ[(Completion Date & Time) – (Order Issue Date & Time)]/ Σ (Count of Orders Completed in Reporting Period) **Order Completion Interval Distribution:** Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• ISDN Orders included in Non Design – GA Only • Dispatch/No Dispatch categories applicable to all levels except trunks. • Residence & Business reported in day intervals = 0,1,2,3,4,5,5+ • UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30 • All Levels are reported <10 line/circuits; > = 10 line/circuits

PROVISIONING –
(P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution – Continued)

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-(See Appendix D)	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:

P-5. Average Completion Notice Interval

Definition:

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

Exclusions:

- Non-mechanized Orders
- Cancelled Service Orders
- Order Activities of BST associated with internal or administrative use of local services.
- D&F orders

Business Rules:

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

Calculation:

Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Reporting intervals in Hours; 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval
- Reported in categories of <10 line/circuits; > = 10 line/circuits

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BST Order Number (so_nbr) • Work Completion Date (cmpltn-dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:

CLEC Residence Resale/BST Residence Retail
CLEC Business Resale/BST Business Retail
CLEC Non-UNE Design/BST Design
Interconnection Trunks-CLEC/Interconnection Trunks – BST
UNEs-(See Appendix D)

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:	
P-6. Coordinated Customer Conversions	
Definition:	
This report measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without LNP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
• Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.	
Business Rules:	
Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.	
Calculation:	
Σ [(Completion Date and Time for Cross Connection of an Coordinated Unbundled Loop)- (Disconnection Date and Time of an Coordinated Unbundled Loop)] / Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period.	
Report Structure:	
• CLEC Specific • CLEC Aggregate	
Level of Disaggregation:	
Reported in intervals <=5 minutes; >5,< =15 minutes; >15 minutes, plus Overall Average interval	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (INP orders) • Total Conversions (Items) **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists
Retail Analog/Benchmark:	
Benchmark – See Appendix D	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement:

P-6A. Coordinated Customer Conversions – Hot Cut Timeliness % within Interval and Average Interval

Definition:

This category measures whether BST begins the cutover of an unbundled loop on a time specific order at the CLEC requested time. It is measures the percentage of orders worked within 15 minutes of the requested start time of the order and the average interval.

Exclusions:

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

Business Rules:

This report measures whether BST begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cutover start time, the measurement will calculate the % within interval and the average interval. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the interval.

Calculation:

% within Interval – [Total Number of Coordinated Unbundled Loop Orders for the interval] / Total Number of Coordinated Unbundled Loop Orders for the reporting period X 100.

Average Interval - [Σ (Scheduled Date and Time for Cross Connection of a Coordinated Unbundled Loop Order) – (Actual Start Date and Time of a Coordinated Unbundled Loop Order)] / Total Number of Coordinated Unbundled Loop Orders for the reporting period.

Report Structure:

- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

Reported in intervals, plus Overall Average Interval

- Product Reporting Level
  - SL1 Time Specific
  - SL2 Time Specific
  - Coordinated Cuts

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Scheduled Start Time • Cutover Actual Start Time • Total Conversions Orders **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists

Retail Analog/Benchmark:

Benchmark – 95% Within + or – 15 minutes of Scheduled Start Time

Revision Date: 05/16/00 (taf)

PROVISIONING

Report/Measurement:	
P-7. % Provisioning Troubles within 30 days of Service Order Activity	
Definition:	
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.	
Exclusions:	
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders	
Business Rules:	
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date. D & F orders are excluded as there is no subsequent activity following a disconnect.	
Calculation:	
% Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on all completed orders ≤ 30 days following service order(s) completion) / (All Service Orders completed in the report calendar month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Reported in categories of <10 line/circuits; > = 10 line/circuits • Dispatch / No Dispatch	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-(See Appendix D)	

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement :	
P-8. Total Service Order Cycle Time (TSOCT)	
Definition:	
This report measures the total service order cycle time from receipt of a valid service order request to the completion of the service order.	
Exclusions:	
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.	
Business Rules:	
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed.	
Calculation :	
Total Service Order Cycle Time Σ(Completion Date and Time of Service Order) (SOCS HIST-CD DATE) - (Date and Time of Service Request Receipt) / (Count of Orders Completed in Reporting Period)	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Reported in categories of < 10 line/circuits; > = 10 line/circuits • Dispatch/No Dispatch categories applicable to all levels except trunks. • Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30 Days	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark	
See Appendix D	

Revision Date: 02/28/00 (taf)

PROVISIONING

Report/Measurement:	
P-9. Service Order Accuracy GEORGIA ONLY	
Definition:	
The "service order accuracy" measurement measures the accuracy and completeness of BST service orders by comparing what was ordered and what was completed.	
Exclusions:	
• Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders	
Business Rules:	
A manual sampling of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BST. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order.	
Calculation:	
Percent Service Order Accuracy = Σ (Orders Completed without Error) / Σ (Orders Completed in Reporting Period) x 100	
Report Structure:	
CLEC Aggregate	
Level of Disaggregation:	
• Reported in categories of <10 line/circuits; > = 10 line/circuits • Dispatch / No Dispatch	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• Being investigated at this time
Retail Analog/Benchmark:	
(Under Investigation)	

Revision Date: 05/25/00 (taf)

PROVISIONING

Report/Measurement:
P-10. LNP-Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" 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 as compared to BST. This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. The "due date" is any time on the confirmed due date, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments: [(Number of Orders Not Completed by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate **Report explanation:** Total Missed Appointments is the total % of orders missed either by BST or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BST caused misses.
Level of Disaggregation:
• Product Reporting Levels ➢ LNP ➢ UNE Loop Associated w/LNP • Geographic Scope ➢ State, Region
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (taf)

PROVISIONING – (LNP)

Report/Measurement :
P-11. LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution
Definition:
Disconnect Timeliness is defined as the interval between the time the LNP Gateway receives the 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time that the Disconnect service order for an LSR is completed in SOCS. This interval effectively measures BST responsiveness by isolating it from impacts that are caused by CLEC related activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
The Disconnect Timeliness interval is determined for each Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the 'Number Ported' message for an LSR's disconnect order from NPAC (signifying the CLEC 'Activate') until the Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.
Calculation :
Average Disconnect Timeliness Interval: Σ[(Disconnect Service Order Completion Date & Time) - ('Number Ported' Message Received Date & Time)] / Σ (Total Number of Disconnect Service Orders Completed in Reporting Period) **Disconnect Timeliness Interval Distribution:** [Σ (Disconnect Service Orders Completed in "X" days) / (Total Disconnect Service Orders Completed in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Reported in day intervals = 0,1,2,3,4, 5, >5 days • Product Reporting Levels ➢ LNP • Geographic Scope ➢ State, Region
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (taf)

PROVISIONING

Report/Measurement :
P-12. LNP-Total Service Order Cycle Time
Definition:
Total Service Order Cycle Time measures the interval from receipt of a valid service order request to the completion of the final service order associated with that service request.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable • "L" appointment coded orders (indicating the customer has requested a later than offered interval) • "S" missed appointment coded orders (indicating subscriber missed reasons), except for "SP" codes (indicating subscriber prior due date requested).
Business Rules:
The interval is determined for each service request processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service request and stops when the technician or system completes all the related service orders for the LSR in SOCS. Elapsed time for each service request is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of service requests completed to produce the total service order cycle time.
Calculation :
Average Total Service Order Cycle Time: Σ[(Service Order Completion Date & Time) - (Service Request Receipt Date & Time)] / Σ (Total Number Service Requests Completed in Reporting Period) **Total Service Order Cycle Time Interval Distribution:** Σ (Total Number of Service Requests Completed in "X" minutes/hours) / (Total Number of Service Requests Received in Reporting Period)] X 100
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate • "W" Appointment Code Only (Company Offered)
Level of Disaggregation:
• Reported in day intervals 0 - 5, 5 - 10, 10 - 15, 15 - 20, 20 - 25, 25 - 30, >30 days • Product Reporting Levels ➢ LNP ➢ UNE Loop with LNP • Geographic Scope ➢ State, Region
Retail Analog/Benchmark:
See Appendix D

Revision Date: 02/16/00 (taf)

VERSION CHANGE HISTORY

*Format Changes

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	
May, 00	All Reports	Title	**BellSouth** **Service Quality Measurements ~~Performance Report~~ Plan**	

*NOTE: ~~The changes in this version of the SQM have been made as a result of the Collaborative Process in Louisiana between BellSouth and the Joint CLECs (AT&T, MCIWorldCom, Sprint and Cox). This process and the associated workshops are being conducted by the Louisiana Public Service Commission in Docket U-22252-C. No other Commission has fostered or approved these changes. None of the changes materially change the calculations or output of the SQM Reports.~~

The changes in this version of the SQM have been made primarily as a result of the 3rd party Audit by KPMG being conducted at the request of the GA PSC. None of the changes materially change the calculations or output of the SQM Reports.

