

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

PROVISIONING

| | |
|--|---|
| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA⁶ Level | <ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement. • 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: |
| <ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • State Region and MSA⁷ | <ul style="list-style-type: none"> • Report Month • Average Held Order Interval • Standard Error for the Average Held Order Interval • Service Type • Hold Reason • State Region and MSA⁸ |

Held Order Interval Distribution and Mean Interval

| | %>=15 Days | | | | %>=90 Days | | | | Mean Interval |
|------------------------------|------------|--------|-------|------------------|------------|--------|-------|------------------|---------------|
| | Facilities | Equip. | Other | End User Reasons | Facilities | Equip. | Other | End User Reasons | |
| Local Interconnection Trunks | X | X | X | 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 Retail Residence | X | X | X | X | X | X | X | X | X |
| BST Retail Business | X | X | X | X | X | X | X | X | X |
| BST Retail Design | X | X | X | X | X | X | X | X | X |

⁶ Ibid.

⁷ Ibid.

⁸ Ibid.

PROVISIONING

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|--------------------------|---|
| Function: | Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice. |
| Measurement Overview: | When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. There is no equivalent BST analog for Average Jeopardy & Percent Orders Given Jeopardy Notices. |
| Measurement Methodology: | <p>1. Average Jeopardy Interval = $[\Sigma (\text{Date and Time of Scheduled Due Date on Service Order}) - (\text{Date and Time of Jeopardy Notice})] / [\text{Number of Orders in Jeopardy in Reporting Period}]$.</p> <p>2. Numbers of Orders Given Jeopardy Notices in Reporting Period / Number of Orders in Reporting Period.</p> |

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| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • State, Regional and MSA⁹ Level | <ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement • Orders held for CLEC end user reasons |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type | <ul style="list-style-type: none"> • No BST Analog Exists |

Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice.

| | Average Interval of Prior Notification (Hours) | Percent Orders in Jeopardy |
|------------------------------|--|-------------------------------|
| CLEC | | |
| Local Interconnection Trunks | X | X |
| Resale Residence | X | X |
| Resale Business | X | X |
| Resale Design | X | X |
| UNE Loops with LNP | X | X |
| UNE | X | X |

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⁹ Ibid.

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| 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 and accuracy of installation activities. |
| Measurement Methodology: | <p>1. Percent Missed Installation Appointments = Σ (Number of Orders missed in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100</p> <p>Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. <i>Missed Appointments caused by end-user reasons will be included and reported separately.</i></p> <p>Definition: Percent of orders where completion's are not done by due date. See "Exclude Situations" for orders not included in this measurement</p> <p>Methodology:</p> <ul style="list-style-type: none"> • Mechanized metric from ordering system <p>2. % Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on Services installed \leq 30 days following service order(s) completion) / (All Service Orders in a calendar month) X 100</p> <p>Definition: Measures the quality and accuracy of completed orders</p> <p>Methodology:</p> <p>Mechanized metric from ordering and maintenance systems.</p> |

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| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA¹⁰ Level | <ul style="list-style-type: none"> • CLEC End User Reasons (Jeopardy Notification only) • BST End User Reasons (Jeopardy Notification only) • Orders canceled by the CLEC • 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: |
| <ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State Region and MSA¹¹ | <ul style="list-style-type: none"> • Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Status Notice Time • Standard Order Activity • State Region and MSA¹² |

¹⁰ Ibid.

¹¹ Ibid.

¹² Ibid.

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Percent Missed Installation Appointments

| | Dispatch | | | | No-Dispatch | | | | Dispatch | | | | No-Dispatch | | | |
|--|----------|-----|---------|-----|-------------|-----|---------|-----|----------|-----|----------|-----|-------------|-----|----------|-----|
| | <5 cmts | | ≥5 cmts | | <5 cmts | | ≥5 cmts | | <10 cmts | | ≥10 cmts | | <10 cmts | | ≥10 cmts | |
| | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST |
| Local Interconnection Trunks (Total Only) | | | | | | | | | | | | | | | | |
| - Total | | | | | | | | | | | | | | | | |
| UNE Non Design | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| UNE Design | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| Resale - Residence | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| Resale - Business | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| Resale - Design | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| UNE - Loops w/LNP | X | X | X | X | X | X | X | X | | | | | | | | |
| - Total | | | | | | | | | | | | | | | | |

