



Docket No. 000121A-TP

# **BellSouth AT&T Service Quality Measurement Plan (SQM)**

**Florida Performance Metrics**

**Measurement Descriptions  
Version ~~5.06~~ 6.00**

**Effective Date: ~~July 03, 2010~~ TBD**

Note: This SQM version is issued to reflect the OSS architecture changes implemented on July 03, 2010.

DOCUMENT NUMBER-DATE

J5661 JUL-9e

FPSC-COMMISSION CLERK

## Introduction

BellSouth AT&T Service Quality Measurement (SQM) Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's AT&T's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth AT&T to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)<sup>1</sup>. The reports produced by the SQM provide regulators, CLECs and BellSouth AT&T the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. PSC 07-0286 PAA-TP TBD issued by the Florida Public Service Commission (FPSC) on April 3, 2007 TBD in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC 07-0395 CO-TP, issued by the FPSC on May 7, 2007 and modifications resulting from the implementation of OSS architecture changes on April 19, 2007, July 18, 2009, and November 14, 2009, April 15, 2010, May 29, 2010, and July 03, 2010.

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The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3<sup>rd</sup> Party audits, Orders of the FPSC, FCC, and the appropriate Courts of Law.

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

## Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's PMAP AT&T's performance measurement website (<http://pmap.wholesale.att.com>) (<http://pmap.bellsouth.com>) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The reports will contain information collected in each performance category and will be available to CLEC via the AT&T website. AT&T will also provide electronic access to the raw data underlying the SQMs subject to the retention period. The Final validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month.

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For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth AT&T shall retain the performance measurement Supporting Data Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

<sup>1</sup> Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.



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Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP AT&T performance measurement website and is automatically provided with each SDF download.

**Report Delivery Methods**

CLEC SQM and SEEM reports will be considered delivered when posted to the AT&T performance measurement website. The State/Federal Commissions have been given access to the website.

**Change of Law**

Upon a particular Commission's issuance of an Order pertaining to the Service Quality Measurement (SQM) Plan in a proceeding expressly applicable to all CLECs, AT&T shall implement such plan covering its performance for the CLECs, as well as any changes to that plan ordered by the Commission, on the date specified by the Commission. If a change of law occurs which may change AT&T's obligations, parties may petition the Commission within 30 days to seek changes to the SQM Plan in accordance with such change of law. Performance measurements that have been ordered by the Commission can currently be accessed via the AT&T website. Should there be any difference between the SQM Plan on AT&T's website and the plan the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

**Review of Measurements**

A workshop and/or conference shall be organized and held periodically or at the request of either party for the purpose of evaluating the existing performance measures and determining whether any measures should be deleted, modified or any new measures added. Provided however, no new measures shall be added which measure activity already governed by existing measures. CLEC may actively participate in this periodical workshop with AT&T and other CLECs and state regulatory authority representative.

**Administrative Changes**

AT&T may make administrative changes that do not substantively change the SQM Plan. Such changes are excluded from the periodic review process noted above. AT&T will provide written notice to the Commission regarding all administrative changes. An administrative change is one that corrects typographical, spelling, grammatical, or computational errors, updates website addresses and incorporates modifications to architecture implemented in an OSS release following the approved Change Management process. Administrative changes will not change the intent or the plan language of the document.

**Revision History**

Version	Effective Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal



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V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.)  This is the final version, which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002.
V3.00	June 20, 2003	This version incorporates changes based on the 6 month review of FL PAP beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP.  This is the final version, which will be filed in Florida, August 8, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22, 2003 and May 15, 2003.
V4.00	October 1, 2005	This version of the SQM incorporates the stipulated changes to the FL PAP directed by the FPSC in Order No. PSC-05-0488-PAA-TP issued on May 5, 2005 Docket No. 000121A-TP.
V4.01	May 1, 2006	This version of the SQM removes De-listed UNE-P from the FL SQM Plan.
V5.00	July 1, 2007	This version of the SQM incorporates the changes to the FL PAP directed by the FPSC in Order No. PSC-07-0286-PAA-TP issued on April 3, 2007 in Docket No. 000121A-TP, and as confirmed by Consummating Order No. PSC-07-0395-CO-TP, issued by the FPSC on May 7, 2007.
V5.01	April 19, 2008	This version of the SQM incorporates modifications to the OSS architecture implemented on 04/19/08.  The OSS-related revisions are subject to Florida Public Service Commission approval. A redline version of the revisions is available for review on the Florida Public Service Commission's website in Docket No. 000121A-TP. The URL for the website is: <a href="http://www.psc.state.fl.us/library/filings/08/04879-08/000121atp%20administrative%20updates.pdf">http://www.psc.state.fl.us/library/filings/08/04879-08/000121atp%20administrative%20updates.pdf</a>
V5.02	July 18, 2009	This version of the SQM incorporates modifications to the OSS architecture implemented on 07/18/09.
V5.03	November 14, 2009	This version of the SQM incorporates modifications to the OSS architecture implemented on 11/14/09. Additional updates are also incorporated in the CM-5 measure.