VERSION CHANGE HISTORY

*Table of Contents

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	All Reports	Category	Added the abbreviation of each measurement name	TOC
May, 00	All Reports	Title of the Measurement Column	Change Measurement Description from ~~Function~~	TOC
May, 00	All Reports	Version Date	~~Version: 02/19/00~~ May, 2000	TOC
May, 00	Ordering	All Section	Add new measurement title: O-4. CLEC LSR Information	TOC
May, 00	Ordering	Measurement#	~~O-4~~/O-5, ~~O-5~~/O-6, ~~O-6~~/O-7, ~~O-7~~/O-8, ~~O-8~~/O-9, ~~O-9~~/O-10, ~~O-10~~/O-11	TOC
May, 00	Provisioning	All Section	Add new measurement title: P-6A. Coordinated Customer Conversions Hot Cut Timeliness % within Interval and Average Interval	TOC
May, 00	Provisioning	Title	P-4. Average Completion Interval (OCI) & Order Completion Interval Distribution	TOC
May, 00	Provisioning	Title	P-8. Total Service Order Cycle Time (TSOCT)	TOC
May, 00	OS/DA	Title	OS-1. Speed to Answer Performance/Average Speed to Answer (Toll) OS-2. Speed to Answer Performance/Percent Answered within "X"Seconds (Toll) DA-3. Speed to Answer Performance/Average Speed to Answer (DA) DA-4. Speed to Answer Performance/Percent Answered within "XSeconds (DA)	TOC

VERSION CHANGE HISTORY

*Operational Support Systems (OSS)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Date
May, 00	Average Response Time and Response Interval **(Pre-Ordering)**	Business Rules	The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of ~~legacy~~ accesses to the legacy systems during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 second are also captured.	OSS-1 Pg. 1
May, 00	Average Response Time and Response Interval **(Pre-Ordering)**	Level of Disaggregation	• **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system.	OSS-1 Pg. 1
May, 00	Interface Availability **(Pre-Ordering)**	Report Structure	~~• Not CLEC Specific~~ ~~• Not product/service specific~~ • ~~Regional Level~~ • Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	OSS-2 Pg. 3
May, 00	Interface Availability **(Pre-Ordering)**	Retail Analog/Bench mark	~~Benchmark – 99.5%~~ See Appendix D	OSS-2 Pg. 3
May, 00	Interface Availability **(Pre-Ordering)**	Chart	Alphabetice and separated to match the current PMAP reports on the web.	OSS-2 Pg. 3
May, 00	Interface Availability **(Maintenance & Repair)**	Report Structure	~~• Not CLEC Specific~~ ~~• Not product/service specific~~ • ~~Regional Level~~ • Aggregate ➢ CLEC ➢ BST & CLEC • Regional Level	OSS-3 Pg. 4
May, 00	Interface Availability **(Maintenance & Repair)**	Data Retained (CLEC Expt.)	• ECTA ~~(Under Development)~~	OSS-3 Pg. 4
May, 00	Response Interval **(Maintenance & Repair)**	Definition	The response intervals are determined by subtracting the time a request is received on the BST side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	OSS-4 Pg. 5
May, 00	Response Interval **(Maintenance & Repair)**	Business Rules	..... The clock starts on the date and time when the request is received on the BST side of the interface and the clock stops when the response has been transmitted through that same point to the requester. **NOTE:** The OSS Response Interval BST Total Report is a combination of BST Residence and Business Total.	OSS-4 Pg. 5

VERSION CHANGE HISTORY
*Flow Through (Ordering)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Date
May, 00	Percent Flow-Through Svc. Requests (Summary)	Business Rules	**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. . . . . **Total System Fallout:** . . . . . If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for ~~as~~ clarification.	**O-1. Pg. 1**
May, 00	Percent Flow-Through Svc. Requests (Detail)	Business Rules	**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. . . . . **Total System Fallout:** . . . . . If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for ~~as~~ clarification.	**O-2. Pg. 3**
May, 00	CLEC LSR Information	All	New Report **(Due to the new report, it has re-numbered the remaining Ordering Measurements that follows)**	**O-4. Pg. 6**
May, 00	LSR Flow Through Matrix		2 wire analog DID trunk port - ~~YES~~ NA (Planned Fallout for Manual Handling) 2 wire ISDN digital line side port - ~~YES~~ NA (Planned Fallout for Manual Handling) 2 wire ISDN digital loop – ~~NA~~ Yes (Planned Fallout for Manual Handling) 3 Way Calling – ~~NA~~ No (Planned Fallout for Manual Handling) 4 wire analog voice grade loop - ~~NA~~ No (Planned Fallout for Manual Handling) 4 wire DS0 & PRI digital loop - ~~YES~~ NA (Planned Fallout for Manual Handling) 4 wire DS1 & PRI digital loop - ~~YES~~ NA (Planned Fallout for Manual Handling) ADSL - ~~YES~~ NA (Planned Fallout for Manual Handling) DS1 Loop - ~~YES~~ No (Planned Fallout for Manual Handling) DS0 Loop - ~~YES~~ No (Planned Fallout for Manual Handling) ~~Hunting Series Completion DM10~~ Hunting Series Completion - ~~YES~~ No (Planned Fallout for Manual Handling) Port/Loop Combo – ~~N~~ Y ~~Yes – LENS, April, 2000~~ (LENS 99 & Comment) RCF Basic – ~~NA~~ No, ~~N~~ Y, ~~N~~ Y, ~~N~~ Y, ~~N~~ Y (Pl.Ma.Han., EDI, TAG, LENS99 LENS) Synchronet – ~~NA~~ Yes Unbundled Loop-Analog 2W, SL1, SL2– ~~N~~ Y ~~Yes-LENS,Apr.00~~ (LENS99, Comm.)	**Matrix Pg. 7-9**

VERSION CHANGE HISTORY

*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Rejected Service Requests	Business Rules	**Fully Mechanized:** (EDI, LENS, TAG, LEO, LESOG) **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification and ~~(rejected)~~ sent back (rejected) to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs ~~which were~~ electronically submitted by the CLEC. **Non-Mechanized:** LSRs which are faxed or mailed to the LCSC for processing and ~~is~~ "clarified" (rejected) back to the CLEC by the BST service representative. **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.	O-5. Pg. 10
May, 00	Percent Rejected Service Requests	Level of Disaggregation	• Product Reporting Levels **ADD:** ➢ Other • Product Specific % Rejected • Total % Rejected	O-5. Pg. 10
May, 00	Reject Interval	Exclusions	• ~~Weekend hours for Partially Mechanized and Non Mechanized LSRs.~~ • Designated Holidays. • The following hours for Non-mechanized LSRs*: - Residence Resale Group - from 10:00 PM EST Saturday until 7:00 AM EST Monday. - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday. - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday. * The hours excluded will be altered to reflect changes in the Center operating hours.	O-6. Pg. 12
May, 00	Reject Interval	Business Rules	**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.	O-6. Pg. 12
May, 00	Reject Interval	Report Structure	• Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, ~~Trunks~~	O-6. Pg. 12
May, 00	Reject Interval	Level of Disaggregation	Reformatted and clarified intervals	O-6. Pg. 13
May, 00	Firm Order Confirmation Timeliness	Definition	Interval for Return of a Firm Order Confirmation (FOC Interval) is the average ~~response~~ time from receipt of valid LSR to distribution of a Firm Order Confirmation.	O-7. Pg. 14

