EX PARTE OR LATE FIL **BELLSOUTH**

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April 15, 1998

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW, Room 222
Washington, D.C. 20554

Re: CC Docket No. 97-208, CC Docket No. 97-231, CC Docket No. 97-121, CC Docket No. 97-137, CC Docket No. 96-98, and RM-9101

Dear Ms. Salas:

This is to inform you that Sid Boren, Randy New, Bill Stacy, Allan Price, Jim Llewellyn, Al Varner, Robert Blau, and the undersigned, all of BellSouth Corporation, and Erwin Krasnow of Verner, Lipfert, Bernhard, McPherson & Hand, met with Commission staff on April 14, 1998. The following Common Carrier Bureau staff members attended some or all of this meeting: Michael Pryor; Jonathan Askin; Patrick Forster; Radhika Karmarkar; Michael Kende; David Kirschner; Wendy Lader; Brent Olson; Les Selzer; Gayle Teicher; Joe Welch; and Audrey Wright. Michael Riordan, the Commission's Chief Economist, also attended the meeting.

During the meeting the participants discussed the performance measurements and reports that BellSouth proposed to create and data it proposes to maintain to demonstrate that BellSouth is providing nondiscriminatory access to unbundled network elements including OSS. BellSouth gave the staff copies of attached document 1 that reflects the performance measurements it has developed to demonstrate compliance with checklist item #2. Meeting participants also discussed the evidence required to demonstrate that an applicant for interLATA relief has satisfied Section 271(c)(1)(A), checklist items # 10 (access to databases and associated signaling) and #11 (provision of local number portability).

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Attachment 2 is composed of copies of documents previously submitted to the staff and subsequently modified to reflect the discussions BellSouth has had with the staff concerning BellSouth's efforts to demonstrate compliance with checklist items ## 1, 6, 7, and 13.

Because the Commission is considering one or more of the issues discussed at the meeting in each of the proceedings identified above, we are filing notice of this ex parte meeting in each of those proceedings.

As required by Section 1.1206(a)(2) of the Commission's rules, we are filing with the Commission two copies of this notice in each of the proceedings identified above.

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz
Vice President - Federal Regulatory

Attachments

cc: Jonathan Askin
Michael Kende
Brent Olson
Les Setzer
Audrey Wright
Patrick Forster
David Kirschner
Michael Pryor
Gayle Teicher
Radhika Karmarkar
Wendy Lader
Michael Riordan
Joe Welch

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ATTACHMENT I

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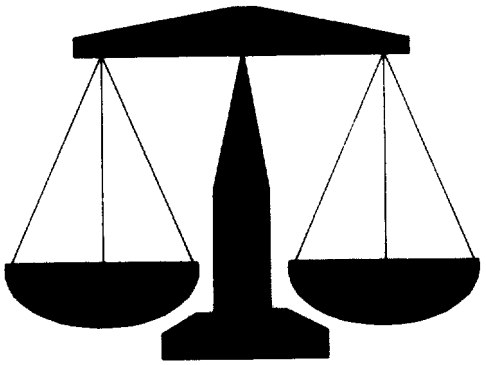
Service Quality Measurements



BST/CLEC Regional Performance Reports

BELLSOUTH®

Service Quality Measurements

INDEX

- Service Quality Measurements-Reference Documentation.
- Pre-Ordering and Ordering OSS
- Ordering
- Provisioning
- Maintenance and Repair
- Billing
- Operator Services (Toll) and Directory Assistance
- E911
- Local Interconnection Trunk Group Blockage

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PRE-ORDERING AND ORDERING OSS

Function:	Average Response Interval for Pre-Ordering and Ordering Legacy Information & OSS Interface Availability
Measurement Overview:	As an initial step of establishing service, the customer service agent must establish such basic facts as availability of desired features, likely service delivery intervals, the telephone number to be assigned, product and feature availability, and the validity of the street address. Typically, this type of information is gathered from the supporting OSS's while the customer (or potential customer) is on the telephone with the customer service agent. This information may be gathered via stand-alone pre-order inquiries or as part of the ordering function. Pre-ordering/ordering activities are the first contact that a customer may have with a CLEC. This measure is designed to monitor the time required for the CLEC interface systems to obtain from legacy systems the pre-ordering/ordering information necessary to establish and modify service. This measurement also captures the availability percentages for the BST systems that the CLEC uses during pre-ordering and ordering. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.
Measurement Methodology:	1. Average Response Interval = Sum [(Date & Time of Legacy Response) - (Date & Time of Request to Legacy)]/(Number of Legacy Requests During the Reporting Period) The response interval for retrieving pre-order/order information from a given legacy is determined by summing the response times for all requests (contracts) submitted to the legacy during the reporting period and then dividing by the total number of legacy requests for that day. The response interval starts when the client application (LENS for CLECs; 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 during the reporting period that take less than 2.3 seconds and the number that take more than 6 seconds are also captured. Definition: Average response time for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs). 2. OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100 Definition: Percent of time OSS interface is actually available compared to scheduled availability. Availability percentages for CLEC interface systems and for all legacy systems accessed by them are captured.