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V5.04	April, 15, 2010	This version of the SQM incorporates modifications to the OSS architecture implemented on 4/15/10.
V5.05	May 29, 2010	This version of the SQM incorporates modifications to the OSS architecture implemented on 5/29/10 due to retirement of EDI and TAG/XML Direct.
V5.06	July 03, 2010	This version of the SQM incorporates modifications to the OSS architecture implemented on 7/03/10 due to retirement of LENS.
V6.0	TBD	This version of the SQM incorporates the changes to the EL PAP directed by the FPSC in Order No. YBD issued on TBD Docket No. 000121A-TP.

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## Section 1: Operations Support Systems (OSS)

### OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

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#### Definition

The response interval is the average time to retrieve pre-order/order/maintenance and repair information from a given legacy system.

#### Exclusions

- Syntactically Incorrect queries
- Scheduled OSS Maintenance
- Test Transactions/Records
- BellSouth AT&T may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume is indicated by either a 100% increase over the individual CLEC's forecasted volumes or over the average of the normalized volumes for the most recent prior six months. BellSouth AT&T will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.

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#### Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth AT&T interface systems to obtain, from BellSouth's AT&T's legacy systems, the information required to handle Pre-Ordering/Ordering/Maintenance and Repair functions. The clock starts on the date and time when the request is received on the BellSouth AT&T side of the interface and the clock stops when the appropriate response has been transmitted through the same point to the requester.

The average response interval for retrieving Pre-Ordering/Ordering/Maintenance & Repair 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 following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFF, DSAF, and CRIS. The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMO, LMOSupd, LNP Gateway, MARCH, OSPCM, Prediction, SOCS, and NW.

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#### Calculation

Pre-Ordering/Ordering/Maintenance & Repair OSS Response Interval = (a - b)

- a = Date and time of legacy response
- b = Date and time of legacy request

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Pre-Ordering/Ordering/Maintenance & Repair Average Response Interval = (c / d)

- c = Sum of response intervals
- d = Number of legacy requests during the reporting period

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#### Report Structure

- Pre-Ordering/Ordering/Maintenance & Repair OSS Average Response Interval
- Legacy System/Interface Specific

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OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)



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Operations Support Systems (OSS)

- Geographic Scope  
  Region

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

Legacy System/Interface

- Pre-Ordering/Ordering OSS Response Average Interval  
  Regional Level.....Parity + 2 seconds
- Maintenance & Repair OSS Response Average Interval  
  Regional Level, Per OSS Interface.....Parity +1 second

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(See Appendix C: OSS Interface Tables)

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

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OSS-1 (ARI: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair))



## OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

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### Definition

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

Scheduled availability is posted on the ~~Interconnection~~ AT&T website:  
[http://wholesale.att.com/alerts\\_and\\_notifications/network/oss/index.html](http://wholesale.att.com/alerts_and_notifications/network/oss/index.html)

~~(<http://www.interconnection.bellsouth.com/oss/oss-hour.htm>)~~

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### Exclusions

- CLEC-impacting troubles caused by factors outside of Bellsouth's AT&T's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than Bellsouth AT&T, etc.
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.
- Scheduled OSS Maintenance

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### Business Rules

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

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

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### Calculation

**OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)** =  $(a / b) \times 100$

- a = Functional Availability in Minutes
- b = Scheduled Availability in Minutes

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### Report Structure

- Legacy System/Interface Specific
- Geographic Scope
  - Region

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### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Regional Level, Per OSS Interface .....	>= 99.5%

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(See Appendix C: OSS Interface Availability Tables for SQM)

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)



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Operations Support Systems (OSS)

SEEM Measure

SEEM                      Tier I                      Tier II  
Yes                      X

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**PO-2 (LMT): Loop Makeup - Response Time - Electronic**

**Definition**

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

**Exclusions**

- Manually Submitted Inquiries
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records
- **BellSouth AT&T** may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume is indicated by either a 100% increase over the individual CLEC's forecasted volumes or the average of the normalized volumes for the most recent prior six months. **BellSouth AT&T** will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.

**Business Rules**

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ordering interface gateways. It ends when **BellSouth AT&T's** Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ordering interface gateways.

**Note:** The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an LSR must be submitted by the CLEC.

**Calculation**

Response Interval = (a - b)

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

Percent within Interval = (c / d) \* 100

- c = Total LMUSIs received within the interval
- d = Total number of LMUSIs processed within the reporting period

**Report Structure**

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
- Interval for electronic LMUSIs:
  - 0 - 1 minute

PO-2 (LMT): Loop Makeup - Response Time - Electronic

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## Section 2: Ordering

### O-2 [AKC]: Acknowledgement Message Completeness

#### Definition

This measure provides the percent of transmissions/LSRs received via ordering interface gateways, which are acknowledged electronically.