VERSION CHANGE HISTORY

*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Firm Order Confirmation Timeliness	Exclusions	• ~~Weekend hours for Partially Mechanized and Non-Mechanized LSRs.~~ • Designated Holidays • The following hours for Non-mechanized LSRs*: - Residence Resale Group – from 10:00 PM EST Saturday until 7:00 AM EST Monday. - Business Resale, Complex, UNE Groups - from 8:00 PM EST Friday until 8:00 AM EST Monday. - IPC – 4:30 PM CST Friday until 8:00 AM CST Monday. * The hours excluded will be latered to reflect changes in the Center operating hours.	O-7. Pg. 14
May, 00	Firm Order Confirmation Timeliness	Business Rules	**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported as a separate category.	O-7. Pg. 14
May, 00	Firm Order Confirmation Timeliness	Level of Disaggregation	Reformatted and clarified intervals	O-7. Pg. 15
May, 00	Speed of Answer in Ordering Center	Report Structure	~~• CLEC Aggregate~~ ~~• BST Aggregate~~ Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development	O-8. Pg. 16
May, 00	Speed of Answer in Ordering Center	Level of Disaggregation	~~• CLEC Aggregate~~ ~~• BST Aggregate~~ Aggregate • CLEC – Local Carrier Service Center • BST - Business Service Center - Residence Service Center Note: Combination of Residence Service Center and Business Service Center data under development)	O-8. Pg. 16
May, 00	Ordering	LNP - Titles	~~LNP-8.~~ O-9. LNP – ~~LNP-9.~~ O-10. LNP- ~~LNP-10.~~ O-11. LNP-	Pg. 17, 18, 20
May, 00	(LNP) Percent Rejected Service Requests	Exclusions	• Non Mechanized LSR's	O-9 Pg. 17
May, 00	(LNP) Percent Rejected Service Requests	Business Rules	**Partially Mechanized:** A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back (rejected) to the CLEC.	O-9 Pg. 17

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	(LNP) Reject Interval Distribution & Average Reject Interval	Exclusions	• Non Mechanized LSR's	O-10. Pg. 18
May, 00	(LNP) Reject Interval Distribution & Average Reject Interval	Level of Disaggregation	Reformatted and clarified intervals	O-10. Pg. 19
May, 00	(LNP) Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval	Level of Disaggregation	Reformatted and clarified intervals	O-11. Pg. 21

VERSION CHANGE HISTORY

*Provisioning

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Provisioning	LNP - Titles	~~LNP – 10.~~ P-10. LNP – ~~LNP-11.~~ P-11. LNP- ~~LNP-12.~~ P-12. LNP-	Pg.14, 15, 16
May, 00	Provisioning	Page One	• Unbundled Network Elements ➢ Combos, Switching, Local Transport, DSL (under development) The following measure is the exception for all states: Coordinated Customer Conversion Hot Cut Timeliness (under development)	Pg. 1
May, 00	Mean Held Order	Definition	.... Calculation of the interval is the number of orders held and pending but not completed that have passed the currently committed due date. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval)	P-1. Pg. 2
May, 00	Mean Held Order	Calculation	**Mean Held Order Interval:** Σ(Reporting Period Close Date – Committed Order Due Date) / (Number of Past Due Orders Held and Pending and Past The Committed Due Date) ~~for all orders pending and past the committed due date.~~ **Held Order Distribution Interval:** (# of Orders Held for ≥90 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100 (# of Orders Held for ≥15 days) / (Total # of Past Due Orders Held and Pending But Not Completed) X 100	P-1. Pg. 2
May, 00	Average Jeopardy Notice	Definition	When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC/BST systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.	P-2. Pg. 4
May, 00	Average Jeopardy Notice	Business Rules	When BST can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.	P-2. Pg. 4
May, 00	Average Jeopardy Notice	Retail Analog	~~95% > 24 hours~~ See Appendix D	P-2. Pg. 4
May, 00	Percent Missed Install	Definition	.....This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.	P-3. Pg. 5

VERSION CHANGE HISTORY
*Provisioning

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Missed Install	Business Rules	Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BST is unable to complete the service orders on the confirmed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. ~~A business day The "due date"~~ is any time ~~period within~~ on the ~~same~~ confirmed due date ~~frame~~, wWhich means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.	P-3. Pg. 5
May, 00	Average Completion Interval	Definition	. . . . . This report measures how well BellSouth meets the interval offered to customers on service orders.	P-4. Pg. 6
May, 00	Average Completion Interval	Exclusions	~~• D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).~~ • Disconnect (D&F) listing orders	P-4. Pg. 6
May, 00	Average Completion Interval	Business Rules	. . . . .The completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. This includes all delays for BST's CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS.	P-4. Pg. 6
May, 00	Average Completion Notice Interval	Business Rules	Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer.	P-5. Pg. 8
May, 00	Average Completion Notice Interval	Data retained CLEC Data Retained BST	• ~~Activity Type~~ • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • ~~CLEC~~ BST Order Number • ~~Activity Type~~ • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt)	P-5. Pg. 8
May, 00	Coordinated Customer Conversions	Definition	This ~~category~~ report measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. .	P-6. Pg. 9
May, 00	Coordinated Customer Conversions	Retail Analog/Bench mark	~~There is no retail analog for this measurement because it measures cutting loops to the CLEC.~~	P-6. Pg. 9
May, 00	Coordinated Cust. Conver. – Hot Cut Timeliness	All sections	New measurement	P-6A. Pg. 10

VERSION CHANGE HISTORY

*Provisioning

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Provisioning Troubles within 30 days	Business Rules	Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.	P-7. Pg. 11
May, 00	Total Service Order Cycle Time (TSOCT)	Data Retained (CLEC Exp.)	ADD: CLEC Company Name (OCN)	P-8. Pg. 12
May, 00	Service Order Accuracy (GA)	Data Retained (CLEC Exp.)	~~NOTE: Code in parentheses is the corresponding header found in the raw data file~~	P-9. Pg. 13
May, 00	LNP-Percent missed Installation	Definition	. . . . . This measure is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates and reported for both BST and End User Misses.	P-10. Pg. 14
May, 00	LNP-Percent missed Installation	Business Rules	. . . . The "due date" ~~A business day~~ is any time ~~period within~~ on the confirmed due ~~same~~ date ~~frame~~, ...	P-10. Pg. 14
May, 00	LNPDisconnect Timeliness	Business Rules	The Disconnect Timeliness interval is determined for ~~the last~~ each Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the ~~last~~ 'Number Ported' message for an LSR's disconnect order from NPAC (signifying the CLEC 'Activate') until the ~~last~~ Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.	P-11. Pg. 15

VERSION CHANGE HISTORY
*Maintenance & Repair

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Maintenance & Repair	Level of Disaggregation	• Resale/Retail – (Note: ISDN Trouble included in ~~Non-Design~~ POTS for Georgia Only) • Unbundled Network Elements ➢ UNE Design ~~(Georgia and Regional SQM)~~ ➢ UNE Non-Design ~~(Georgia and Regional SQM)~~ ➢ Combos, Switching, Local Transport, DSL (under development)	Pg. 1
May, 00	Missed Repair Appointments	Business Rules	. . . . . The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation.	M&R-1. Pg. 2
May, 00	Maintenance Average Duration	Business Rules	. . . . The clock stops on the date and time the service is restored and the BST or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems). ~~NOTE: Customer can be BST or CLEC~~	M&R-3. Pg. 4
May, 00	Out of Svc. (OOS) > 24 Hrs.	Definition	For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).	M&R-5. Pg. 6
May, 00	Out of Svc. (OOS) > 24 Hrs.	Business Rules	. . . .The clock begins when the trouble report is created in LMOS and the trouble is counted if the elasped time exceeds 24 hours.	M&R-5. Pg. 6
May, 00	Out of Svc. (OOS) > 24 Hrs.	Calculation	Out of Service (OOS) > 24 hours = (Total Cleared Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100	M&R-5. Pg. 6
May, 00	Average Answer Time-Repair Ctr.	Definition	This measures the average time a customer is in Queue when calling a BellSouth Repair Center.	M&R-6. Pg. 7
May, 00	Average Answer Time-Repair Ctr.	Business Rules	~~This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered.~~ The clock starts when ~~the~~ a CLEC Representative or BellSouth customer makes a choice ~~to be~~ on the Repair Center's menu and is put in queue for the next repair attendant. ~~and the~~ The clock stops when the repair attendant answers the call. (abandoned calls are not included) (NOTE: The Total Column is a combined BST Residence and Business number)	M&R-6. Pg. 7