Percent Missed Installation Appointments—End User Caused Missed Appointments

| | Dispatch | | | | No-Dispatch | | | | Dispatch | | | | No-Dispatch | | | |
|--|----------|-----|---------|-----|-------------|-----|---------|-----|----------|-----|----------|-----|-------------|-----|----------|-----|
| | <5 cmts | | ≥5 cmts | | <5 cmts | | ≥5 cmts | | <10 cmts | | ≥10 cmts | | <10 cmts | | ≥10 cmts | |
| | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST | CLEC/EU | BST |
| Local Interconnection Trunks (Total Only) | | | | | | | | | | | | | | | | |
| - Total | | | | | | | | | | | | | | | | |
| UNE Non Design | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| UNE Design | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| Resale - Residence | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| Resale - Business | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| Resale - Design | | | | | | | | | X | X | X | X | X | X | X | X |
| - Total | | | | | | | | | | | | | | | | |
| UNE - Loops w/LNP | | | X | X | X | X | X | X | | | | | | | | |
| - Total | | | | | | | | | | | | | | | | |

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Percent Provisioning Troubles within 30 days of Installation

| | Dispatch | No-Dispatch | Total Only |
|--|----------|-------------|------------|
| Local Interconnection Trunks (CLEC & BST) | | | 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 | X | X | |
| BST Retail Residence | X | X | |
| BST Retail Business | X | X | |
| BST Retail Design | X | X | |

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| Function: | Coordinated Customer Conversions |
| Measurement Overview: | This category 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 only applies to service orders with and without LNP, <u>with and without INP</u> ¹³ and where the CLEC has requested BST to provide a coordinated cut-over |
| Measurement Methodology: | 1. Average Coordinated Customer Conversion Interval = $[\Sigma ((\text{Completion Date and Time for Cross Connection of an Unbundled Loop}/\text{with LNP}^{14}) - \text{Disconnection Date and Time of an Unbundled Loop}/\text{with LNP})] / \text{Total Number of Unbundled Loop Orders with LNP}$ for the reporting period. |

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| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • State, Regional and <u>MSA</u>¹⁵ Level | <ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Any order where the CLEC has not requested a coordinated cut over • Unbundled Loops where there is no existing subscriber loop |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Committed Due Date • Service Type | <ul style="list-style-type: none"> • No BST Analog Exists |

¹³ Change reflects Staff's recommendation that UNEs be disaggregated between those with INP and without INP as well as with and without LNP. This is consistent with the FCC Notice of Proposed Rulemaking, where BellSouth has indicated that the level of product disaggregation is acceptable.

¹⁴ Ibid.

¹⁵ MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

PROVISIONING

Coordinated Customer Conversions

| | Average Interval |
|----------------------------------|------------------|
| UNE Loops without LNP | X |
| UNE Loops with LNP | X |
| UNE Loops with INP ¹⁶ | X |
| UNE Loops without INP | X |

¹⁶ Change reflects Staff's recommendation that UNEs be disaggregated between those with INP and without INP as well as with and without LNP. This is consistent with the FCC Notice of Proposed Rulemaking, where BellSouth has indicated that the level of product disaggregation is acceptable

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|---------------------------------|---|
| Function: | Average Completion Notice Interval |
| Measurement Overview: | The receipt of a completion notice by the CLEC from BST informs the carrier that their formal relationship with a customer has begun. This is useful to the CLEC in that it lets them know that they can begin with activities such as billing the customer for service. |
| Measurement Methodology: | <p>1. Average Completion Notice Interval = $\Sigma[(\text{Date \& Time of Notice of Completion}) - (\text{Date \& Time of Work Completion})] / (\text{Number of Orders Completed}^{17} \text{ in Reporting Period})$</p> <p>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. There is no equivalent BST Retail Measurement.</p> |

| | |
|---|---|
| Reporting Dimensions: | Excluded Situations: |
| • Under Development | • Under Development |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| • Under Development | • N/A |

**Average Completion Notice Interval
 Reported Month:**

| | Average Interval |
|--------------------|------------------|
| CLEC A | |
| CLEC AGGREGATE | |
| - Resale Residence | X |
| - Resale Business | X |
| - Resale Special | X |

¹⁷ Count of Orders would include both completed orders and orders that had a completion notice issued. This footnote was added for clarification.