#### Exclusions

- Manually Submitted (Email) LSRs
- Test Transactions/Records

#### Business Rules

Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of XML Gateway may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth-AT&T will not be able to determine which specific CLEC this message represented.

#### Calculation

**Acknowledgement Completeness** =  $(a / b) \times 100$

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by ordering interface gateways, respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by ordering interface gateways, respectively

#### Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope  
Region

#### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Acknowledgments .....	Benchmark: 99.75%

#### SEEM Measure

SEEM	Tier I	Tier II
Yes .....	X .....	X .....

O-2 [AKC]: Acknowledgement Message Completeness

## O-3 [FT]: Percent Flow-Through Service Requests

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### Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability 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
- Planned Manual Fallout
- CLEC System Fallout
- Test Transactions/Records
- LSRs that received a Z Status

### Business Rules

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

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

**Auto-Clarification:** Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

**Planned Manual Fallout\*:** Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LESC. When a CLEC submits an LSR, the source systems will determine if the LSR should be forwarded to LESC for manual handling.

\*See LSR Flow-Through Matrix on BellSouth's PMAPA I&T's performance measurement website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder for 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 LESC to determine if the error is caused by the CLEC, or is due to BellSouth A&T 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 due to BellSouth A&T system functionality, the LESC representative will correct the error and the LSR will continue to be processed.

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

### Calculation

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

- a = The total number of LSRs that flow through the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing

O-3 [FT]: Percent Flow-Through Service Requests

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**Florida Performance Metrics**

- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC data entry error
- f = The number of LSRs that receive a Z status

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

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

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - \_ Region

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Residence .....	Benchmark: 95%
• Business .....	Benchmark: 90%
• UNE-L (includes UNE-L with LNP) .....	Benchmark: 85%
• LNP .....	Benchmark: 95%

**SEEM Measure**

SEEM	Tier I	Tier II
Yes	X	X

**Notes:**

- The Flow-Through Error Analysis report is available on the [PMAPA T&T performance measurement website](#). The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reach a status for a FOC to be issued.
- The CLEC LSR information is available for any CLEC on the [PMAPA T&T performance measurement website](#).

0-3 (FT) Percent Flow-Through Service Requests

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## O-8 [RI]: Reject Interval

### Definition

The interval for the return of a reject is the response time from the receipt of a service request [Local Service Request (LSR) or Access Service Request (ASR)] to the distribution of a reject.

### Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Project IDs" for Bulk Migration
- Scheduled OSS Maintenance
- Test Transaction/Records

### Business Rules

Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

For Partially Mechanized and Non-Mechanized ~~Enmiled LSRs or Non-Mechanized~~ -ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the ~~Interconnection~~ - AT&T website: (<https://clec.att.com/clec/>) (<http://www.interconnection.bellsouth.com/centers/>).

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is rejected (date and time stamp of reject in ordering interface gateways). 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 ordering interface gateways) which falls out for manual handling until the ~~LCSC~~ Service Representative clarifies the LSR back to the CLEC via ordering interface gateways.

**Non-Mechanized Email:** The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of FAX or date and time paper LSRs are received in the ~~LCSC~~ Email) until notice of the reject (clarification) is returned to the CLEC via FAX Server Email.

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

**Bulk Migrations:** Requests for Bulk Migrations will come into Bellsouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original version of the individual LSRs will be assigned the "start time stamp" from the receipt of the original Global Request.

### Calculation

Reject Interval = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

Percent within Interval = (c / d) X 100

Version 5-066.00

O-8 [RI]: Reject Interval

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- c = Service requests rejected in reported interval
- d = Total service requests rejected in report period

**Report Structure**

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:  
0-4 business hours
- Partially Mechanized:  
0-10 business hours
- Non-Mechanized Email:  
0-18 business hours
- Local Interconnection Trunks:  
0-4 business days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
-State

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
Fully Mechanized	97% <= 1 Business Hour
Partially Mechanized	95% <= 10 Business Hours
Non-Mechanized Email	95% <= 18-14 Business Hours
Local Interconnection Trunks	90% <= 4 Business Days

**SEEM Measure**

SEEM	Tier I	Tier II
Yes	X	X

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O-8 (R): Reject Interval

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## 0-9 [FOCT]: Firm Order Confirmation Timeliness

### Definition

The interval for return of a Firm Order Confirmation (FOC) is the response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) to distribution of a FOC. The interval will include an electronic facilities check.

