

## **ATTACHMENT 2**

### **DECLARATION OF BERNADETTE SEIGLER**

AT&T Friendly Test - Consumer Metrics  
Georgia Sub-Metrics Specifics

Key:	
<b>G</b>	Meeting performance standard as defined based on results to date (1)
<b>N/A</b>	Not meeting performance standard as defined based on results to date Information not available for calculation
<b>Notes</b>	Unshaded Standards represent official state Carrier to Carrier metrics Blue Shaded Standards are supplied by AT&T Orange shaded metrics are AT&T proposed metrics

Georgia

Metric	Description	Standard	2/27/2001	Definitions/Calculations
<b>PO</b>	<b>Pre-Ordering OSS</b>			
	No Pre-Ordering OSS Metrics			
<b>OR</b>	<b>Ordering</b>			
ATT-GA-OR-1	Average Acknowledgement Response Time	<= 15 min.		Average response time from receipt of a valid order to the distribution of an acknowledgement Calculation: $\text{Sum}[(\text{Date and time of acknowledgement}) - (\text{Date and time of service request receipt})] / \text{Total number of acknowledgements received}$
ATT-GA-OR-2-1	% of Orders Acknowledged On Time (15 minutes)	>= 95%		Percentage of acknowledgements received within 15 minutes of the order submitted Calculation: $(\# \text{ of acknowledgements received within 15 minutes of order submission} / \text{Total number of orders submitted}) * 100$
ATT-GA-OR-2-2	% of Orders Acknowledged On Time (90 minutes) *	>= 75%		Percentage of acknowledgements received within 90 minutes of the order submitted Calculation: $(\# \text{ of acknowledgements received within 90 minutes of order submission} / \text{Total number of orders submitted}) * 100$
ATT-GA-OR-3	Order Acknowledgement Completeness	100%		Percentage of orders that received an acknowledgement Calculation: $(\# \text{ of acknowledgements received} / \text{Total number of service requests submitted}) * 100$
BST GA OR 1	Firm Order Confirmation Average Response Time	No Standard	201	Average response time measured in minutes from receipt of a valid LSR to the distribution of a firm order confirmation (FOC) Calculation: $\text{Sum}[(\text{Date and time of FOC}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests confirmed in the reporting period}$
ATT-GA-OR-6	Order Confirmation Timeliness - Flow Through (4 hours)	>= 95%		Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a confirmation within 4 hours of order submission}) / (\text{Total} \# \text{ of confirmations received})$
ATT-GA-OR-7	Order Confirmation Timeliness - Non Flow Through (48 hours)	>= 95%		Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a confirmation within 48 hours of order submission}) / (\text{Total} \# \text{ of confirmations received})$
BST-GA-OR 2	Rejection Average Response Time	No Standard	405	Average time elapsed measured in minutes from the receipt of an LSR to the distribution of a reject. Calculation: $\text{Sum}[(\text{Date and time of service request rejection}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests rejected in the reporting period}$
ATT-GA-OR-8	Order Rejection Timeliness - Flow Through (4 hours)	>= 95%		Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a rejection within 4 hours of order submission}) / (\text{Total} \# \text{ of rejections received})$
ATT-GA-OR-9	Order Rejection Timeliness - Non Flow Through (48 hours)	>= 95%		Percentage of orders "not eligible to flow through" that receive a rejection within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a rejection within 48 hours of order submission}) / (\text{Total} \# \text{ of rejections received})$
BST GA-OR 3	% Rejected Service Requests	No Standard	10.69%	Percentage of LSRs received which are rejected due to error or omission. Calculation: $(\text{Total} \# \text{ of rejected service requests} / \text{Total} \# \text{ of service requests received}) * 100$ (for a monthly period)
ATT-GA-OR-10	% Service Requests Rejected In Error by ILEC	<= 1%		Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections). Calculation: $(\text{Total} \# \text{ of orders erroneously rejected by the LEC (spurious rejections)} / \text{Total} \# \text{ of service requests rejected}) * 100$ (for a monthly period)
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	No Standard	88.82%	Percentage of LSRs submitted electronically via the CLEC mechanized ordering process that are eligible to flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention. Calculation: $(\text{Total} \# \text{ of valid LSRs that are eligible to flow through to BST OSS} / \text{Total} \# \text{ of valid LSRs delivered to the BST OSS}) * 100$