VERSION CHANGE HISTORY

*Billing

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Invoice Accuracy	Business Rules	The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuary comparative to BST bills rendered to retail customers of BST.	B-1. Pg. 1
May, 00	Invoice Accuracy	Calculation	**Invoice Accuracy** = (Total Billed Revenues during current month) – (Absolute Value of Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	B-1. Pg. 1
May, 00	Mean Time to Deliver Invoices	Definition	Bill Distribution is calculated as follows: CRIS BILLS-The number of work days is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting work days. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system. CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days. ~~This measure provides the mean interval for billing invoices~~	B-2. Pg. 2
May, 00	Mean Time to Deliver Invoices	Business Rules	This report ~~M~~measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	B-2. Pg. 2
May, 00	Usage Data Delivery Timeliness	Calculation	Usage Data Delivery Timeliness Current month = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100	B-5. Pg. 5
May, 00	Mean Time to Deliver Usage	Calculation	Mean Time to Deliver Usage = Σ (~~Record volume~~ Volume of Records Delivered X estimated number of days to deliver ~~the Usage Record~~) / ~~t~~Total ~~r~~Record ~~v~~Volume Delivered	B-6. Pg. 6

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Average Speed to Answer - Toll	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. . ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Calculation	The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate. Total queue time ÷ total calls answered	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Report Structure	• ~~CLEC Specific~~ • ~~CLEC Aggregate~~ • ~~BST Aggregate~~ • Reported for the aggregate of BST and CLECs ➢ State	OS-1. Pg. 1
May, 00	Average Speed to Answer - Toll	Level of Disaggregation	• None • ~~Reported for the aggregate of BST and CLECs~~ ➢ ~~State~~	OS-1. Pg. 1
May, 00	Percent Answered with "X" Seconds - Toll	Definitions	Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set ~~against~~ for the Average Speed to Answer by a State Commission.	OS-2. Pg. 2
May, 00	Percent Answered with "X" Seconds - Toll	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~ None	OS-2. Pg. 2

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Answered with "X" Seconds - Toll	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~The system makes no distinction between CLEC customers and BST customers.	OS-2. Pg. 2
May, 00	Average Speed to Answer – Directory Assistance (DA)	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~None	DA-1. Pg. 3
May, 00	Average Speed to Answer – Directory Assistance (DA)	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	DA-1. Pg. 3
May, 00	Average Speed to Answer – Directory Assistance (DA)	Calculation	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance~~. No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	DA-1. Pg. 3
May, 00	Percent Answered within "X" Seconds – Directory Assistance (DA)	Definition	. . . . . The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set ~~against~~ for the Average Speed to Answer by a State Commission.	DA-2. Pg. 4
May, 00	Percent Answered within "X" Seconds – Directory Assistance (DA)	Exclusions	~~Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.~~None	DA-2. Pg. 4

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Percent Answered within "X" Seconds – Directory Assistance (DA)	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. ~~No distinction is made~~ The system makes no distinction between CLEC customers and BST customers.	DA-2. Pg. 4

VERSION CHANGE HISTORY
*E911

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Timeliness	Definition	Measures the percent~~age~~ of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.	E-1. Pg. 1
May, 00	Timeliness	Business Rules	..... Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order ~~Communication~~ Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The system makes ~~N~~no distinction~~s are made~~ between CLEC resale records and BST retail records.	E-1. Pg. 1
May, 00	Accuracy	Definition	Measures the percent of ~~individual~~ E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successully for E911.	E-2. Pg. 2
May, 00	Accuracy	Business Rules	..... Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order ~~Communication~~ Control System (SOCS). The system makes ~~N~~no distinction~~s are made~~ between CLEC resale records and BST retail records.	E-2. Pg.2
May, 00	Mean Interval	Business Rules	..... Data is posted is 4-hour increments up to and beyond 24 hours. The system makes ~~N~~no distinction~~s are made~~ between CLEC resale records and BST retail records.	E-3. Pg. 3

VERSION CHANGE HISTORY

*Trunk Group Performance

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Trunk Group Performance – Aggregate	Calculation	Heading: Calculation $\frac{(1x\sout{5})+(0.5x\sout{5})+(2x4)+(1.5x4)}{\sout{5}+\sout{5}+4+4}$ =1.~~2~~% has been replaced with	TGP-1. Pg. 2
May, 00	Trunk Group Performance – CLEC Specific	Calculation	$\frac{(1x7)+(0.5x7)+(2x5)+(1.5x6)}{7+7+5+6}$ = 1.8%	TGP-2. Pg. 4

VERSION CHANGE HISTORY

*Collocation

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Average Response Time	Exclusions	• ~~Requests to augment previously completed arrangements~~ • Any application cancelled by the CLEC	C-1. Pg. 1
May, 00	Average Response Time	Calculation	Average Response Time = Σ[(Request Response Date) – (Request Submission Date)] / Count of Responses Returned within Reporting Period.	C-1. Pg. 1
May, 00	Average Response Time	Level of Disaggregation	ADD – ◆ Caged/Cageless (under development)	C-1. Pg. 1
May, 00	Average Arrangment Time	Definition	Measures the average time from the receipt of a complete and accurate Bone Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement and notifies the CLEC.	C-2. Pg. 2
May, 00	Average Arrangment Time	Exclusions	• Any Bona Fide firm order cancelled by the CLEC • ~~Bona Fide firm orders to augment previously completed arrangements~~ • Time for BST to obtain permits • Time during which the collocation contract is being negotiated	C-2. Pg. 2
May, 00	Average Arrangment Time	Business Rules	..... The clock stops on the date that BST completes the collocation arrangement and notifies the customer.	C-2. Pg. 2
May,00	Average Arrangment Time	Calculation	Average Arrangement Time = Σ[(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted)] / Total Number of Collocation Arrangements Completed during Reporting Period.	C-2. Pg. 2
May, 00	Average Arrangment Time	Level of Disaggregation	ADD – ◆ Caged/Cageless (under development)	C-2. Pg. 2
May, 00	Percent of Due Dates Missed	Exclusions	• Any Bona Fide firm order cancelled by the CLEC • ~~Bona Fide firm orders to augment previously completed arrangements~~ • Time for BST to obtain permits • Time during which the collocation contract is being negotiated	C-3. Pg. 3
May, 00	Percent of Due Dates Missed	Business Rules	Percent Due Dates Missed is the percent of total collocation arrangements which BST is unable to complete by end of the ILEC committed due date. The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The arrangement is considered a missed due date if it is not completed on or before the committed due date. ~~The clock stops on the date that BST completes the collocation arrangement.~~	C-3. Pg. 3
May, 00	Percent of Due Dates Missed	Level of Disaggregation	ADD – ◆ Caged/Cageless (under development)	C-3. Pg. 3

VERSION CHANGE HISTORY

*Appendix A

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Reporting Scope	Standard Svc. Groupings	Matched with the Product Reporting Levels with Maintenance & Repair and Provisioning.	Pg. 1
May, 00	Reporting Scope	Standard Svc. Groupings	***Pre-Order, Ordering*** ➢ Residence Resale ~~Resale-Residence~~ ➢ Business Resale ~~Resale-Business~~ ➢ Special ~~Resale~~ ➢ Local Interconnection Trunks ➢ UNE ➢ UNE Design ➢ UNE - Loops w/LNP	Pg. 1
May, 00	Reporting Scope	Report Levels	ADD – BST MSA	Pg. 2
May, 00	Reporting Scope	Maintenance Query Types	ADD - TAFI - *Note TAFI Access the system list below: ➢ CRIS ➢ DLR ➢ LMOSupd ➢ March ➢ Predictor ➢ Oleth ➢ LMOS ➢ LNP ➢ NIW ➢ OSPCM ➢ SOCS	Pg. 3