### Exclusions

- Service Requests canceled by CLEC prior to a FOC being returned
- Designated Holidays are excluded from the interval calculation for ~~partially mechanized and non-mechanized~~ ~~mailed LSRs and~~ ~~Non-Mechanized ASRs only~~
- LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations
- Test Transactions/Records
- Scheduled OSS Maintenance

### Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

For ~~Partially Mechanized and Non-Mechanized Mailed LSRs or Non-Mechanized~~ ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the ~~Interconnection~~ ~~AT&T~~ website: (<http://www.interconnection.bellsouth.com/centers/>).

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

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth ~~AT&T~~ service representative and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

**Non-Mechanized Email:** The elapsed time from receipt of a valid paper LSR not submitted via electronic systems (date and time stamp of FAX or date and time paper LSRs received in LCSC) ~~(Email)~~ until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SDCS and a Firm Order Confirmation is sent to the CLEC via FAX Service ~~Email~~.

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculation, the original versions of the individual LSRs will be assigned the "start time stamp" from the receipt of the original Global Request.

### Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and time of Firm Order Confirmation

0-9 [FOCT]: Firm Order Confirmation Timeliness

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**Florida Performance Metrics**

- b = Date and time of service request receipt

Percent within Interval =  $(c / d) \times 100$

- c = Service requests confirmed in reported interval
- d = Total service requests confirmed in the report period

**Report Structure**

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:  
0 - 3 business hours
- Partially Mechanized:  
0 - 10 business hours
- Non-mechanized Emails:  
0 - 24 business hours
- Local Interconnection Trunks:  
0 - 5 business days
- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
- State

**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

- Resale - Residence (Non-Design)
- Resale - Business (Non-Design)
- Resale - Design (Special)
- LNP (Standalone)
- UNE Analog Loop
- UNE Analog Loop with LNP
- UNE Digital Loop >= DS1
- UNE ISDN/UDC/IDSL
- UNE Other
- UNE Line Splitting
- UNE EELs
- UNE xDSL (ADSL, HDLSL, UCL)
- Local Interconnection Trunks .....95% <= 5 business days

**SQM/SEEM Analog/Benchmark**

- Fully Mechanized: 95% <= 3 business hours
- Partially Mechanized: 95% <= 10 business hours
- Non-Mechanized Email: 95% <= 24-17 business hours

**SEEM Measure**

SEEM	Tier I	Tier II
Yes	X	X

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0.9-100% Firm Order Confirmation Timeliness

## O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

### Definition

This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation.

### Exclusions

- Service requests canceled by the CLEC prior to FOC or Reject being sent
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Project IDs" for Bulk Migrations
- Test Transactions/Records

### Business Rules

**Fully Mechanized:** The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

**Partially Mechanized:** The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fallout for manual handling by the LC/SC personnel.

**Non-Mechanized Email:** The number of FOCs or Rejects sent to the CLECs via FAX server email in response to manually emailed submitted LSRs/ASRs (date and time stamp in email/FAX Server).

**Local Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

### Calculation

**Firm Order Confirmation / Reject Response Completeness** =  $(a / b) \times 100$

- a = Total number of service requests for which a Firm Order Confirmation or Reject is sent
- b = Total number of service requests received in the report period

### Report Structure

- One report with the following four Disaggregation Levels:
  - Fully Mechanized
  - Partially Mechanized
  - Non-Mechanized Email
  - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
State

O-11 [FOCC]: Firm Order Confirmation and Reject Response



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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Fully Mechanized .....	98% Returned
• Partially Mechanized .....	95% Returned
• Non-Mechanized (Engil) .....	95% Returned
• Local Interconnection Trunks .....	95% Returned

SEEM Measure

SEEM	Tier I	Tier II
Yes .....	X .....	X .....

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**O-12 [OAT]: Average Answer Time - Ordering Centers**

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**Definition**

This report measures the average time a customer is in queue when calling an AT&T BellSouth Ordering Center.

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**Exclusions**

- Volume of abandoned calls

**Business Rules**

The duration starts when a CLEC representative or BellSouth AT&T customer makes a choice on the ordering center's menu and is put in queue for the next service representative and stops when a BellSouth AT&T service representative answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls.

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**Calculation**

Answer Time for BellSouth AT&T Ordering Centers = (a - b)

- a = Time BellSouth AT&T service representative answers call
- b = Time of entry into queue

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Average Answer Time for BellSouth AT&T Ordering Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls answered in the reporting period

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**Report Structure**

- CLEC Aggregate
- BellSouth Aggregate
  - Business Service Center
- Geographic Scope
  - Region

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**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

- CLEC Local Carrier Service Center

**SQM/SEEM Analog/Benchmark**

Parity with Retail (Business Service Center) Average Answer Time <= 30 seconds

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**SEEM Measure**

SEEM Tier I Tier II  
Yes X

## Section 3: Provisioning

### P-1 [HOI]: Held Order Interval

#### Definition

This report measures delays in completing CLEC orders due to BellSouthAT&T reasons. This report is based on orders still pending, held and past their committed due date at the end of the reporting period.