MAINTENANCE & REPAIR

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|---------------------------------|--|
| Function: | OSS Response Interval |
| Measurement Overview: | <ul style="list-style-type: none"> This measure is designed to monitor the time required for the CLEC interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. This measure also addresses the availability of the OSS interface for repair and maintenance. |
| Measurement Methodology: | <p>1. OSS Interface Availability = (Actual Availability)/(Scheduled Availability) X 100</p> <p>Definition: This measure shows the percentage of time the OSS interface is actually available compared to scheduled availability. Availability percentages for the CLEC and BST interface systems and for legacy systems accessed by them are captured.</p> <p>Methodology: Mechanized reports from OSSs.</p> <p>2 OSS Response Interval = Access Times in Increments of Less Than or Equal to 4 Seconds, Greater Than 4 Seconds but Less Than or Equal to 10 Seconds, Less Than or Equal to 10 Seconds, Greater Than 10 Seconds, or Greater Than 30 Seconds.</p> <p>Definition: Response intervals are determined by subtracting the time a request is submitted from the time the response is received. Percentages of requests falling into the categories listed above are reported, along with the actual number of requests falling into those categories. This measure provides a method to compare BST and CLEC response times for accessing the legacy data needed for maintenance & repair functions.</p> <p>Methodology: Mechanized reports from OSSs.</p> |

OSS Maintenance and Repair Interface Availability

| OSS Interface | % Availability |
|---------------|----------------|
| CLEC TAFI | X |
| BST TAFI | X |
| LMOS Host | X |
| MARCH | X |
| SOCS | X |

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MAINTENANCE & REPAIR

OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL

| Transaction Name | Transaction Totals | | | Average Response Time | | | | | | | | | | | | | | | | | |
|------------------|--------------------|---------|---------|-----------------------|---------|---------|----------------------|---------|---------|-------------|---------|---------|-----------|---------|---------|-----------|---------|---------|---|---|---|
| | | | | < 4 Seconds | | | ≥ 4 and ≤ 10 Seconds | | | ≤ 10.0 Sec. | | | > 10 Sec. | | | > 30 Sec. | | | | | |
| | CLIC | BST BUS | BST RES | CLIC | BST BUS | BST RES | CLIC | BST BUS | BST RES | CLIC | BST BUS | BST RES | CLIC | BST BUS | BST RES | CLIC | BST BUS | BST RES | | | |
| CRIS | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| DLETH | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| DLR | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| OSPCM | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| LMOS | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| LMOSupd | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| MARCH | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| Predictor | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| SOCS | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |
| LNP | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - Count | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| - % of Total | | | | | | | | | | | | | | | | | | | | | |

MAINTENANCE AND REPAIR

| | |
|---------------------------------|--|
| Function: | Average Answer Time - Repair Centers |
| Measurement Overview: | <ul style="list-style-type: none"> This measure monitors that BST's handling of support center calls from CLECs are comparable with support center calls by BST's retail customers. |
| Measurement Methodology: | <p>1. Average Answer Time for BST's Repair Centers = (Total time in seconds for BST's Repair Centers response) / (Total number of calls) by reporting period</p> <p>Definition: This measure demonstrates an average response time for the CLEC to contact a BST representative</p> <p>Methodology: Mechanized report from Repair Centers Automatic Call Distributors.</p> |

Average Answer Time - Repair Centers

| | Average Answer Time/Month in Seconds | | | |
|--------------|--------------------------------------|--------------------------|-------------------------|------------|
| | Business Repair Center | BST Resale Repair Center | Residence Repair Center | UNE Center |
| Region Total | X | X | X | X |

MAINTENANCE & REPAIR

| | |
|--------------------------|---|
| Function: | Missed Repair Appointments |
| Measurement Overview: | When the data for this measure is collected for BST and a CLEC it can be used to compare the percentage of accurate estimates of the time required to complete service repairs for BST and the CLEC. |
| Measurement Methodology: | <p>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.</p> <p>Definition: Percent of trouble reports not cleared by date and time committed. 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.</p> <p>Methodology: Mechanized metric from maintenance database(s).</p> |

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| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and <u>MSA</u>¹⁸ Level | <ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BST trouble reports associated with internal or administrative service |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and <u>MSA</u>¹⁹ | <ul style="list-style-type: none"> • Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and <u>MSA</u>²⁰ |

¹⁸ MSA was added to reflect Staff's recommendation that geographic disaggregation reflect Metropolitan Statistical Areas.

¹⁹ Ibid.

²⁰ Ibid.