PRE-ORDERING AND ORDERING OSS

Reporting Dimensions:	Excluded Situations:
• Not CLEC specific. • Not product/service specific. • Regional Level	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope	• Report Month • Legacy contract type (per reporting dimension) • Response interval • Regional Scope

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISNET	Feature/Svc	x	x	x	x
OASIS	OASISBSN	Feature/Svc	x	x	x	x
OASIS	OASISCAR	Feature/Svc	x	x	x	x
OASIS	OASISLPC	Feature/Svc	x	x	x	x
OASIS	OASISMTN	Feature/Svc	x	x	x	x
OASIS	OASISOCP	Feature/Svc	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAGTEN	Address	x	x	x	x
RSAG	RSAGADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HALCRIS	CSR	x	x	x	x
COFFI	COFIUSOC	Feature/Svc	x	x	x	x
P/SIMS	PSIMSORB	Feature/Svc	x	x	x	x

PRE-ORDERING AND ORDERING OSS

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x

ORDERING

Function:	Ordering
Measurement Overview:	When a customer calls their service provider, they expect to get information promptly regarding the progress on their order(s). Likewise, when changes must be made, such as to the expected delivery date, customers expect that they will be immediately notified so that they may modify their own plans. The order status measurements monitor, when compared to applicable BST results, that the CLEC has timely access to order progress information so that the customer may be updated or notified when changes and rescheduling are necessary.
Measurement Methodology:	1. Firm Order Confirmation Timeliness = $\sum$ [(Date and Time of Firm Order Confirmation) - (Date and Time of Service Request Acknowledgment)] / (Number of Service Requests Confirmed in Reporting Period) Definition: Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid service order request to distribution of order confirmation. Results are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours. Methodology: • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable. 2. Reject Interval = $\sum$ [(Date and Time of Service Request Rejection) - (Date and Time of Service Request Acknowledgment)] / (Number of Service Requests Rejected in Reporting Period). Requests are provided based on four (4) hour increments within a 24 hour period, along with the percent greater than 24 hours. Definition: Reject Interval is the average reject time from receipt of service order request to distribution of rejection. Methodology: • Non-Mechanized Results are based on actual data from all orders. • Mechanized Results are based on actual data for all orders from the OSS. • BST retail report not applicable. 3. Percent Rejected Service Requests = $\sum$ (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100. Definition: Percent Rejected Service Requests is the percent of total orders received rejected due to error or omissions. Methodology: • Manual tracking for non flow-through service requests • Mechanized tracking for flow-through service requests • BST mechanized order tracking.

ORDERING

Measurement Methodology:	4. Percent Flow-through Service Requests = ∑ (Total of Service Requests that flow-through to the BST OSS) / (Total Number of Service Requests delivered to BST OSS) X 100. Definition: Percent Flow-through Service Requests measures the percentage of orders submitted electronically that utilize BSTs' OSS without manual (human) intervention. Methodology: • Mechanized tracking for flow-through service requests and manual SOER error audit reports (3/31/98). Mechanized tracking for SOER errors and flow-through (4/30/98). • BST mechanized order tracking. 5. Total Service Request Cycle Time = (∑ Date & Time CLEC Service Requests placed in queue for completion) - (∑ Date & Time CLEC Service Requests first reaches BST Interface) / Total Number of Service Requests Definition: The average time it takes to process a CLEC service request, measured from the first time the request reaches the BST interface to the order being placed in queue for completion. Service Request Cycle Time captures both reject and commitment intervals. Results are also provided in four (4) increments within a 24 hour period, along with the percent greater than 24 hours. Methodology: • Mechanized tracking for flow-through orders 6. Service Requests Submissions per Request = ∑ (Total Service Requests that flow-through to the BST OSS) + (Total Rejects) / (Total Service Requests Received) Definition: Measures the average number of times the same service request is resubmitted due to changes and/or updates. Methodology: • Mechanized tracking for flow-through service requests. • BST retail report not applicable. 7. Speed of Answer in Ordering Center = ∑ (Total time in seconds to reach LCSC) / (Total # of Calls) in Reporting Period. Definition: Measures the average time to reach a BST representative. This can be an important measure of adequacy in a manual environment or even in a mechanized environment where CLEC service representatives have a need to speak with their BST peers. Methodology: • Mechanized tracking through LCSC Automatic Call Distributor. • Mechanized tracking through BST retail center support systems.