#### Exclusions

- Order Activities of BellSouthAT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Orders with Appointment Code of 'A', i.e., orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.
- Listing Orders

#### Business Rules

This metric is computed at the close of each reporting 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 held order, the interval is determined from the number of calendar days between the earliest committed due date on which BellSouthAT&T had a company missed appointment and the close of the reporting period. The total number of held order days are accumulated and then divided by the number of held orders to produce the mean held order interval. The interval is expressed in calendar days with no exclusions for Holidays or Sundays.

#### Calculation

Mean Held Order Interval = a / b

- a = Sum of held-over-days for all held orders
- b = Total number of held orders

#### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouthAT&T Aggregate
- Geographic Scope
  - State

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- Resale Residence (Non-Design) .....
- Resale Business (Non-Design) .....
- Resale Design .....
- UNE Analog Loop (Design) .....
- UNE Analog Loop (Non-Design) .....

##### SQM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence, Business, and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch)

P-1 [HOI]: Held Order Interval

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	Based Orders)
• UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1
• UNE EELs .....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) .....	ADSL Provided to Retail
• UNE ISDN/UDC/IDSL .....	Retail ISDN - BRI
• UNE Line Splitting .....	ADSL Provided to Retail
• UNE Other Design .....	Diagnostic
• UNE Other Non-Design .....	Diagnostic
• Local Interconnection Trunks .....	<= 2% held for 5 days or more due to lack of facilities Parity with Retail Trunks

P-1 [HOL]: Held Order Interval

SEEM Measure

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
No .....

**P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours**

**Definition**

This report measures the percentage of jeopardy notices that BellSouth@AT&T provides in advance to the CLECs indicating a committed due date is in jeopardy due to a facility delay.

**Exclusions**

- Order activities of BellSouth@AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Orders jeopardized on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with a due date of less than 48 hours
- Listing Orders

**Business Rules**

When BellSouth@AT&T can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. Orders that have a due date in the reporting period are included in the calculation. The interval is calculated using the date/time the notice is released to the CLEC/BellSouth@AT&T systems/FAX Server until 5 PM on the due date of the order. This report measures dispatched orders only.

**Calculation**

Percentage of Orders Given Jeopardy Notice >= 48 Hours = (a / b) x 100

- a = Number of orders given jeopardy notice >= 48 consecutive hours in the reporting period
- b = Number of orders given jeopardy notices in the reporting period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- BellSouth@AT&T Aggregate
- Geographic Scope
  - State

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design)	95% >= 48 hours
• Resale Business (Non-Design)	95% >= 48 hours
• Resale Design	95% >= 48 hours
• UNE Analog Loop (Design)	95% >= 48 hours
• UNE Analog Loop (Non-Design)	95% >= 48 hours
• UNE Digital Loop >= DS1	95% >= 48 hours
• UNE EELs	95% >= 48 hours
• UNE xDSL (HDSL, ADSL, and UCL, and Line Spinning)	95% >= 48 hours
• UNE ISDN/UDC/DSL	95% >= 48 hours
• UNE Line Spinning	95% >= 48 hours
• UNE Other Design	95% >= 48 hours

P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours

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- UNE Other Non-Design ..... 95% >= 48 hours
- Local Interconnection Trunks ..... 95% >= 48 hours

SEEM Measure

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
 No \_\_\_\_\_

P-2A (P-18): Percentage of Orders Given Jeopardy Notices >= 48 Hours



Florida Performance Metrics

**P-2B [PJ]: Percentage of Orders Given Jeopardy Notices**

**Definition**

This report measures the percentage of orders given jeopardy notices, due to facility delay, out of the total orders due in the reporting period.

**Exclusions**

- Order activities of BellSouth A.I.&T. or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Listing Orders
- Orders jeopardized on the due date
- Orders issued with a due date of less than or equal to 48 hours

**Business Rules**

Orders that have a due date in the reporting period are included in the calculation.

**Calculation**

Percent of Orders Given Jeopardy Notice =  $(a / b) \times 100$

- a = Number of orders given jeopardy notices in the reporting period
- b = Number of orders with a due date in the reporting period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- BellSouth A.I.&T. Aggregate
- Geographic Scope  
- State

**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

- Resale Residence (Non-Design) .....
- Resale Business (Non-Design) .....
- Resale Design .....
- UNE Analog Loop (Design) .....
- UNE Analog Loop (Non-Design) .....
- UNE Digital Loop >= DS1 .....
- UNE EELs .....
- UNE xDSL (HDSL, ADSL, and UCL, and Line Splitting) .....
- UNE ISDN/UDC/DSL .....
- UNE Line Splitting .....
- UNE Other Design .....
- UNE Other Non-Design .....
- Local Interconnection Trunks .....