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Missed Repair Appointments

| | Total | Dispatch | | No-Dispatch | |
|---------------------------------|-------|----------|-----|-------------|-----|
| | | CLEC/EU | BST | CLEC/EU | BST |
| Local Interconnection Trunks ** | | | | | |
| - Total | | | | | |
| Retail - Residence | X | X | X | X | X |
| - Total | | X | | X | |
| Retail - Business | X | X | X | X | X |
| - Total | | X | | X | |
| Retail - Design ** | | | | | |
| - Total | | | | | |
| UNE Design ** | | | | | |
| - Total | | | | | |
| UNE Non Design | X | X | X | X | X |
| - Total | | X | | X | |
| BST | | | | | |
| Local Interconnection Trunks ** | | | | | |
| Retail Residence | X | X | | X | |
| Retail Business | X | X | | X | |
| Retail Design ** | X | X | | X | |

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

MAINTENANCE & REPAIR

| | |
|---------------------------------|---|
| Function: | Customer Trouble Report Rate |
| Measurement Overview: | This measure can be used to establish the frequency (rate) of customer trouble reports and employed to compare CLEC with BST results. |
| Measurement Methodology: | <p>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.</p> <p>The 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 access lines" existing for CLECs and BST respectively at the end of the report period.</p> <p>Definition: Initial and repeated customer direct or referred troubles reported within a calendar month (Where cause is not in carrier equipment) per 100 lines/circuits in service.</p> <p>Methodology: Mechanized metric for trouble reports and lines in service.</p> |

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| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and <u>MSA</u>²¹ Level | <ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request • BST trouble reports associated with administrative service |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Month • CLEC Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and <u>MSA</u>²² | <ul style="list-style-type: none"> • Report Month • BST Ticket Number • Ticket Submission Date • Ticket Submission Time • Ticket Completion Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design/Non-Special only) • State Region and <u>MSA</u>²³ |

²¹ Ibid.

²² Ibid.

²³ Ibid.

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Customer Trouble Report Rate

| | Dispatch | No Dispatch | Total |
|-------------------------------------|----------|-------------|-------|
| Local Interconnection Trunks | X | X | X |
| R resale Residence | X | X | X |
| R resale Business | X | X | X |
| R resale Design | X | X | X |
| UNE Design | X | X | X |
| UNE Non Design | X | X | X |
| BST | | | |
| Local Interconnection Trunks | X | X | X |
| Retail Residence | X | X | X |
| Retail Business | X | X | X |
| Retail Design | X | X | X |
| UNE Loop w/LNP | | X | X |

MAINTENANCE & REPAIR

| | |
|---------------------------------|--|
| 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: | <p>3. Maintenance Average Duration = (Total Duration Time from the Receipt to the Clearing of Trouble Reports) / (Total Troubles)</p> <p>4. Percent Repeat Troubles within 30 Days = (Total Repeated Trouble Reports within 30 Days) / (Total Troubles) X 100</p> <p>5. Out of Service (OOS) > 24 Hours = (Total Troubles OOS > 24 Hours) / (Total OOS Troubles) X 100</p> <p>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.</p> <p>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.</p> <p>For Average Duration: Average time from the receipt of a trouble until the trouble is cleared.</p> <p>Methodology: Mechanized metric from maintenance database(s).</p> |

| | |
|--|--|
| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate • State, Regional and MSA²⁴ Level | <ul style="list-style-type: none"> • Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • 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 (Non-Design/Non-Special only) • State Region and MSA²⁵ | <ul style="list-style-type: none"> • 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 (Non-Design/Non-Special only) • State Region and MSA²⁶ |

²⁴ Ibid.

²⁵ Ibid.

²⁶ Ibid.

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

MAINTENANCE & REPAIR

Maintenance Average Duration

| | Dispatch | No Dispatch | Total |
|------------------------------|----------|-------------|-------|
| Local Interconnection Trunks | X | X | 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 |
| BST | | | |
| Local Interconnection Trunks | X | X | X |
| Retail Residence | X | X | X |
| Retail Business | X | X | X |
| Retail Design | X | X | X |

Percent Repeat Trouble within 30 Days

| | Dispatch | No Dispatch | Total |
|------------------------------|----------|-------------|-------|
| Local Interconnection Trunks | X | X | 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 |
| BST | | | |
| Local Interconnection Trunks | X | X | X |
| Retail Residence | X | X | X |
| Retail Business | X | X | X |
| Retail Design | X | X | X |