VERSION CHANGE HISTORY

*Appendix B

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Glossary of Acronyms and Terms	A	ADD – ALEC – Alternative Local Exchange Company = FL CLEC	Pg. 1
May, 00	Glossary of Acronyms and Terms	C	ADD – CLP – Competitive Local Provider = NC CLEC	Pg. 1
May, 00	Glossary of Acronyms and Terms	D	ADD – DSL – Digital Subscriber Line	Pg. 2
May, 00	Glossary of Acronyms and Terms	I	ADD – IPC – Interconnection Purchasing Center	Pg. 3
May, 00	Glossary of Acronyms and Terms	V	ADD – VSEEM – Voluntary Self Effectuating Enforcement Mechanism	Pg. 5

VERSION CHANGE HISTORY

*Appendix D

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Revisions	SQM Page
May, 00	Analogs & Benchmarks	Benchmark	ADD – to LNP – Average Disconnect Timeliness Interval 95% ≤ 24 hours.	Pg. 9

VERSION CHANGE HISTORY
*Format Changes

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	
02/24/00	All Reports	Measurement Name	Added to the table of contents and each section is the letter and number of the measurement.	
			~~Pre-Ordering-OSS~~ has been replaced with OSS (Operations Support Systems)	

*NOTE: The changes in this version of the SQM have been made as a result of the Collaborative Process in Louisiana between BellSouth and the Joint CLECs (AT&T, MCIWorldCom, Sprint and Cox). This process and the associated workshops are being conducted by the Louisiana Public Service Commission in Docket U-22252-C. No other Commission has fostered or approved these changes. None of the changes materially change the calculations or output of the SQM Reports.

VERSION CHANGE HISTORY

*Operational Support Systems (OSS)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version / Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Avg. Response Time and Response Interval (Pre-Ordering)	Business Rules	The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that month ~~day~~ X 100.	OSS-1. Pg. 3
02/24/00	Avg. Response Time and Response Interval (Pre-Ordering)	Level of Disaggregation	CLECs and BST query this legacy system to RSAG-Address, RSAG-TN, ATLAS, DSAP CLECs query this legacy system to COFFI, HAL, P/SIMS BST query this legacy system to OASIS	OSS-1. Pg. 3
02/24/00	Avg. Response Time and Response Interval (Pre-Ordering)	Retail Analog/ Benchmark	~~CLEC Average Response Interval is comparable to BST Average Response Interval.~~ See Appendix D	OSS-1. Pg. 3
02/24/00	Interface Availability (Pre-Ordering)	Data Retained Relating to CLEC Experience.	Hours of Downtime	OSS-2. Pg. 5
02/24/00	Interface Availability (Pre-Ordering)	OSS Interface Availability chart	Added middle column (Applicable to)	OSS-2. Pg. 5
02/24/00	Interface Availability (Pre-Ordering)	Retail Analog/ Benchmark	~~CLEC OSS Interface Availability is comparable to BST OSS Interface Availability Parity with Retail where applicable~~ Benchmark – 99.5%	OSS-2. Pg. 5
02/24/00	Interface Availability (M & R)	Data Retained Relating to CLEC Experience.	~~(under development at this time)~~ (ECTA Under Development)	OSS-3 Pg. 6
02/24/00	Interface Availability (M & R)	Data Retained Relating to BST Experience.	SOCs, CRIS, PREDICTOR, LNP and OSPCM	OSS-3 Pg. 6
02/24/00	Interface Availability (M & R)	Retail Analog/ Benchmark	ECTA Benchmark – 99.5%	OSS-3 Pg. 6
02/24/00	Interface Availability (M & R)	New Chart	New OSS Interface Availability (M&R) chart added to the bottom of the OSS-3. Measurement page.	OSS-3 Pg. 6
02/24/00	Response Interval (M & R)	Exclusions	~~Queries received during scheduled system maintenance time~~. None	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	Report Structure	~~(BST Total is under development at this time)~~ BST Total (Business + Residence)	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	New Chart	New OSS Response Interval (M&R) chart added to the bottom of the OSS-4. Measurement page.	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	New Chart	New OSS Response Interval (M&R) chart added to the bottom of the OSS-4. Measurement page.	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	Measurement Name	~~and Percentages~~	OSS-4. Pg. 7
02/24/00	Response Interval (M & R)	Retail Analog/ Benchmark	~~Retail Analog~~ ~~Audit Verification~~ Oss Response Interval for CLEC's is comparable to OSS Response Interval for BST	OSS-4. Pg. 7

VERSION CHANGE HISTORY

*Operational Support Systems (OSS)

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision
05/15/00	Average Response Time and Response Interval (Pre-Ordering)	Business Rules	The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of ~~legacy~~ accesses to the legacy systems during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 second are also captured.
05/15/00	Average Response Time and Response Interval (Pre-Ordering)	Level of Disaggregation	• **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. CLECs query this legacy system.
05/15/00	Interface Availability (Pre-Ordering)	Chart	??

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/04/00	Percent Flow Through Service Requests (Summary)	Definition	and LNP Local Service Requests (LNP LSRs) and reach a status for a FOC to be issued, ~~to SOCS~~	O-1. Pg. 8
02/04/00	Percent Flow Through Service Requests (Summary)	Exclusions	~~Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible (Under development)~~	O-1. Pg. 8
02/04/00	Percent Flow Through Service Requests (Summary)	Business Rules	The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), ~~and~~ that flow through and reach a status for a FOC to be issued, ~~to SOCS~~ without manual intervention. **Fatal Rejects**: LEO/LNP Gateway **Auto-Clarification**: LESOG/LAUTO or if the LNP is not available for the NPA NXX requested, **Manual Fallout**: ~~errors~~ Planned Fallout LESOG/LAUTO **Total System Fallout:** and the LSR will continue to be processed	O-1. Pg. 8
02/04/00	Percent Flow Through Service Requests (Summary)	Calculation	sentence removed - ~~Percent Flow Through Service Requests = Σ[(Total~~ . . . ~~**Description:**~~ Percent Flow Through = (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued ~~to SOCS~~) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO)	O-1. Pg. 9
02/04/00	Percent Flow Through Service Requests (Summary)	Level of Disaggregation	• Product ~~(Under Development)~~ ➢ ~~Special~~ ➢ LNP	O-1. Pg. 9
02/04/00	Percent Flow Through Svc. Requests (Summary)	Data Retained Relating to CLEC Experience	• Total number of errors by type, by CLEC: ➢ ~~Total fallout for manual processing~~ • Total fallout for manual processing	O-1. Pg. 9
02/04/00	Percent Flow Through Service Requests (Summary)	Retail Analog/ Benchmark	~~CLEC Flow Through/benchmark comparison (Under Development)~~ Residence – 90% Business – 80% UNE – 80%	O-1. Pg. 9
02/04/00	Percent Flow Through Service Requests (Detail)	Definition	A detailed list by CLEC of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, ~~to SOCS~~ without manual or human intervention.	O-2. Pg. 10
02/04/00	Percent Flow Through Service Requests (Detail)	Exclusions	~~Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible(Under development)~~	O-2. Pg. 10
02/04/00	Percent Flow Through Service Requests (Detail)	Business Rules	The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), ~~and~~ that flow through and reach a status for a FOC to be issued, ~~to SOCS~~ without manual intervention. **Fatal Rejects**: LEO/LNP Gateway **Auto-Clarification**: LESOG/LAUTO or if the LNP is not available for the NPA NXX requested, **Manual Fallout**: ~~errors~~ Planned Fallout LESOG/LAUTO **Total System Fallout:** and the LSR will continue to be processed	O-2. Pg. 10