**SQM Analog/Benchmark**

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch Based Orders)
- Retail Digital Loop >= DS1
- Retail DS1/DS3
- ADSL Provided to Retail
- Retail ISDN - BRI
- ADSL Provided to Retail
- Diagnostic
- Diagnostic
- Parity with Retail Trunks

**SEEM Measure**

P-2B [PJ]: Percentage of Orders Given Jeopardy Notices

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Florida Performance Metrics

SEEM Tier I Tier II  
No.....

P-2B (PJI) - Percentage of Orders Given Jeopardy Notices

### P-3 [MIA]: Percent Missed Installation Appointments

#### Definition

This report measures the percentage of total orders for which BellSouth AT&T is unable to complete the service orders on the committed due date.

#### Exclusions

- Orders canceled on or prior to the due date
- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed - "Zero Due Date Orders"
- Order activities of BellSouth AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- Listing Orders

#### Business Rules

All Service orders are considered as met, unless the first missed appointment code is due to BellSouth AT&T company reasons. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth AT&T fails to meet the original commitment time. If no access occurs after the commitment time, the report is flagged a missed appointment.

#### Calculation

Percent Missed Installation Appointments =  $(a / b) \times 100$

- a = Number of orders where the installation appointment is not met
- b = Total number of orders completed during the reporting period

#### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
  - State

#### SQM Disaggregation - Analog/Benchmark

##### SQM Level of Disaggregation

- Resale Residence (Non-Design)
- Resale Business (Non-Design)
- Resale Design
- LNP (Standalone)
- UNE Analog Loop (Design)
- UNE Analog Loop (Non-Design)
- UNE Analog Loop with LNP-Design
- UNE Analog Loop with LNP-Non-Design

##### SQM/SEEM Analog/Benchmark

- Retail Residence (Non-Design)
- Retail Business (Non-Design)
- Retail Design
- Retail Residence and Business (POTS)
- Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch Based Orders)
- Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- Retail Residence and Business - POTS (Excluding Switch

P-3 [MIA]: Percent Missed Installation Appointments

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**Florida Performance Metrics**

- UNE Digital Loop >= DS1 ..... Based Orders  
Retail Digital Loop >= DS1
- UNE EELs ..... Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) ..... ADSL Provided to Retail
- UNE ISDN/UDC/IDSL ..... Retail ISDN - BRI
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Other Design ..... Diagnostic
- UNE Other Non-Design ..... Diagnostic
- Local Interconnection Trunks ..... <= 5% Parity with Retail Trunks

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**SEEM Measure**

SEEM	Tier I	Tier II
Yes	X	X

P-3 [MIA]: Percent Missed Installation Appointments

## P-4 [OC]: Order Completion Interval (OCI)

### Definition

This report measures the interval of time it takes BellSouth AT&T to provide service for the CLEC or its own customers.

### Exclusions

- Canceled Service Orders
- Order activities of BellSouth AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC/End user-caused misses
- Listing Orders

### Business Rules

The completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth AT&T issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth AT&T's order completion date. Orders worked on zero due dates are calculated with a .33-day interval (8 hours). Orders can be either dispatch or non-dispatch.

Only valid business days will be included in the calculation of this interval. Valid business days may be found at the following AT&T website: (<http://wholesale.att.com/contactcenters/>) (<http://www.interconnection.bellsouth.com/leco/orderinghandbook/intervalguide>)

### Calculation

Order Completion Interval = (a - b)

- a = Completion Date
- b = FOC or SOCS date time-stamp (application date)

Average Order Completion Interval = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- All Levels are reported < 6 lines/circuits; >= 6 lines/circuits (except trunks)
- -Geographic Scope  
  \_State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM/SEEM Analog/Benchmark

- Resale Residence (Non-Design) ..... Retail Residence (Non-Design)

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P-4 [OC]: Order Completion Interval (OCI)

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**Florida Performance Metrics**

• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design .....	Retail Design
• LNP (Standalone) .....	Retail Residence and Business (POTS)
• UNE Analog Loop (Design) .....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design).....	Retail Residence and Business (Dispatch)
• UNE Analog Loop with LNP-Design .....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop with LNP-Non-Design.....	Retail Residence and Business (Dispatch)
• UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1 (Dispatch)
• UNE EELS .....	Retail DS1/DS3(Dispatch)
• UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) without conditioning .....	<= 5 Business Days
• UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) with conditioning .....	<= 11 Business Days
• UNE ISDN/UDC/IDSL .....	Retail ISDN - BRI
• UNE Line Splitting without Conditioning .....	ADSL Provided to Retail
• UNE Line Splitting with Conditioning .....	11 Business Days
• UNE Other Design.....	Diagnostic
• UNE Other Non-Design.....	Diagnostic
• Local Interconnection Trunks .....	Parity with Retail Trunks

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P-1 (OCI): Order Completion Interval (OCI)

**SEEM Measure**

SEEM ----- Tier I ----- Tier II  
Yes..... X .....