Out of Service more than 24 Hours

| | Dispatch | No Dispatch | Total |
|------------------------------|----------|-------------|-------|
| Local Interconnection Trunks | X | X | 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 |
| BST | | | |
| Local Interconnection Trunks | X | X | X |
| Retail Residence | X | X | X |
| Retail Business | X | X | X |
| Retail Design | X | X | X |

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

BILLING

| | |
|---------------------------------|---|
| Function: | Invoice Accuracy & Timeliness |
| Measurement Overview: | The accuracy of billing invoices delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists. |
| Measurement Methodology: | <p>1. Invoice Accuracy = [(Total Local Services Billed Revenues during current month) - (Total Adjustment Revenues during current month) / Total Local Services Billed Revenues during current month] x 100 This measure provides the percentage accuracy of the billing invoices for a CLEC by dividing the difference between the total billed revenue and total adjustment revenues by the total billed revenues during the current month.</p> <p>2. Mean Time to Deliver Invoices = $\Sigma[(\text{Invoice Transmission Date}) - (\text{Date of Scheduled Bill Cycle Close})] / (\text{Count of Invoices Transmitted in Reporting Period})$ This measure provides the mean interval for billing invoices. CRIS-based invoices should be delivered within six (6) workdays, and CABS-based invoices should be delivered within eight (8) calendar days.</p> <p>Objective: Measures the percentage of accuracy and mean interval for timeliness of billing records delivered to CLECs in an agreed upon format.</p> |

| | |
|--|---|
| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate | <ul style="list-style-type: none"> • Any invoices rejected due to formatting or content errors |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Monthly • Invoice Type <ul style="list-style-type: none"> ■ Resale ■ Unbundled Element Invoices (UNE) | <ul style="list-style-type: none"> • Report Monthly • Retail Type <ul style="list-style-type: none"> ■ CRIS ■ CABS |

Invoice Accuracy

Reported Month:

Invoice Type:

| | Total Billed Revenues | Total Adjustment Revenues | % Accuracy |
|----------------|-----------------------|---------------------------|------------|
| CLEC A | X | X | X |
| CLEC AGGREGATE | X | X | X |
| BST AGGREGATE | X | X | X |

Invoice Timeliness

Reported Month:

Invoice Type:

| | % CRIS Bills Released (by 6 th Workday) | % CABS Bills Released (By 8 th Workday) |
|-----------------------|---|---|
| CLEC Specific Region | | |
| CLEC Aggregate Region | | |
| - Resale | X | |
| - UNE | | X |
| BST Aggregate Region | | |
| Region | X | X |

BILLING

| | |
|---------------------------------|--|
| Function: | Usage Data Delivery Accuracy, Timeliness & Completeness |
| Measurement Overview: | The accuracy of usage records delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists. |
| Measurement Methodology: | <p>1. Usage Data Delivery Accuracy = (Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month) / Total number of usage data packs sent during current month</p> <p>This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission.</p> <p>3. Usage Data Delivery Completeness = (Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message(usage record) create date) / (Total number of Recorded usage records delivered during the current month)</p> <p>This measurement provides percentage of recorded usage data (BellSouth recorded and usage recorded by other carriers) processed and transmitted to the CLEC within thirty (30) days of the message (usage record) create date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS.</p> <p>3. Usage Data Delivery Timeliness = (Total number of usage records sent within six(6) calendar days from initial recording/receipt) / (Total number of usage records sent)²⁷ This measurement provides (BellSouth recorded and usage recorded by other carriers) delivered to the appropriate CLEC within six (6) calendar days from initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS.</p> <p>Objective: The purpose of these measurements is to demonstrate the level of quality and timeliness of processing and transmission of both types of usage data (BellSouth recorded and usage recorded before other carriers) to the appropriate CLEC.</p> <p>Methodology: The usage data will be mechanically transmitted to the CLEC data processing center once daily. Timeliness and completeness measures are reported on the same report.</p> |

BILLING

| | |
|------------------------------|-----------------------------|
| Reporting Dimensions: | Excluded Situations: |
| • CLEC Aggregate | • None |

²⁷ The performance report provided by BellSouth shows the percentage of usage records sent within zero, one, two, three, four, five, six, seven, eight, nine, ten to 30, and over 30 days. Therefore, the concerns raised by the CLECs that BellSouth could be providing usage records in less than 6 days to itself and within 6 days for CLECs, but still be in parity, could be detected with the performance measurements reported by BellSouth.