ORDERING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate (Where Applicable) • State and Regional Level • Dispatch, No Dispatch, ≤ 10 and ≥ 10 Circuit Categories not available in a pre completion order mode.	• Firm Order Confirmation Interval: Invalid Service Requests, and orders received outside of normal business hours • Percent Flow-through Service Requests: Rejected Service Requests • % Rejected Service Requests: Service Requests canceled by the CLEC • Supplements on Manual Orders
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • State and Region	• Report Month • Interval for FOC • Reject Interval • Total number of LSRs • Total number of Errors • Adjusted Error Volume • Total number of flow through service requests • Adjusted number of flow through service requests • State and Region

Firm Order Confirmation Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks		
UNE	X	X
Resale - Residence	X	*
Resale - Business	X	*
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other**	X	X

Reject Distribution Interval and Average Interval

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks		
UNE	X	X
Resale - Residence	X	*
Resale - Business	X	*
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other**	X	X

*** For Non-Mechanized Resale Residence and Business Orders, A Combined Residence and Business Total Is Provided.**

**** Service Requests Which Do Not Have Service Class Code Populated.**

ORDERING

Percent Rejected Service Requests

	Mechanized LSRs	Non-Mechanized LSRs		BST Percent Rejected Service Requests	
Local Interconnection Trunks				Residence	X
UNE	X	X		Business	X
Resale - Residence	X	*			
Resale - Business	X	*			
Resale - Special	X	X			
UNE - Loops w/LNP	X	X			
Other**	X	X			

Percent Flow-Through Service Requests

	Mechanized LSRs		BST Percent Rejected Service Requests	
Local Interconnection Trunks			Residence	X
UNE	X		Business	X
Resale - Residence	*			
Resale - Business	*			
Resale - Special	X			
UNE - Loops w/LNP	X			
Other**	X			

Total Service Request Cycle Time

	Mechanized LSRs	Non-Mechanized LSRs
Local Interconnection Trunks		
UNE	X	X
Resale - Residence	X	*
Resale - Business	X	*
Resale - Special	X	X
UNE - Loops w/LNP	X	X
Other**	X	X

Service Request Submissions per Request

	Mechanized LSRs
Local Interconnection Trunks	
UNE	X
Resale - Residence	*
Resale - Business	*
Resale - Special	X
UNE - Loops w/LNP	X
Other**	X

*** For Non-Mechanized Resale Residence And Business Orders, A Combined Residence and Business Total Is Provided.**

**** Service Requests Which Do Not Have Service Class Code Populated.**

ORDERING

Speed of Answer in Ordering Center

	Ave. Answer time (Sec.) / month
LCSC	X
Residence Service Center	X
Business Service Center	X

PROVISIONING

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

PROVISIONING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State and Regional Level • ISDN Orders included in Non Design - GA Only • Includes Orders Where Customer Requested A Due Date Beyond "Offered" Date.	• "D" and "F" Orders
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Order Completion Date • Order Completion Time • Service Type • Activity Type • State and Region	• Report Month • Average Order Completion Interval • Order Completion by Interval • Service Type • Activity Type • State and Region

Order Completion Interval Distribution and Average Completion Interval

RESALE RESIDENCE	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
No Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x

RESALE BUSINESS	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits	x	x	x	x	x	x	x	x
No Dispatch								
CLEC orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits								
BST orders								
< 10 circuits	x	x	x	x	x	x	x	x
>= 10 circuits								

PROVISIONING

Order Completion Interval Distribution and Average Completion Interval

UNE NON DESIGN	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

UNE DESIGN	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 10 Circuits	X	X	X	X	X	X	X	X
>= 10 Circuits	X	X	X	X	X	X	X	X

UNE LOOPS w/LNP*	Same Day	1	2	3	4	5	>5	Average Completion Interval
Dispatch								
< 5 Circuits	X	X	X	X	X	X	X	X
>= 5 Circuits	X	X	X	X	X	X	X	X
No Dispatch								
< 5 Circuits	X	X	X	X	X	X	X	X
>= 5 Circuits	X	X	X	X	X	X	X	X

LOCAL INTERCONNECTION TRUNKS	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
Dispatch	X	X	X	X	X	X	X	X
No Dispatch	X	X	X	X	X	X	X	X

RESALE DESIGN	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	>30	Average Completion Interval
Dispatch								
CLEC orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x
BST orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x
No Dispatch								
CLEC orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits								
BST orders								
< 10 Circuits	x	x	x	x	x	x	x	x
>= 10 Circuits	x	x	x	x	x	x	x	x

*Note: Currently cannot separately identify UNE Loop with LNP orders. Included with UNE Design or UNE Non Design based on how ordered by the CLEC.