\* Metric contractually agreed upon by AT&T and BellSouth  
Table C.D5 Metrics

**AT&T Friendly Test - Consumer Metrics**  
**Georgia Sub-Metrics Specifics**

Key:	
	Meeting performance standard as defined based on results to date (1)
	Not meeting performance standard as defined based on results to date
	Information not available for calculation
<b>N/A</b>	Notes
	Unshaded Standards represent official state Carrier to Carrier metrics
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**Georgia**

Metric	Description	Standard	2/27/2001	Definitions/Calculations
ATT-GA-OR-4	Order Confirmation or Rejection Response Completeness	100%		Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100
ATT-GA-OR-5	Order Confirmation or Rejection Response Duplication	0%		Percentage of orders receiving both a confirmation and an error on the same PON.VER. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100
<b>PR</b>	<b>Provisioning</b>			
BST-GA-PR-1	Average Completion Interval (OCI)	No Standard	3.35	Average time elapsed between the order issue date and the order completion date. Calculation: Sum{(Field Completion Date)-(Order Issue Date)}/Total # of orders completed in the reporting period
BST-GA-PR-2	% Missed Installation Appointments	No Standard	4.49%	Percentage of orders where BST misses the committed installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100
BST-GA-PR-3	Average Jeopardy Notice Interval	No Standard	No Observations	Average advance notice that BST provides a CLEC when it knows that an order will not be provisioned by its committed due date Calculation: Sum{(Date and time of scheduled due date on service order)-(Date and time of jeopardy notice)}/Total number of orders given a jeopardy notice
BST-GA-PR-4	% of Orders Given Jeopardy Notice	No Standard	No Observations	Percentage of orders given a jeopardy notice. Calculation: Total number of orders given a jeopardy notice/Total number of orders committed (due)
BST-GA-PR-5	Average Completion Notice Interval	No Standard	2.69	Average time (in hours) elapsed between the BST reported completion of the work and the issuance of a valid completion notice to the CLEC. Calculation: Sum{(Date and time of notice of completion)-(Date and time of work completion)}/Total # of orders completed in the reporting period
BST-GA-PR-6	Service Order Accuracy	>= 95%		Percentage of completed orders that were provisioned correctly Calculation: (# of orders that were completed without errors/# of orders completed)*100
ATT-GA-PR-1-1	Provisioning Timeliness - LEC Committed Due Date	>= 95%		Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date Calculation: (Total # of "eligible to complete" orders provisioned by the LEC committed due date/Total # of "eligible to complete" orders)*100
ATT-GA-PR-1-2	Provisioning Timeliness - Customer Desired Due Date	>= 95%		Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date Calculation: (Total # of "eligible to complete" orders provisioned by the customer desired due date/Total # of "eligible to complete" orders)*100
ATT-GA-PR-3	Completion Notification Completeness	100%		Percentage of "eligible to complete" orders that have received a Completion Notice (CN) Calculation: (Total # of "eligible to complete" orders receiving a CN/Total # of "eligible to complete" orders)*100
ATT-GA-PR-4	Unbillable Orders	0%		Percentage of "eligible to complete" orders that have not received Completion Notice (CN) Calculation: (Total # of "eligible to complete" orders not receiving a CN/Total # of "eligible to complete" orders)*100
ATT-GA-PR-5	Completion Notification Timeliness	>= 95%		Percentage of orders that have received a Completion Notice (CN) by noon the day following the field provisioning date Calculation: (Total # of orders receiving a CN by noon the day following the field provisioning date/Total # of provisioned orders)*100
<b>MR</b>	<b>Maintenance &amp; Repair</b>			
BST-GA-MR-1	Missed Repair Appointments	No Standard	No Observations	Percentage of trouble reports not cleared by the committed date and time Calculation: (# of trouble reports not cleared by the committed due date/# of trouble reports closed in the reporting period)*100
BST-GA-MR-2	Maintenance Average Duration	No Standard	3.45	Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Calculation: Sum{(Date and time of service restoration)-(Date and time trouble ticket was opened)}/Total # of closed trouble tickets in the reporting period