## P-5 [CNI]: Average Completion Notice Interval

### Definition

This report measures the elapsed time between the BellSouth AT&T reported completion of work and the issuance of a valid completion notice to the CLEC.

### Exclusions

- Canceled Service Orders
- Order activities of BellSouth AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- Listing Orders

### Business Rules

The interval begins with the completion date and time and the interval ends with release of the notice of completion status to the CLEC. 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 to the Work Management Center (WMC), either completing or rejecting the order. If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The end time for mechanized orders is the time stamp when the notice was delivered to the CLEC interface. For non-mechanized Enabled LSRs or Non-Mechanized ASRs -orders, the end time will be date and timestamp of order update from the C-SOTS system. For the retail analog, the start time begins when the technician completes the order and ends when the order status is changed to complete in SOCS.

### Calculation

Completion Notice Interval = (a - b)

- a = Date and time of notice of completion
- b = Date and time of work completion

Average Completion Notice Interval = c / d

- c = Sum of all completion notice intervals
- d = Number of orders with notice of completion in the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Mechanized Orders
- Non-Mechanized Enabled Orders
- Reporting intervals in hours
- Geographic Scope
- State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Resale Residence (Non-Design) ..... Retail Residence (Non-Design)

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P-5 [CNI]: Average Completion Notice Interval

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**Florida Performance Metrics**

• Resale Business (Non-Design).....	Retail Business (Non-Design)
• Resale Design.....	Retail Design
• LNP (Standalone).....	Retail Residence and Business (POTS)
• UNE Analog Loop (Design).....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design).....	Retail Residence and Business - POTS (Excluding Switch Based Orders)
• UNE Analog Loop with LNP - Design.....	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop with LNP- Non-Design.....	Retail Residence and Business - POTS (Excluding Switch Based Orders)
• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE EELs.....	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL, and UCL and Line Splitting).....	ADSL Provided to Retail
• UNE ISDN/UDC/IDSL.....	Retail ISDN - BRI
• UNE Line Splitting.....	ADSL Provided to Retail
• UNE Other Design.....	Diagnostic
• UNE Other Non-Design.....	Diagnostic
• Local Interconnection Trunks.....	Parity with Retail Trunks

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II

Networks with 100 or more lines of service

P-5 [CNI]: Average Completion Notice Interval

## P-7 [CCI]: Coordinated Customer Conversions– Hot Cut Duration

### Definition

This report measures the average time it takes BellSouth AT&T to disconnect loops from the BellSouth AT&T switch, connect the loops to the CLEC, and notify the CLEC after the conversion is complete. This measurement applies to service orders where the CLEC has requested BellSouth AT&T to provide a coordinated conversion.

### Exclusions

- Canceled Service Orders
- Delays caused by the CLEC
- Non-Coordinated Conversions
- Order activities of BellSouth AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

### Business Rules

Coordinated conversions are scheduled between the CLEC and BellSouth AT&T. The start time will be captured when the physical conversion begins and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

When the cut interval for a conversion is greater than zero, yet less than one minute, that conversion will reflect a one minute cut interval.

### Calculation

Coordinated Customer Conversions Interval = (a - b) / c

- a = Completion date and time of CLEC notification
- b = Start date and time of conversion
- c = Number of loops per order

Percent Coordinated Customer Conversions = (d / e) X 100

- d = Total number of Coordinated Customer Conversions (loops) within <= 15 minutes
- e = Total number of Coordinated Customer Conversions (loops) for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

<b>SQM Level of Disaggregation</b>	<b>SQM/SEEM Analog/Benchmark</b>
• Coordinated Customer Conversions (Loops).....	95% <= 15 Minutes

### SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

Version 5.066.00

P-7 [CCI]: Coordinated Customer Conversions – Hot Cut Duration

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## P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

### Definition

This report measures the percentage of orders where BellSouth AT&T begins the conversion of a loop on a coordinated and/or a time specific order within a timely manner of the CLEC requested start time.

### Exclusions

- Any order canceled by the CLEC
- Delays caused by the CLEC
- Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent loops on multiple loop orders after the first loop
- Order activities of BellSouth AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

### Business Rules

The cut is considered "on time" if it starts <= 15 minutes before or after the requested start time. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the "on time" interval. If Integrated Digital Loop Carrier (IDLC) is involved, BellSouth AT&T must notify the CLEC by 10:30 AM on the day before the due date and then the "on time" interval is <= 2 hours before or after the requested start time.

### Calculation

Percent within Interval = (a / b) X 100

- a = Total number of coordinated unbundled loop orders converted "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
- State

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

- Product Reporting Level

Non-IDLC.....	95% within + or - 15 minutes of scheduled start time
IDLC.....	95% within + or - 2 hours of scheduled start time

#### SQM/SEEM Analog/Benchmark

### SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

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## P-7B [CCRT]: Coordinated Customer Conversions—Average Recovery Time

### Definition

This report measures outages associated with Coordinated Customer Conversions prior to service order completion, which can be isolated to BellSouth's side of the network.