VERSION CHANGE HISTORY
*Ordering

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/04/00	Percent Flow Through Service Requests (Detail)	Calculation	Sentence removed: ~~Percent Flow Through Service Requests = Σ[. . .~~ ~~**Description:**~~ Percent Flow Through = (The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued ~~to SOCS~~) / (the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO)	O-2. Pg. 11
02/04/00	Percent Flow Through Service Requests (Detail)	Level of Disaggregation	• Product ~~(Under Development)~~ ➢ ~~Special~~ ➢ LNP	O-2. Pg. 11
02/04/00	Percent Flow Through Service Requests (Detail)	Data Retained Relating to CLEC Experience	• Total number of errors by type, by CLEC: ➢ ~~Total fallout for manual processing~~ • Total fallout for manual processing	O-2. Pg. 11
02/04/00	Percent Flow Through Service Requests (Detail)	Retail Analog/ Benchmark	~~CLEC Flow-Through/benchmark comparison (Under Development)~~ Residence – 90% Business – 80% UNE – 80%	O-2. Pg. 11
02/24/00	Flow-Through Error Analysis	Definition	An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through and reach a status for a FOC to be issued.~~to SOCS~~.	O-3. Pg. 12
02/24/00	Flow-Through Error Analysis	Business Rules	The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), ~~and~~ that flow through and reach a status for a FOC to be issued ~~to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type~~	O-3. Pg. 12
02/24/00	LSR Flow Through Matrix	Matrix	~~Attachment BellSouth Flow-Through Analysis For CLECs LSRs placed via EDI or TAG~~ LSR Flow Through Matrix	Pg. 13
02/24/00	Percent Rejected Service Requests	Definition	Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is ~~electronically~~ submitted by the CLEC and passes ~~LEO~~ edit checks to insure the data received is correctly formatted and complete.	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Business Rules	**Fully Mechanized:** An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category: A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered ~~an~~ a valid LSR. In LEO, Fatal Rejects are included in the "Other" category ~~calculation~~ for Regional reports only. An Auto Clarification occurs when ~~is~~ a valid LSR ~~which~~ is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. **Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, ~~or~~ TAG)~~, but~~ cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which were electronically submitted by the CLEC. **Non Mechanized:** ~~An~~ LSRs which are ~~is~~ faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative. ~~**LNP:** Under Development~~	O-4. Pg. 17

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*Ordering

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Percent Rejected Service Requests	Calculation	Percent Rejected Service Requests = (Total Number of Rejected Service Requests in the reporting period) / (Total Number of Service Requests Received in the reporting period) X 100 ~~during the month.~~	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Report Structure	~~State and Region~~	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Level of Disaggregation	• Product Reporting Levels ➢ Resale - Design (Special) ➢ Interconnection Trunks • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order • Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour, 1-8 hours, 8-24 hours, > 24 hours. • Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours > 24 hours • Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days. • Trunks: < 5days, > 5-8 days, > 8-12 days, > 12-14 days, > 14-17 days, > 17-20 days, > 20 days.	O-4. Pg. 17
02/24/00	Percent Rejected Service Requests	Data Retained Relating to BST Performance	• ~~Report Month~~ • ~~Total number of LSRs~~ • ~~Total number of Errors~~ • ~~Adjusted Error Volume~~ • ~~State and Region~~	O-4. Pg. 18
02/24/00	Percent Rejected Service Requests	Retail Analog/ Benchmark	~~Benchmark is under development. Retail Analog also under development~~ See Appendix D	O-4. Pg. 18
02/24/00	Reject Interval	Definition	Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes ~~LEO~~ edit checks to insure the data received is correctly formatted and complete.	O-5. Pg. 19
02/24/00	Reject Interval	Exclusions	Weekend hours for Partially Mechanzied and Non-Mechanized LSRs	O-5. Pg. 19
02/24/00	Reject Interval	Business Rules	**Fully Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp of reject in LEO). ~~Fatal Rejects and~~ Auto Clarifications are considered in the Fully Mechanized category. **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC. **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp ~~from~~ of FAX ~~stamp~~ or date and time mailed LSR is received in the LCSC) until notice of the reject is (clarification) returned to the CLEC via LON. ~~**LNP: Under development.**~~	O-5. Pg. 19

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Reject Interval	Level of Disaggregation	• Product Reporting Levels ➢ Resale – Design (Special) ➢ UNE ~~Design~~ ➢ UNE Loop with ~~and w/o~~ NP ➢ Interconnection Trunks • ~~Average Interval in Days~~ • Trunks: < 5 days, > 5-8 days, > 8-12 days, > 12-14 days, > 14-17 days, > 17-20 days, > 20 days • Average Interval for mechanized reports in hours, non-mechanized and Trunk reports in days.	**O-5. Pg. 19**
02/24/00	Reject Interval	Data Retained Relating to CLEC Experience	• Total number of ~~Errors~~ Rejects • Total Number of ASRs (Trunks)	**O-5. Pg. 20**
02/24/00	Reject Interval	Data Retained Relating to BST Performance	• ~~Report Month~~ • ~~Reject Interval~~ • ~~Total number of LSRs~~ • ~~Total number of Errors~~ • ~~State and Region~~	**O-5. Pg. 20**
02/24/00	Reject Interval	Retail Analog/ Benchmark	~~Benchmark is under development. Retail Analog also under development~~ See Appendix D	**O-5. Pg. 20**
03/14/00	Firm Order Confirmation Timeliness	Exclusions	~~Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours.~~ Weekend hours for Partically Mechanized and non-Mechanized LSRs	**O-6. Pg. 21**
02/24/00	Firm Order Confirmation Timeliness	Business Rules	**Fully Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed, ~~and~~ appropriate service orders are generated and a Firm Order confirmation is returned to the CLEC. ~~in SOCS.~~ **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR which falls out for manual handling ~~by the LCSC personnel~~ until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC. **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which were electronically submitted by the CLEC. **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) ~~(fax receive date and time stamp)~~ until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON. ~~**LNP:** Under development.~~	**O-6. Pg. 21**
02/24/00	Firm Order Confirmation Timeliness	Level of Disaggregation	• Product Reporting Levels ➢ Resale – Design (Special) ➢ UNE Design ➢ ~~UNE Non-Design~~ ➢ UNE Loop with ~~and w/o~~ NP	**O-6. Pg. 21**

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02/24/00	Firm Order Confirmation Timeliness	Data Retained Relating to CLEC Experience	• Total Number of ASRs (Trunks)	O-6. Pg. 22
02/24/00	Firm Order Confirmation Timeliness	Data Retained Relating to BST Performance	~~• Report Month~~ ~~• Interval for FOC~~ ~~• Total Number of LSRs~~ • ~~State and Region~~	O-6. Pg. 22
02/24/00	Firm Order Confirmation Timeliness	Retail Analog/ Benchmark	~~Benchmark is under development. Retail Analog also under development~~ See Appendix D	O-6. Pg. 22
02/24/00	Speed of Answer in Ordering Center	Retail Analog/ Benchmark	See Appendix D	O-7. Pg. 23
02/24/00	Percent Rejected Svc. Requests - LNP	All sections	New LNP Percent Rejected Service Requests Measurement	LNP-8. Pg. 24
02/24/00	Reject Interval Distribution & Average Reject Interval - LNP	All sections	New LNP Reject Interval Distribution & Average Reject Interval Measurement	LNP-9. Pg. 24
02/24/00	Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval – LNP	All sections	New LNP Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval Measurement	LNP-10. Pg. 24

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*Provisioning

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00 03/14/00	Provisioning Disaggregation	New Page	Pulled from each measurement the Product Reporting Levels and the Geographic Scope. (Pg. 16) ~~ESSX (Louisiana SQM)~~	Pg. 28
02/24/00	Mean Held Order Interval & Distribution Intevals	Exclusions	~~Any order canceled by the CLEC will be excluded from this measurement.~~	**P-1. Pg. 29**
02/24/00	Mean Held Order Interval & Distribution Intervals	Business Rules	**Mean Held Order Interval:** Added to the end of the paragraph --The interval is by calendar days with no exclusions for Holidays or Sundays.	**P-1. Pg. 29**
02/24/00	Mean Held Order Interval & Distribution Intervals	Level of Disaggregation	Moved: Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page. ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	**P-1. Pg. 29**
02/24/00	Mean Held Order Interval & Distribution Intervals	Retail Analog/ Benchmark	CLEC Non-UNE Design / BST Design UNEs-(See Appendix D) ~~Retail Analog (under development at this time)~~	**P-1. Pg. 30**
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Exclusions	• ~~Any order canceled by the CLEC will be excluded from this measurement~~	**P-2. Pg. 31**
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Calculation	**Percent of Orders Given Jeopardy Notice** = ↗ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders ~~Committed~~ Confirmed (due) in Reporting Period)	**P-2. Pg. 31**
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Level of Disaggregation	Moved this level of disaggregations in its entirety to new page ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	**P-2. Pg. 31**
02/24/00	Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices	Retail analog/ Benchmark	~~Retail Analog~~ 95% > = 24 hours	**P-2. Pg. 31**
02/24/00	Percent Missed Installation Appointments	Exclusions	End User Misses on Interconnection Trunks	**P-3. Pg. 32**