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Metric	Description	Standard	2/27/2001	Definitions/Calculations
<b>BI</b>	<b>Billing</b>			
ATT-GA-BI-1	% ODUFs On Time	100%		% Records Expected (from FT Call Logs) which arrive within 7 calendar days THRU DEC 31
ATT-GA-BI-1-2	ODUF Completeness	100%	UNDER REVIEW	% Records Expected (from FT Call Logs) vs those received from Bell South THRU DECEMBER 31 RESULTS ARE 80% BUT NEED FURTHER REVIEW
ATT-GA-BI-3	ODUF Accuracy	100%		% Records Expected and Received (from Metric 1) which are error free THRU DECEMBER 11
ATT-GA-BI-3-1	ODUF Erroneous Records	0%	TO BE UPDATED	% Total ODUF records which are not AT&T customer records THRU DECEMBER 31
ATT-GA-BI-2	% ADUFs On Time	100%		% Records Expected (from FT Call Logs) which arrive within 7 calendar days THRU 12/31
ATT-GA-BI-2-2	ADUF Completeness	100%		% Records Expected (from FT Call Logs) vs those received from Bell South THRU 12/31
ATT-GA-BI-4	ADUF Accuracy	100%		% Records Expected and Received (from Metric 1) which are error free THRU 12/31
ATT-GA-BI-4-2	ADUF Erroneous Records	0%		% Total ADUF records which are not AT&T customer records
ATT-GA-BI-4-2-a	% Total ADUF records which have unknown Jurisdictions (Z Settlement Code)		N/A	
ATT-GA-BI-4-2-b	% Total ADUF records which have Feature Group other than A-D (unbillable)		0.00%	
ATT-GA-BI-4-2-c	% Total ADUF records with Zero-filled or Incomplete TN Fields		N/A	

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 Table: ODS Metrics

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Metric	Description	Standard	2/27/2001	Definitions/Calculations
ATT-GA-BI-5-1	Mechanized UNE-P Bill Timeliness	100%		Percentage determination if UNE-P mechanized bill was received within 10 calendar days of the monthly bill date (28th) (# Mechanized Bills received on-time#)/(Mechanized Bills received) OCT/NOV bills were re-transmitted due to errors on BST side DEC BILL RECEIVED ON TIME
ATT-GA-BI-5-2	Paper UNE-P Bill Timeliness	100%	N/A	Percentage determination if UNE-P paper bill was received within 10 calendar days of the monthly bill date (28th) (# Bills received on-time)/(# Bills received)
ATT-GA-BI-6-1	Mechanized UNE-P Bill Accuracy	100%	DECEMBER AVA 2/28	Percentage of mechanized UNE-P bills received without errors Accurate bills are those mechanized bills which pass AT&T's validation edit process the first time JULY-TN ERRS AUG-SEPT-OCT-NOV HAD DATE/TRAILER ERRORS and had to be RE-SENT by BST Calculation: (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received, processed)
ATT-GA-BI-6-2	Mechanized UNE-P Bill Account Accuracy	98%	DECEMBER AVA 2/28	Percentage of billed TNs without account errors Calculation: (# of UNE-P accounts not billed in error)/(# of UNE-P accounts billed this month)
ATT-GA-BI-6-1a	Paper UNE-P Bill Accuracy (sample)	100%	N/A	Percentage of paper UNE-P bills received without errors Calculation: (# of paper UNE-P bills received without errors)/(# of paper UNE-P bills received, processed)