### Exclusions

- Conversions where service outages are due to CLEC-caused reasons
- Conversions where service outages are due to end-user-caused reasons
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Reorder Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

### Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.

### Calculation

#### Recovery Time = (a - b)

- a = Date and time the initial trouble is cleared and the CLEC is notified
- b = Date and time the initial trouble is opened with BellSouth

#### Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times
- d = Number of troubles referred to BellSouth

#### Percentage of Items with No Troubles = (e / f) X 100

- e = Total items in the reporting period that did not have a trouble during a coordinated conversion
- f = Total items for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
State

### SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation ..... SQM Analog/Benchmark

- Coordinated Customer Conversions (Loops) ..... 5 Hours

### SEEM Measure

Version 5-068 00



Florida Performance Metrics

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SEEM Tier I Tier II

No



Florida Performance Metrics

**P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles  
Received within 5 Days of a Completed Service Order**

**Definition**

This report measures the percentage of provisioning troubles received within 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion and ensures the quality and accuracy of Hot Cut Conversion activities.

**Exclusions**

- CLEC Canceled Orders
- Troubles caused by Customer Provided Equipment (CRE) or CLEC Equipment
- Listing Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) which may be order types (C, N, R, or T)
- Troubles outside of BellSouth's control
  - A cut or damaged cable caused by other than BellSouth employees or contractors
  - Troubles caused by vandalism (theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth)
- Disconnect Orders

**Business Rules**

The first trouble report received on a circuit ID within 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate.

**Calculation**

Percentage of Provisioning Troubles within 5 Days of Service Order Completion =  $(a/b) \times 100$

- a = The sum of all Hot Cut Circuits with a trouble within 5 days following service order(s) completion
- b = The total number of Hot Cut Circuits completed in the previous reporting period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch
- Geographic Scope  
State

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation \_\_\_\_\_ SQM Analog/Benchmark

- UNE Loop ..... 3%

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II

No \_\_\_\_\_

P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles

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Florida Performance Metrics

**P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date**

**Definition**

This report measures the percentage of non-coordinated conversions that BellSouth/AT&T completed and provided notification to the CLEC on the due date during the reporting period.

**Exclusions**

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Order activities of BellSouth/AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)

**Business Rules**

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

**Calculation**

Percent Completed and Notified on Due Date = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
  - State

**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

- Non-Coordinated Conversions ..... 95% Completed on Due Date with CLEC Notification

**SQM/SEEM Analog/Benchmark**

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
 Yes ..... X ..... X

P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent

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## P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion Provisioning Trouble Rate

### Definition

This report measures the quality and accuracy of the provisioning process by calculating the percentage rate of troubles received within "X" days of service order completion.

### Exclusions

- Canceled Service Orders
- Order activities of BellSouth AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth AT&T's control
  - A cut or damaged cable, caused by other than BellSouth AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth AT&T

### Business Rules

The first trouble report received after the completion of a service order is counted in this measure. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Candidates are identified by searching the prior report period for all completed service orders and then searching for all trouble reports received within 5 days (POTS Non-Designed services) or 14 days (Designed services) of the service order completion date. The numerator is the number of closed trouble reports received within 5 days (POTS and Non-Designed services) or 14 days (Designed services) of the service order completion date. The denominator is the total number of service orders completed within the reporting month.

### Calculation

Percent Provisioning Troubles within "X" Days of Service Order Completion report rate = (a / b) X 100

- a = Total completed orders receiving a trouble report within "X" days of the service order(s) completion
- b = All service orders completed in the previous reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth AT&T Aggregate
- Dispatch / Non-Dispatch (except trunks)
- Geographic Scope
  - State

### SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)

P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion Provisioning Trouble Rate

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**Florida Performance Metrics**

- Resale Design ..... Retail Design
- LNP (Standalone) ..... Retail Residence and Business (POTS)
- UNE Analog Loop (Design) ..... Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) ..... Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Analog Loop with LNP Design ..... Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP Non-Design ..... Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1 ..... Retail Digital Loop >= DS1
- UNE EELs ..... Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, and UCL and Line Splitting) ..... ADSL Provided to Retail
- UNE ISDN/UDC/ISL ..... Retail ISDN-BRI
- UNE Line Splitting ..... ADSL Provided to Retail
- UNE Other Design ..... Diagnostic
- UNE Other Non-Design ..... Diagnostic
- Local Interconnection Trunks ..... Parity with Retail Trunks

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
 Yes ..... X ..... X

P-9 (PPT) - Percent Provisioning Troubles within "X" Days of Service Order Completion Provisioning Trouble Rate

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