PROVISIONING

Function:	Held Orders
Measurement Overview:	When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Measurement Methodology:	1. Mean Held Order Interval = $\sum$ (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date. This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as "completed" via a valid completion notice and have passed the currently "committed completion date" for the order. For each such order the number of calendar days between the committed completion date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held, if identified. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. 2. Held Order Distribution Intervals (# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100. (# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100. This "percentage orders held" measure is complementary to the held order interval but is designed to reflect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric utilizes a subset of the data accumulated for the "held order interval" measure. All orders, for which the "held order interval" equals or exceeds 90 or 15 days are counted, unless otherwise noted as an exclusion. The total number of pending and past due orders are counted (as was done for the held order interval) and divided into the count of orders held past 90 or 15 days. Definition: Average time orders continue in a "non-complete" state for an extended period of time. Methodology: • Mechanized metric from ordering system.

PROVISIONING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State and Regional Level	• Any order canceled by the CLEC will be excluded from this measurement. • Orders held for CLEC end user reasons • Orders held for BST end user reasons • Order Activities of BST associated with internal or administrative use of local services.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • State and Region	• Report Month • Average Held Order Interval • Standard Error for the Average Held Order Interval • Service Type • Hold Reason • State and Region

Held Order Interval Distribution and Mean Interval

	%<10 Days			%>=15 Days			%>=90 Days			Mean Interval		
	Facilities	Equip.	Other	Facilities	Equip	Other	Facilities	Equip	Other	Facilities	Equip	Other
Local Interconnection Trunks	X	X	X							X	X	X
UNE Non Design				X	X	X	X	X	X	X	X	X
UNE Design				X	X	X	X	X	X	X	X	X
Resale - Residence				X	X	X	X	X	X	X	X	X
Resale - Business				X	X	X	X	X	X	X	X	X
Resale - Design				X	X	X	X	X	X	X	X	X
UNE - Loops w/LNP*				X	X	X	X	X	X	X	X	X
BST Residence				X	X	X	X	X	X	X	X	X
BST Business				X	X	X	X	X	X	X	X	X

*Note: Currently cannot separately identify UNE Loop with LNP orders. Included with UNE Design or UNE Non Design based on how ordered by the CLEC.

PROVISIONING

Function:	Installation Timeliness, Quality & Accuracy
Measurement Overview:	The "percent missed installation appointments" measure monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST. Percent Provisioning Troubles within 30 days of Installation measures the quality of installation activities and Percent Order Accuracy measures the accuracy with which services ordered by the CLECs were provided.
Measurement Methodology:	1. Percent Missed Installation Appointments = $\sum$ (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100 Percent Missed Installation Appointments is the percentage of total orders processed for which BST notifies the CLEC that the work will not be completed as committed on the original FOC. Definition: Percent of orders where completions are not done by due date on order confirmation. Misses due to CLEC End User Reasons or BST End User Reasons are excluded. Methodology: • Mechanized metric from ordering system 2. % Provisioning Troubles within 30 days of Installation = $\sum$ (All Troubles on Services installed $\leq$ 30 days in a calendar month) / (All Installations in same calendar month) X 100 Definition: Measures the quality of completed orders Methodology: Mechanized metric from ordering and maintenance systems. 3. Percent Order Accuracy = ($\sum$ Orders Completed w/o error) / ($\sum$ Orders Completed) X 100. Definition: Measures the accuracy and completeness of BST provisioning service by comparing what was ordered and what was completed. Methodology: Current report based on statistical sample.