**Staff Recommendation
Service Quality Measurements
Performance Reports**

Exhibit A

| | |
|---|---|
| <ul style="list-style-type: none"> • CLEC Specific • BST Aggregate | |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Monthly • Record Type <ul style="list-style-type: none"> ■ CMDS (Centralized Message Delivery System) ■ Non-CMDS | <ul style="list-style-type: none"> • Report Monthly • Record Type |

Usage Data Delivery Accuracy
Reported Month:

| Reported Month | Total Data Packs Sent | Total Packs Requiring Retransmission | % Accuracy |
|----------------|-----------------------|--------------------------------------|------------|
| CLEC A | X | X | X |
| CLEC Aggregate | X | X | X |
| BST Aggregate | X | X | X |

Usage Records Timeliness and Completeness
Report Period:

| CLEC A | | | CLEC Aggregate | | | BST Aggregate | | |
|------------|--------------|--------------|----------------|--------------|--------------|---------------|--------------|--------------|
| Days Delay | Total Volume | Cumulative % | Days Delay | Total Volume | Cumulative % | Days Delay | Total Volume | Cumulative % |
| X | X | X | X | X | X | X | X | X |
| X | X | X | X | X | X | X | X | X |

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

| | |
|---------------------------------|--|
| Function: | Speed to Answer Performance |
| Measurement Overview: | The speed of answer delivered to CLEC retail customers, when BST provides Operator Services with Toll Assisted Calls or Directory Assistance on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers, for equivalent local services. The same facilities and operators are used to handle BST and CLEC customer calls, as well as inbound call queues that will not differentiate between BST & CLEC service. |
| Measurement Methodology: | <p>1. Average Speed to Answer (Toll) = $\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})$</p> <p>2. Percent Answered within "X" Seconds (Toll) = Derived by converting the Average Speed to Answer (Toll) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than 30 seconds.</p> <p>3. Average Speed to Answer (DA) = $\Sigma (\text{Total Call Waiting Seconds}) / (\text{Total Calls Served})$</p> <p>4. Percent Answered within "X" Seconds (DA) = Derived by converting the Average Speed to Answer (DA) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than 20 seconds.</p> <p>Definition: Measurement of the average time in seconds calls wait before answer by a Toll or DA operator and the percent of Toll or DA calls that are answered in less than a predetermined time frame.</p> <p>Methodology: The Average Speed to Answer for Toll and DA is provided today 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 BellSouth systems calculate by monitoring the total 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 BellSouth systems record as the total number of calls handled by Operator Services Toll or DA centers.</p> <p>The Percent Answered within ten and twelve seconds measurement for Toll and 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 20/30 seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, # of operators, max queue size and call abandonment rates.</p> <p>Current BellSouth call center switch technology and business operations do not provide mechanized measurements differentiating between human versus machine call answer processing methods.</p> |

Staff Recommendation
 Service Quality Measurements
 Performance Reports

Exhibit A

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

| | |
|--|---|
| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • Toll Assistance (Toll) in Aggregate • Directory Assistance (DA) in Aggregate • State | <ul style="list-style-type: none"> • Calls abandoned by customers prior to answer by the BST Toll or DA operator |
| Data Retained (On Aggregate Basis): | |
| <ul style="list-style-type: none"> • Month • Call Type (Toll or DA) • Average Speed of Answer | |

Report Formats:

Separate Reports will be produced for Each State in the BellSouth Region:

| | | |
|---|--------------------------------------|-------------------------------|
| Operator Services: Toll & Directory Assistance | | |
| REPORT: OPERATOR SERVICES TOLL AND DIRECTORY ASSISTANCE | | |
| REPORT PERIOD: XX/XX/19XX - XX/XX/19XX | | |
| STATE: | | |
| | AVERAGE SPEED TO ANSWER (SECONDS) | % ANSWERED WITHIN "X" SECONDS |
| TOLL ASSISTANCE | X | % within 30 seconds |
| DIRECTORY ASSISTANCE | X | % within 20 seconds |