METRICS_ID	STATE_NAME	FUNCTION	ITEM	ITEM_DESCRIPTION	MEASUREMENT
1	GA	Production	BST-GA-OR-1	Firm Order Confirmation Timeliness	201.217219
2	GA	Production	BST-GA-OR-2	Reject Interval	405.498831
3	GA	Production	BST-GA-OR-3	% Rejected Service Requests	10.69056273
4	GA	Production	BST-GA-OR-4	% Flow Through Service Requests	88.816531
5	GA	Production	ATT-GA-OR-1	Average Acknowledgement Response Time	19.815028
6	GA	Production	ATT-GA-OR-2-1	% of Orders Acknowledged On Time	84.44583594
7	GA	Production	ATT-GA-OR-3	Order Acknowledgement Completeness	100
8	GA	Production	ATT-GA-OR-4	Order Confirmation or Rejection Response Completeness	98.97307451
9	GA	Production	ATT-GA-OR-5	Order Confirmation or Rejection Response Duplication	3.519098309
10	GA	Production	ATT-GA-PR-4	Unbillable Orders	3.102040816
11	GA	Production	BST-GA-PR-1	Average Completion Interval (OCI)	3.348688
12	GA	Production	BST-GA-PR-2	% Missed Installation Appointments	4.489321517
13	GA	Production	BST-GA-PR-3	Average Jeopardy Notice Interval	
14	GA	Production	BST-GA-PR-4	% of Orders Given Jeopardy Notice	
15	GA	Production	BST-GA-PR-5	Average Completion Notice Interval	2.694325
16	GA	Production	BST-GA-PR-6	Service Order Accuracy	87.2295082
17	GA	Production	ATT-GA-PR-3	Completion Notification Completeness	96.89795918
18	GA	Production	ATT-GA-PR-1-1	Provisioning Timeliness	95.93469388
19	GA	Production	BST-GA-MR-1	Missed Repair Appointments	
20	GA	Production	BST-GA-MR-2	Maintenance Average Duration	3.446428
24	GA	Production	ATT-GA-OR-6	Order Confirmation Timeliness - Flow Through	78.44734819
26	GA	Production	ATT-GA-OR-7	Order Confirmation Timeliness - Non Flow Through	95.26123937
27	GA	Production	ATT-GA-OR-8	Order Rejection Timeliness - Flow Through	60.10638298
29	GA	Production	ATT-GA-OR-9	Order Rejection Timeliness - Non Flow Through	99.03846154
30	GA	Production	ATT-GA-PR-1-2	Provisioning-Timeliness - Customer Desired Due Day	75.60816327
31	GA	Production	ATT-GA-PR-5	Completion Notification Timeliness	93.22580645
32	GA	Production	BST-GA-PR-1-1	Average Completion Interval (OCI) - 1 line order	3.336102
33	GA	Production	BST-GA-PR-1-2	Average Completion Interval (OCI) - 2 line order	10
34	GA	Production	BST-GA-PR-1-3	Average Completion Interval (OCI) - 3 to 5 line order	4.064102
35	GA	Production	ATT-GA-OR-10	% Service Requests Rejected In Error	64.71172962
118	GA	Production	ATT-GA-OR-2-2	% of Orders Acknowledged within 90 min	96.66875391

STANDARD_CRITERIA	STANDARD_NUM	STANDARD_DESC	METRICS_GROUP	METRICS_GROUP_DESCRIPTION
<=	1200	min	OR	Pre-Ordering OSS
<=	1200	min	OR	Pre-Ordering OSS
		%	OR	Pre-Ordering OSS
		%	OR	Pre-Ordering OSS
<=	15	min	OR	Pre-Ordering OSS
>=	95	%	OR	Pre-Ordering OSS
=	100	%	OR	Pre-Ordering OSS
=	100	%	OR	Pre-Ordering OSS
=	0	%	OR	Pre-Ordering OSS
=	0	%	PR	Ordering
<NULL>			PR	Ordering
		%	PR	Ordering
			PR	Ordering
		%	PR	Ordering
		hour	PR	Ordering
			PR	Ordering
=	100	%	PR	Ordering
>=	95	%	PR	Ordering
			MR	Provisioning
			MR	Provisioning
>=	95	%	OR	Ordering
>=	95	%	OR	Ordering
>=	95	%	OR	Ordering
>=	95	%	OR	Ordering
>=	95	%	PR	Provisioning
>=	95	%	PR	Provisioning
<=	2	day	PR	Provisioning
<=	4	day	PR	Provisioning
<=	7	day	PR	Provisioning
<=	1	%	OR	Ordering
			OR	Ordering