PROVISIONING

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State and Regional Level	• CLEC End User Reasons • BST End User Reasons
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State and Region Level	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State and Region Level

Percent Missed Installation Appointments

	Dispatch		No-Dispatch		Dispatch		No-Dispatch		Total Only
	<5 ckts	>=5 ckts	<5 ckts	>=5 ckts	<10 ckts	>=10 ckts	<10 ckts	>=10 ckts	
Local Interconnection Trunks									X
UNE Non Design					X	X	X	X	
UNE Design					X	X	X	X	
Resale - Residence					X	X	X	X	
Resale - Business					X	X	X	X	
Resale - Design					X	X	X	X	
UNE - Loops w/LNP*	X	X	X	X					
BST Residence					X	X	X	X	
BST Business					X	X	X	X	

Percent Provisioning Troubles within 30 days of Installation

	Dispatch	No-Dispatch	Total Only
Local Interconnecton Trunks			X
UNE Non Design	X	X	
UNE Design	X	X	
Resale - Residence	X	X	
Resale - Business	X	X	
Resale - Design	X	X	
UNE - Loops w/LNP*			
BST Residence	X	X	
BST Business	X	X	

*Note: Currently cannot separately identify UNE Loop with LNP orders. Included with UNE Design or UNE Non Design based on how ordered by the CLEC.

MAINTENANCE & REPAIR (MR)

Function:	Customer Trouble Report Rate
Measurement Overview:	This measure can be used to establish that CLECs are not competitively disadvantaged, compared to BST, as a result of experiencing more frequent incidents of trouble reports.
Measurement Methodology:	1. Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in Service at End of the Report Period) X 100. Note: Local Interconnection Trunks are reported only as total troubles. The frequency of trouble metric is computed by accumulating the total number of maintenance tickets logged by a CLEC (with BST) during the reporting period. The resulting number of tickets is divided by the total number of "service access lines" existing for the CLEC at the end of the report period. Definition: Initial and repeated customer direct or referred troubles reported within a calendar month where cause is in the network (not customer premises equipment, inside wire, or carrier equipment) per 100 lines/circuits in service. Methodology: Mechanized metric trouble reports and lines in service captured in maintenance database(s).

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State and Regional Level	• Trouble tickets canceled at the CLEC request • BST trouble reports associated with administrative service • Instances where the CLEC or BST customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause • State and Region Level	• Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause • State and Region Level

MAINTENANCE & REPAIR (MR)

Customer Trouble Report Rate

	Dispatch	No Dispatch	Total
Local Interconnection Trunks			X
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design	X	X	X
UNE Design	X	X	X
UNE Non Design	X	X	X
UNE Loop w/LNP*			
BST			
Local Interconnection Trunks			X
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design	X	X	X

Note*: Maintenance data for UNE Loop and LNP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (LNP) respectively.

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

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State and Regional Level	• Trouble tickets canceled at the CLEC request • BST trouble reports associated with administrative service • Instances where the CLEC or BST customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause • State and Region Level	• Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause • State and Region Level

MAINTENANCE & REPAIR (MR)

Missed Repair Appointments

	Dispatch	No Dispatch	Total
Local Interconnection Trunks**			
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design**			
UNE Design**			
UNE Non Design	X	X	X
UNE Loops w/LNP*			
BST			
Local Interconnection Trunks**			
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design**	X	X	X

Note*: Maintenance data for UNE Loop and LNP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (LNP) respectively.

Note**: Customer Trouble Reports related to Interconnection Trunks and Design services are not given appointments, but are handled on a priority first in, first out basis.

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

MAINTENANCE & REPAIR (MR)

Reporting Dimensions:	Excluded Situations:
• CLEC Specific • CLEC Aggregate • BST Aggregate • State and Regional Level	• Trouble tickets canceled at the CLEC request • BST trouble reports associated with administrative service • Instances where the CLEC or BST customer requests a ticket be "held open" for monitoring
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Total Tickets • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Total Duration Time • Service Type • Disposition and Cause • State and Region Level	• Report Month • Total Troubles • Percentage of Customer Troubles Out of Service > 24 Hours • Total and Percent Repeat Trouble Reports with 30 Days • Total Duration Time • Service Type • Disposition and Cause • State and Region Level

Out of Service more than 24 Hours

	Dispatch	No Dispatch	Total
Local Interconnection Trunks**			
Resale Residence	X	X	X
Resale Business	X	X	X
Resale Design**			
UNE Design			
UNE Non Design	X	X	X
UNE Loops w/LNP*			
BST			
Local Interconnection Trunks**			
Retail Residence	X	X	X
Retail Business	X	X	X
Retail Design**			

Note*: Maintenance data for UNE Loop and LNP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (LNP) respectively.

Note**: Customer Trouble Reports related to Interconnection Trunks and Design Services are all considered as out of service and are handled on a priority first in, first out basis. A more appropriate measurement for these services is "Maintenance Average Duration".