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

E911

| | |
|--------------------------|---|
| Function: | Timeliness and Accuracy |
| Business Implications: | <ul style="list-style-type: none"> • BellSouth's goal is to maintain 100% accuracy in the E911 database for all its CLEC resale and retail customers by correctly processing all orders for E911 database updates. The 911 database update process ensures that the CLEC's updates are handled in parity with BST's updates. BST uses Network Data Mover (NDM) to transmit both CLEC resale and BST retail E911 updates to SCC (third party E911 database vendor) once per day for the entire region. No processing distinctions are made between CLEC records and BST records. These updates are processed within 24 hours. • CLECs ordering unbundled switching and facility-based CLEC E911 providers are responsible for the accuracy of their data that is input into the E911 database. Facilities-based CLEC record updates are transmitted by the CLEC directly to SCC without any BST involvement. • When BST retail or resale records experience errors in SCC's system, the errors are not returned to BST for correction. Instead, SCC handles and corrects all errors within 24 hours for both CLEC resale records and BST retail records. • BellSouth through its E911 third party vendor provides accuracy and timeliness measurements for BST and its CLEC resale customers. In addition, BellSouth through its E911 third party vendor provides an accuracy and timeliness report for CLECs ordering unbundled switching and facilities-based CLECs. |
| Measurement Methodology: | <p>1. E911 Timeliness = $\frac{\Sigma (\text{Number of Confirmed Orders}) - (\text{Number of Orders missed in Reporting Period})}{(\text{Number of Orders Confirmed in Reporting Period})} \times 100$</p> <p>Definition: Measures the percentage of E911 database updates within a 24-hour period.</p> <p>Methodology: Mechanized metric from ordering system</p> <p>2. E911 Accuracy = $\frac{\Sigma (\text{Total number of SOIR orders for E911 updates}) - (\text{Total number of Service Order Interface Records (SOIRs) with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers)})}{(\text{Total number of SOIR orders for E911 updates})} \times 100$</p> <p>Definition: Measures the percentage of accurate 911 database updates</p> <p>Methodology: Mechanized metric from ordering system</p> |

Staff Recommendation
Service Quality Measurements
Performance Reports

Exhibit A

E911

| | |
|--|--|
| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • BST Aggregate (Includes CLEC resale customers) • State and Regional Level | <ul style="list-style-type: none"> • Any order canceled by the CLEC. • 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: |
| <ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • State and Region | <ul style="list-style-type: none"> • Report Month • Error Type • Average number of error • Standard Order Activity • State and Region |

E911 Timeliness

| | E911 Timeliness % within 24 Hours |
|----------------|-----------------------------------|
| CLEC A | X |
| CLEC AGGREGATE | X |
| BST AGGREGATE | X |

E911 Accuracy

| | E911 Accuracy % |
|----------------|-----------------|
| CLEC A | X |
| CLEC AGGREGATE | X |
| BST AGGREGATE | X |

TRUNK GROUP PERFORMANCE

| | |
|---------------------------------|---|
| Function: | Interconnection Trunk Performance |
| Measurement Overview: | In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network. |
| Measurement Methodology: | <p>1. Comparative Trunk Group Service Summary. Provides comparative measurements of the trunk groups which exceed the blocking threshold during their busy hours, as well as the total number of trunk groups measured.</p> <p>2. Trunk Group Service Report: Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandems or end offices, by region, by CLEC, CLEC Aggregate, and BST aggregate.</p> <p>Specifically measures the total number of trunk groups, number of trunk groups measured, and the number of trunk groups which exceed the blocking threshold during their busy hours.</p> <p>3. Trunk Group Service Detail: Provides a detailed list of all final trunk groups between POTs and BST end offices or tandems (A-end and Z-end for BST Local trunks) including the actual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN).</p> <p>Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%.</p> <p>Measured Blocking = [(Total number of Blocked Calls)/(Total number of Attempted Calls)] X 100</p> |

| | |
|--|--|
| Reporting Dimensions: | Excluded Situations: |
| <ul style="list-style-type: none"> • BST Trunk Group Aggregate • CLEC Trunk Group Aggregate • CLEC Trunk Group Specific • State, Region and MSA²⁸ Level | <ul style="list-style-type: none"> • Trunk Groups for which valid traffic data measurement unavailable. |
| Data Retained Relating to CLEC Experience: | Data Retained Relating to BST Performance: |
| <ul style="list-style-type: none"> • Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State Region and MSA²⁹ • Exception Trunk detail | <ul style="list-style-type: none"> • Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State Region and MSA³⁰ • Exception Trunk detail |

²⁸ Ibid.

²⁹ Ibid.

³⁰ Ibid.