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Percent Missed Installation Appointments	Business Rules	Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the ~~committed~~ confirmed due dates.	P-3. Pg. 32
02/24/00	Percent Missed Installation Appointment	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-3. Pg. 32
02/24/00	Avg. Completion Interval (OCI) & Order Completion Interval Distribution	Exclusions	CLEC Non-UNE Design / BST Design UNEs-~~Retail Analog (under development at this time)~~ (See Appendix D)	P-4. Pg. 33
02/24/00	Avg. Completion Interval (OCI) & Order Completion Interval Distribution	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-4. Pg. 33
02/24/00	Avg. Completion Interval (OCI) & Order Completion Interval Distribution	Retail analog/ Benchmark	UNEs-~~Retail Analog (under development at this time)~~ (See Appendix D)	P-4. Pg. 34
02/24/00	Avg. Completion Notice Interval	Business Rules	The start time is the completion stamp either by the field technician or the 5PM due date stamp; the end time is the time stamp the notice was ~~released~~ submitted to the CLEC/BST system.	P-5. Pg. 35
02/24/00	Avg. Completion Notice Interval	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-5. Pg. 35
02/24/00	Avg. Completion Notice Interval	Retail analog/ Benchmark	~~Retail Analog~~ CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs – (See Appendix D)	P-5. Pg. 35
02/24/00	Coordinated Customer Conversions	Calculation	↗ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop ~~Items~~ Conversions (items) for the reporting period.	P-6. Pg. 36
02/24/00	Coordinated Customer Conversions	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-6. Pg. 36

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Coordinated Customer Conversions	Data Retained Relating to CLEC Experience	• Total Conversions (Items)	P-6. Pg. 36
02/24/00	Coordinated Customer Conversions	Retail analog/ Benchmark	Benchmark – See Appendix D ~~currently under development~~	P-6. Pg. 36
02/24/00	Provisioning Troubles within 30 days of Svc. Order Activity	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-7. Pg. 37
02/24/00	Provisioning Troubles within 30 days of Svc. Order Activity	Retail analog/ Benchmark	CLEC Non-UNE Design / BST Design UNEs ~~Retail Analog (Under Development at this time)~~ (See Appendix D)	P-7. Pg. 37
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Measurement Name	~~(under development 1Q99)~~	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Definition	This is a new measurement ~~under development~~ to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Exclusions	• Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Calculation	~~(under development)~~ Σ (Date and Time of Service Request Receipt) – (Completion Date and Time of Service Order) (SOCS HIST-CD DATE) / (Count of Orders Completed in Reporting Period)	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Level of Disaggregation	~~• ISDN Orders included in Non Design – GA Only~~ • Reported in categories of < 10 line/circuits; > 10 line/circuits • Dispatch/No Dispatch categories applicable to all levels except trunks. Intervals ~~under development~~ 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, > = 30 Days **Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	P-8. Pg. 38
02/24/00	Total Svc. Order Cycle Time (TSOCT)	Retail analog/ Benchmark	~~Under development (BST retail analog available at this time would be Average Completion Interval)~~ See Appendix D	P-8. Pg. 38

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Service Order Accuracy	Level of Disaggregation	**Moved:** Product Reporting Levels, Geographic Scope part of the level of disaggregation to a new page (16). ~~*Further disaggregations available on PMAP for CLEC specific reports.~~	**P-9. Pg. 39**
02/24/00	Percent Missed Installation Appts. - LNP	All sections	New LNP Percent Missed Installation Appointments Measurement	**LNP-10. Pg. 40**
02/24/00	Avg. Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution - LNP	All sections	New LNP Avg. Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution Measurement	**LNP-11. Pg. 41**
02/24/00	Total Service Order Cycle Time - LNP	All sections	New LNP Total Service Order Cycle Time Measurement	**LNP-12. Pg. 42**

VERSION CHANGE HISTORY
*Maintenance & Repair

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00 03/14/00	M & R Disaggregation	New Page	Moved each level of disaggregation sections to a new page. ~~ESSX (Louisiana SQM)~~	M&R Pg. 43
02/24/00	Missed Repair Appointments	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-1. Pg. 44
02/24/00	Missed Repair Appointments	Retail analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time.)~~ (See Appendix D)	M&R-1. Pg. 44
02/24/00	Customer Trouble Report Rate	Business Rules	The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination ~~of existing~~ that exist for the CLEC's and BST respectively at the end of the report month.	M&R-2. Pg. 45
02/24/00	Customer Trouble Report Rate	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-2. Pg. 45
02/24/00	Customer Trouble Report Rate	Retail analog/ Benchmark	UNEs – ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-2. Pg. 45
02/24/00	Maintenance Average Duration	Business Rules	For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the customer notified (when the technician completes the trouble ticket on his/her CAT or work system). NOTE: Customer can be BST or CLEC.	M&R-3. Pg. 46
02/24/00	Maintenance Average Duration	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-3. Pg. 46
02/24/00	Maintenance Average Duration	Retail Analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-3. Pg. 46
02/24/00	Percent Repeat Troubles within 30 Days	Calculation	Percent Repeat Troubles within 30 Days ~~Percentage of Missed Repair Appointments~~ = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100	M&R-4. Pg. 47
02/24/00	Percent Repeat Troubles within 30 Days	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-4. Pg. 47
02/24/00	Percent Repeat Troubles within 30 Days	Retail Analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-4. Pg. 47
02/24/00	Out of Service (OOS) > 24 Hrs.	Level of Disaggregation	Move level of disaggregation to Page 43 of the updated SQM	M&R-5. Pg. 48
02/24/00	Out of Service (OOS) > 24 Hrs.	Retail Analog/ Benchmark	UNEs - ~~Retail Analog (under development at this time)~~ (See Appendix D)	M&R-5. Pg. 48

VERSION CHANGE HISTORY
*Maintenance & Repair

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Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	OSS Interface Availability	Measurement	Moved to OSS (Operations Support Systems)	M&R
02/24/00	OSS Response Interval and Percentages	Measurement	Moved to OSS (Operations Support Systems)	M&R
02/14/00	Average Answer Time – Repair Centers	Definition	~~This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.~~ This Measures the average time a customers is in Que.	M&R-6. Pg. 49
02/14/00	Average Answer Time – Repair Centers	Business Rules	(NOTE: The Column is a combined BST Residence and Business number)	M&R-6. Pg. 49
02/14/00	Average Answer Time – Repair Centers	Report Structure	• ~~CLEC Aggregate~~	M&R-6. Pg. 49
02/14/00	Average Answer Time – Repair Centers	Retail Analog/ Benchmark	~~Retail Analog~~ ~~Audit Verification~~ For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BST Repair Centers.	M&R-6. Pg. 49

VERSION CHANGE HISTORY
*Billing

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Invoice Accuracy	Retail Analog/ Benchmark	See Appendix D	B-1. Pg. 50
02/24/00	Mean Time to Deliver Invoices	Retail Analog/ Benchmark	See Appendix D	B-2. Pg. 51
02/24/00	Usage Data Delivery Accuracy	Retail Analog/ Benchmark	See Appendix D	B-3. Pg. 52
02/24/00	Usage Data Delivery Completeness	Retail Analog/ Benchmark	See Appendix D	B-4. Pg. 53
02/24/00	Usage Data Delivery Timeliness	Retail Analog/ Benchmark	See Appendix D	B-5. Pg. 54
02/24/00	Mean Time to Deliver Usage	Retail Analog/ Benchmark	See Appendix D	B-6. Pg. 55

Second Quarter Changes

05/15/00	Invoice Accuracy	Calculation	**Invoice Accuracy** = (Total Billed Revenues during current month) – (Absolute Value of Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100
05/15/00	Mean Time to Deliver Invoices	Definition	Bill Distribution calculates as follows: CRIS BILLS-The number of work days is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting work days. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system. CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days. ~~This measure provides the mean interval for billing invoices~~
05/15/00	Usage Data Delivery Timeliness	Calculation	Usage Data Delivery Timeliness Current month = Σ(Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ(Total number of usage records sent) X 100
05/15/00	Mean Time to Deliver Usage	Calculation	Mean Time to Deliver Usage = Σ (~~Record volume~~ Volume of Records Delivered X estimated number of days to deliver ~~the Usage Record~~) / total record volume

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Speed to Answer Performance/ Average Speed to Answer - Toll	Retail Analog/ Benchmark	See Appendix D	OS-1. Pg. 56
02/24/00	Speed to Answer Performance/ Percent Answered within "X" Seconds - Toll	Retail Analog/ Benchmark	See Appendix D	OS-2. Pg. 57
02/24/00	Speed to Answer Performance/ Average Speed to Answer – Directory Assistance (DA)	Retail Analog/ Benchmark	See Appendix D	DA-1. Pg. 58
02/24/00	Speed to Answer Performance/ Percent Answered within "X" Seconds – Directory Assistance (DA)	Retail Analog/ Benchmark	See Appendix D	DA-2. Pg. 59

Second Quarter Changes

05/15/00	Speed to Answer Performance/Average Speed to Answer - Toll	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance.
05/15/00	Speed to Answer Performance/Average Speed to Answer - Toll	Calculation	~~The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.~~ Total queue time ÷ total calls answered

VERSION CHANGE HISTORY
*OS/DA

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
05/15/00	Speed to Answer Performance/Average Speed to Answer - Toll	Report Structure	• ~~CLEC Specific~~ • ~~CLEC Aggregate~~ • ~~BST Aggregate~~ • Reported for the aggregate of BST and CLECs ➢ State	
5/15	Speed to Answer Performance/Average Speed to Answer - Toll	Level of Disaggregation	• None • ~~Reported for the aggregate of BST and CLECs~~ ➢ ~~State~~	
5/15	Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)	Definition	Measurement of the average time in seconds calls wait before answered by a DA operator.	
5/15	Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)	Business Rules	~~The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative.~~ The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is transferred to BellSouth personnel assigned to handle calls for assistance. No distinction is made between CLEC customers and BST customers.	

VERSION CHANGE HISTORY
*E911

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Timeliness	Measurement Name	~~E911/~~	E-1. Pg. 60
02/24/00	Timeliness	Retail Analog/ Benchmark	See Appendix D	E-1. Pg. 60
02/24/00	Accuracy	Measurement Name	~~E911/~~	E-2. Pg. 61
02/24/00	Accuracy	Retail Analog/ Benchmark	See Appendix D	E-2. Pg. 61
02/24/00	Mean Interval	Measurement Name	~~E911/~~	E-3. Pg. 62
02/24/00	Mean Interval	Retail Analog/ Benchmark	See Appendix D	E-3. Pg. 62

VERSION CHANGE HISTORY
Trunk Group Performance

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Trunk Group Performance – Aggregate	Measurement	New Measurement	TGP-1. Pg. 63
02/24/00	Trunk Group Performance – CLEC Specific	Measurement	New Measurement	TGP-2. Pg. 65
02/24/00	Trunk Group Service Report	Retail Analog/ Benchmark	See Appendix D	TGP-3. Pg. 67
02/24/00	Trunk Group Service Detail	Retail Analog/ Benchmark	See Appendix D	TGP-4. Pg. 68

VERSION CHANGE HISTORY
*Collocation

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00	Average Response Time	Measurement Name	~~Collocation~~	C-1. Pg. 69
02/24/00	Average Response Time	Level of Disaggregation	• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)	C-1. Pg. 69
02/24/00	Average Response Time	Retail Analog/ Benchmark	~~Under development~~ See Appendix D	C-1. Pg. 69
02/24/00	Average Arrangment Time	Measurement Name	~~Collocation~~	C-2. Pg. 70
02/24/00	Average Arrangment Time	Definition	Measures the average time ~~(counted in business days)~~ from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.	C-2. Pg. 70
02/24/00	Average Arrangment Time	Level of Disaggregation	• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)	C-2. Pg. 70
02/24/00	Average Arrangment Time	Retail Analog/ Benchmark	~~Under development~~ See Appendix D	C-2. Pg. 70
02/24/00	Percent of Due Dates missed	Measurement Name	~~Collocation~~	C-3. Pg. 71
02/24/00	Percent of Due Dates missed	Level of Disaggregation	• State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)	C-3. Pg. 71
02/24/00	Percent of Due Dates missed	Retail Analog/ Benchmark	~~Under development~~ See Appendix D <10% Missed Due Dates	C-3. Pg. 71

VERSION CHANGE HISTORY

*Appendix A

Reporting Scope

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	
02/24/00		Standard Service Groupings	Under Provisioning, Maintenance & Repair - BST Design Retail	Pg. 72

VERSION CHANGE HISTORY

*Appendix B

Glossary of Acronyms and Terms

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
				Pg. 74

NO Changes

VERSION CHANGE HISTORY

*Appendix C
Audit Policy

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00			BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. ~~As of June, 1999, that would equate to over 732 audits per year and that number is continually growing.~~ BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights. BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) for each of the next five (5) years (~~1999~~ 2000– 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:	**Pg. 79**

VERSION CHANGE HISTORY

*Appendix D

BST SQM Retail Analog & Benchmarks

This section list changes made to the Service Quality Measurement Plan document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version/ Issue Date	Report	Section Revised	Reason for Revision	SQM Page
02/24/00			New Benchmark chart	Pg. 80

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Appendix A: Reporting Scope*

Standard Service Groupings	***Pre-Order, Ordering*** ➢ Residence Resale ➢ Business Resale ➢ Special ➢ Local Interconnection Trunks ➢ UNE ➢ UNE Design ➢ UNE - Loops w/LNP ***Provisioning*** Resale and Retail ➢ Pots – Residence ➢ Pots – Business ➢ Design ➢ PBX (Louisiana SQM) ➢ CENTREX (Louisiana SQM) ➢ ISDN (Louisiana SQM) (**Note:** ISDN included in POTS for Georgia Only) Unbundled Network Elements ➢ UNE Design ➢ UNE Non-Design ➢ UNE 2 Wire Loop (Louisiana SQM) ➢ UNE Loop Other (Louisiana SQM) ➢ Unbundled Ports (Louisiana SQM) ➢ Combos, Switching, Local Transport, DSL (under development) ***Maintenance and Repair*** Resale / Retail ➢ Pots – Residence ➢ Pots – Business ➢ Design ➢ PBX (Louisiana SQM) ➢ CENTREX (Louisiana SQM) ➢ ISDN (Louisiana SQM) (**Note:** ISDN Trouble included in Non-Design for Georgia Only) Unbundled Network Elements ➢ UNE Design (Georgia and Regional SQM) ➢ UNE Non-Design (Georgia and Regional SQM) ➢ UNE 2 Wire Loop (Louisiana SQM) ➢ UNE Loop Other (Louisiana SQM) ➢ Unbundled Ports (Louisiana SQM) ➢ UNE Other Non-Design ➢ Combos, Switching, Local Transport, DSL (under development)

BellSouth
Service Quality Measurements Plan

Appendix A: Reporting Scope*

Standard Service Groupings	***Maintenance and Repair/Provisioning*** Trunks ➢ Local Interconnection Trunks Georgraphic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g., Metropolitan Service Area – MSA) **Local Interconnection Trunk Group Blockage** ➢ BST CTTG Trunk Groups ➢ CLEC Trunk Groups
Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	➢ New Service Installations ➢ Service Migrations Without Changes ➢ Service Migrations With Changes ➢ Move and Change Activities ➢ Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	➢ Address ➢ Telephone Number ➢ Appointment Scheduling ➢ Customer Service Record ➢ Feature Availability TAFI - *Note TAFI Access the system list below: ➢ CRIS ➢ DLR ➢ LMOSupd ➢ March ➢ Predictor ➢ Oleth ➢ LMOS ➢ LNP ➢ NIW ➢ OSPCM ➢ SOCS
Report Levels	➢ CLEC RESH ➢ CLEC MSA ➢ CLEC State ➢ CLEC Region ➢ Aggregate CLEC State ➢ Aggregate CLEC Region ➢ BST MSA ➢ BST State ➢ BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.